



November 29, 2021

Dear CDS Employer, Employees and Designated Representatives:

It's been an extremely busy year with the implementation of Electronic Visit Verification (EVV) and the challenges that COVID has continued to bring. Imagine staff have pushed through and appreciate your attention to and support of the required changes.

There are several updates from HHSC as well as CDS items in this letter:

Electronic Visit Verification Topics

1. CDS employer annual trainings
2. COVID-19 Update to Temporary Change to HCS and TxHmL Policy for Service Providers of Respite and CFC PAS/HAB – Through November 30, 2021
3. COVID-19 Update to Temporary Change to HCS and TxHmL Policy for Service Providers of Respite and CFC PAS/HAB – Through December 31, 2021
4. HHSC IL 2021- Guidance for FMSAs and Consumer Directed Services Employers for COVID-19
5. HHSC IL 2021-49 – Notice to CDS Employers – Importance of Compliance with Existing EVV Requirements
6. GUI Scores
7. EVV “Free Text” requirement
8. 95 days notice of deadline to pay a claim (EVV visit)
9. EVV HHSC Policy Handbook

Consumer Directed Services Topics

10. Imagine Enterprises website
11. Time sheets
12. Respite log notes requirement
13. CDS paperwork
14. 2022 CDS Pay Date Chart

Should you have questions please call or email. We appreciate your continued partnership!

Sincerely,

Cheryl Harris

Cheryl Harris
Chief Operating Officer for CDS

Electronic Visit Verification Topics

1. CDS Employer Annual Trainings

For the CDS **employer**, there are two mandatory annual trainings that must be completed:

- HHSC Annual Training
- AuthentiCare