



COMMISSIONER  
Chris Traylor

May 18, 2012

To: Consumer Directed Services Agencies

Subject: Information Letter No. 12-53  
Changes to Mandatory Participation in Electronic Visit Verification for Individuals Using the Consumer Directed Services Option

In response to stakeholder feedback, the Department of Aging and Disability Services (DADS) is making Electronic Visit Verification (EVV) more flexible for individuals who use the Consumer Directed Services (CDS) option. The purpose of this letter is to provide Consumer Directed Services Agencies (CDSAs) information regarding changes, effective June 1, 2012, to the EVV system for the CDS option. This letter also provides guidance for ensuring CDS Employers understand their choices for participation in EVV. These changes will be in effect until further refinement of the EVV system.

### **EVV Levels of Participation**

It is the intent of DADS that CDS Employers fully participate in the EVV system, and CDS Employers are encouraged to do so. However, the level of EVV participation in the CDS option will be determined by the CDS Employer, based upon his or her access to technology (e.g., computer, assistive devices) or capability to fully participate in EVV. CDSAs are to contact all CDS Employers currently participating in EVV in DADS Region 2 (Abilene, Wichita Falls, and the surrounding areas), Region 4 (Longview, Tyler and the surrounding areas) and Region 9 (Midland, Odessa and the surrounding areas) to offer the following EVV participation options:

#### **Full Participation: Calls by CDS Employee(s) and Visit Maintenance by CDS Employer**

The telephone portion of EVV will be used by the CDS Employee(s) and the CDS Employer will use the computer portion of the system to complete visit maintenance.

#### **Partial Participation: Calls by CDS Employee(s) and Visit Maintenance by CDSA**

This option is available to CDS Employers who have the capability to participate in the telephone portion of EVV, but need assistance from the CDSA with visit maintenance.

All visits will be documented on paper time sheets. Additionally, the telephone portion of EVV will be used by the CDS Employee(s). The CDSA will compare the call information in the EVV system to the paper time sheets, and complete visit maintenance.

### **No EVV Participation: No Calls and No Visit Maintenance**

If a CDS Employer does not have access to technology (computer, assistive devices, etc.) or does not feel he or she can fully or partially participate in EVV, the CDS Employer may choose to document service delivery the way he or she did prior to EVV. The service delivery time worked by the CDS Employee(s) will be documented on paper time sheets and submitted to the CDSA for processing.

Each CDS Employer will document his or her choice about EVV participation on the newly developed **Form 1722, Employer's Selection for Electronic Visit Verification (EVV)** and send the form to the CDSA. Use the attached form until Form 1722 becomes available on the DADS website. CDSAs should maintain the signed form in the CDS Employer's file.

DADS expects CDS Employer's participation to be based on the decision made by the CDS Employer, and not the CDSA. DADS may request information regarding EVV participation from the CDSA at any time. CDS Employers may change their options for participation at any time, in which case the CDSA would request another Form 1722 from the CDS Employer.

### **EVV System Changes Designed to Reduce Visit Maintenance**

Several changes have been made to the EVV system in order to reduce visit maintenance.

#### **Multiple Phone Numbers in the EVV System**

CDSAs will be allowed to enter multiple phone numbers for individuals who routinely receive services in two or more locations with landline phones. *If a CDS Employer requests to enter more than one phone number in the system, CDSAs will ask them to complete and return the newly developed **Form 1723, EVV Phone Number Request and Certification.***

#### **Cell Phone Usage for Services Provided Outside the Home**

The use of CDS Employers' cell phones will be at the discretion of the CDS Employer, and will be allowed for the following situations:

- When individuals receive services outside of the home.
- When individuals receive services outside the home and do not have a landline phone, a cell phone may be used for both services provided in the home and in the community.

*If CDS Employers request to use their cell phones, CDSAs will ask them to complete and return **Form 1723, EVV Phone Number Request and Certification.** Use of the CDS Employer's cell phone is at the sole discretion of the CDS Employer. CDSAs should never require CDS Employers to use their cell phone. Calls in and out must not be made from the CDS employee's cell phone.*

### CDS-Specific Reason Code

A single reason code, 14-CDS Employer Time Correction, can be used for *all* visit maintenance changes. However, if CDS Employers want to continue using the current reason codes, they may do so.

### **CDSA Contract Monitoring**

The CDSAs must maintain documentation relating to timekeeping for each CDS Employer served. If the CDS Employer elects *Full Participation*, contract monitors will utilize reports from the Santrax system for timekeeping records. If the CDS Employer elects *Partial Participation*, the contract monitors will review both Santrax system information and the paper copy of the time sheets submitted by the CDS Employer for visit maintenance entry. Finally, if the CDS Employer elects *No Participation*, contract monitors will review all paper time sheets submitted by the CDS Employer to the CDSA. CDSAs will remain responsible for the provision of these documents upon request.

DADS will be mailing a letter to all CDS Employers in Regions 2, 4 and 9 to inform them of the options for EVV participation, as well as the changes to visit maintenance.

If you have questions about this information letter, please submit them to [cpc@dads.state.tx.us](mailto:cpc@dads.state.tx.us).

Sincerely,

*[signature on file]*

Teresa Richard  
Director  
Center for Policy and Innovation

Sincerely,

*[signature on file]*

Gary Jessee  
Assistant Commissioner  
Access and Intake

**Employer’s Selection for Electronic Visit Verification (EVV)**

**To be completed by CDS Employers in EVV regions. CDS Employer keeps a copy and sends original to the CDSA.**

Individual’s Name:	For CDSA Use Only Individual’s Identification Number:
Employer’s Name (if different from the individual):	Relation to Individual:

My Consumer Directed Services Agency (CDSA) has explained my options for using EVV. I am selecting:

- Full Participation:** My CDS Employee(s) will call-in when they start work and call-out when they end work. I will use the computer to do Visit Maintenance.
- Partial Participation:** My CDS Employee(s) will call-in when they start work and call-out when they end work. My CDS Employee(s) will continue using paper time sheets. I will send the paper time sheets to my CDSA. My CDSA will do Visit Maintenance to make the EVV system match the paper timesheets.
- No EVV Participation:** My CDS Employee(s) will continue using paper time sheets. I will approve the paper time sheets and send them to my CDSA to pay my employees.

\_\_\_\_\_  
Signature- CDS Employer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature- CDSA Representative

\_\_\_\_\_  
Date

**Electronic Visit Verification (EVV)  
Request for Employer Phone Number(s)**

**To be completed if the CDS employer requests to use a cell phone or requests to use a second landline.**

Individual's Name:	<b>CDSA Use Only:</b> Individual's Identification Number:
Employer's Name (if different than individual):	Employer Relation to Individual:

<b>Second Landline Phone Information</b>	
Landline phone number for the EVV system:	
Name of person associated with landline phone:	
Relationship to individual receiving services:	
Individual receives services at the location of this landline phone on a regular basis?	<input type="checkbox"/> yes <input type="checkbox"/> no
Reason for request:	
<b>Employer's Cell Phone Number Information</b>	
Cell phone number for the EVV system:	
Individual routinely receives services at a location outside the home	<input type="checkbox"/> yes <input type="checkbox"/> no
Individual does not have a landline phone or does not want to make landline phone available	<input type="checkbox"/> yes <input type="checkbox"/> no
Reason for request:	

**Employer Certification**

**I certify that no phone number listed on this document is the landline or cell phone number of my CDS Employee(s):**

\_\_\_\_\_  
Signature- CDS Employer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature- CDSA Representative

\_\_\_\_\_  
Date