

TOUCH OF CLASS – CDS EVV INFORMATION & FAQ

This document is provided by Touch of Class to provide information regarding EVV for CDS Clients and to answer questions related to EVV. If you have a question that is not listed or need further information, please contact the Touch of Class CDS department via email at TOCCDS@CHHTexas.com.

EVV for CDS at Touch of Class will start 9/12/2020!

IMPORTANT: Upon going live with EVV, Touch of Class will be using our website exclusively for communication of changes to policies or procedure regarding the Touch of Class CDS services. It is the responsibility of the CDS Clients, Legally Authorized Representatives, and/or Designated Reps (DR) to monitor the website for changes in program policies and procedures and adhere to them. No other form of communication will be made for notification of changes in these areas.

Acronym Glossary

CDS	Consumer Directed Services
CLASS	Community Living and Support Services
DR	Designated Representative
EVV	Electronic Visit Verification
FMSA	Financial Management Services Agency
HAB	Habilitation Services
HHS or HHSC	Texas Health & Human Services Commission
LAR	Legally Authorized Representative
PAS	Personal Assistance Services
TOC	Touch of Class

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Important Links

Note: Links to other websites referenced in this document were active at the time this document was published. Touch of Class is not responsible for links to documents or website pages that no longer exist on websites outside of the Touch of Class domain.

21st Century Cures Act – The text of the specific bill can be found at the following location.

<https://www.congress.gov/bill/114th-congress/house-bill/34/text>

Texas HHSC EVV Information – The Texas HHSC website EVV Page

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/electronic-visit-verification>

Texas HHSC Electronic Visit Verification “Learn more about EVV” document -

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/what-is-evv.pdf>

The document can also be referenced on the Touch of Class website here:

[Texas HHS - What Is EVV.pdf](#)

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Frequently Asked Questions (FAQ)

Question: **What is EVV?**

Answer: EVV stands for Electronic Visit Verification and is a computer-based system that verifies the occurrence of authorized personal attendant service visits by electronically documenting the precise times and location for service delivery and helps to ensure patients are receiving the services authorized through Medicare or Medicaid.

Question: **Why is EVV Required and what services must use EVV?**

Answer: All Personal Assistance Services (PAS), Habilitation (HAB), and Respite type services fall within the services that must use EVV in accordance with the 21st Century Cures Act. Please reference the following document on the Texas HHS website for further details.

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/programs-services-required-evv.pdf>

The document can also be referenced on the Touch of Class website here:

[Texas HHS - Programs-Services-Required to use EVV.pdf](#)

Question: **What methods can be used by CDS Employees for EVV?**

Answer: There are three methods available to CDS Employees to use to Clock In/Out when an EVV visit is performed. CDS Employees can use any combination of these methods as designated by their employer (the CDS Client, Legally Authorized Representative (LAR), or Designated Representative (DR). The available EVV methods are as follows:

1. **Land Line** – Use of an approved land line phone within the Client’s home to call the EVV specific phone number to clock in or out.
2. **Alternative Device** – The Alternative Device is a small device that is attached to a location in the Client’s home that displays a code that is used for Clock In and/or Clock Out. The code can be used by the employee to clock In or Out using their own phone and is valid for 7 days following the date of service.
3. **Mobile App** – The mobile app is available for use with any smart phone that utilizes the Apple iOS or Android operating systems. The mobile app uses GPS positioning to record the location of the device at the time of clock in/out.

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Question: When will Touch of Class start using EVV and require the use of EVV for CDS clients/Employees?

Answer: EVV for CDS Clients and Employees will begin September 12, 2020 (9/12/2020). Touch of Class has selected DataLogic Software (Vesta EVV) as the EVV provider for our EVV needs. We have completed the on-boarding process and the systems are ready to start using EVV. September 12th is the start of a new pay period (which will be a Saturday). Now that the date has been set, set up of those that will need access to Vesta for visit maintenance will begin. An email from Vesta will be sent once the account is set up. It is the responsibility of the CDS Client, Legally Authorized Representative, and/or Designated Representative (DR) to ensure they have access to the Vesta EVV system and complete the required training for themselves and their employees before the go-live date.

Question: Who can I contact regarding EVV?

Answer: HHS has published the following contact information guide regarding EVV.
<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-contact-information-matrix.pdf>

The document can also be reference on the Touch of Class website here:

[Texas HHS - EVV-Contact-information-matrix.pdf](#)

Question: Will I have to start providing schedules for employee?

Answer: No, schedules are optional for CDS and will not be used by Touch of Class for entering scheduling information into Vesta. If Vesta provides a means for CDS Employers to enter schedules, you are free to do so.

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-schedules-policy.pdf>

The document can also be reference on the Touch of Class website here:

[Texas HHS - EVV-Schedules-Policy.pdf](#)

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Question: What is the Training Policy for EVV and how often is training required?

Answer: Texas HHSC has specific requirements for EVV Training. There are different training requirements for each entity related to EVV (CDS Employer & FMSA). The training requirements for CDS Employers are as follows:

- EVV System Training – This training is specific to the use of the Vesta EVV system and is provided by Vesta upon your first log in to the Vesta EVV system. Training must be completed or access to Vesta will be denied.
- EVV Policy Training – This training is provided by the Payer (Texas HHSC or the MCO) and covers EVV policies and procedures outlined by the state and/or MCO. HHSC Schedules periodic webinars that you can register for to meet this requirement or you can complete the computer-based training (CBT) course available on the Texas HHS Learning Portal website. Located at <https://learningportal.dfps.state.tx.us/> (detailed instructions on how to create a Learning Portal ID to gain access to the training will be published by Touch of Class as soon as it is complete). You can always follow the instructions on the Learning Portal website to create an account and then search for, enroll, and complete the HHSC EVV Policy Course – Cures Act EVV Expansion training course on your own. You will need to download the course completion certificate and provide it to Touch of Class when you are being set up for access to the Vesta EVV system.
Note: Touch of Class does not provide EVV Policy Training directly.

The entities and specific training requirements are outlined in this document published by HHS: <https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-required-training-checklist.pdf>

The document can also be reference on the Touch of Class website here: [Texas HHS - EVV-required-training-checklist.pdf](#)

Question: What type of phone line can be used for the Land Line method of clocking in and out?

Answer: HHS has published the following policy related to Allowable Phone Identification detailing allowable phone types.

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-allowable-phone-identification-policy.pdf>

The document can also be reference on the Touch of Class website here: [Texas HHS - EVV-allowable-phone-identification-policy.pdf](#)

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Question: Are there any special rules or policies related to the use of the Mobile App for clocking in and out?

Answer: Yes, there are rules and policies related to all methods of clocking in and out. The policies related to the Mobile application are published by HHS and are as follows:

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-mobile-application-policy.pdf>

The document can also be reference on the Touch of Class website here:

[Texas HHS - EVV-mobile-application-policy.pdf](#)

Question: What are the policies regarding the use of Reason Codes and Required Free Text when performing Visit Maintenance?

Answer: HHS has published the following Reason Code and Free Text Policy. This policy addresses the misuse of EVV Reason codes. Touch of Class will monitor use of Reason Codes for misuse and appropriate actions will be taken to ensure proper use by CDS Employers / Visit Maintenance Designated Representatives (DR).

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-reason-code-required-free-text-policy.pdf>

The document can also be reference on the Touch of Class website here:

[Texas HHS - EVV-reason-code-required-free-text-policy.pdf](#)

Question: Who do I call when I have problems with the Vesta EVV System?

Answer: If the a problem is due to the Vesta EVV System being down or not functioning correctly, you will need to contact Vesta Customer Support.

Phone: (877) 329-3574

Fax: (956) 412-1464

Email: Info@VestaEVV.com

Touch of Class Agency ID: 6421

When contacting Vesta, you will need to provide the Touch of Class Agency ID.

More information regarding Vesta EVV Contact information can be found on their website at:

<https://vestaevv.com/>

If the problem is related to the data that is in the Vesta EVV system, such as incorrect names, addresses, phone number, employees, or being set up for Visit Maintenance access, you will need to contact the Touch of Class CDS Department via email or fax at the following address/fax Number.

Email: TOCCDS@CHHTexas.com

Fax Number: (800) 268-0927

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Question: What are the dates and cutoff times for approving and submitting time via EVV for payroll processing?

Answer: Payroll dates are published on the Touch of Class CDS Calendar available for download in the CDS Info area of our website.

(Direct download link here: https://www.touhofclass.net/Forms/2020_TOC_CDS_Calendar.pdf).

Visit Maintenance and approval must be completed by the close of business (4:00 pm) on the Tuesday following the end of a pay period. Pay periods are two weeks long, begin on a Saturday, and end on a Friday.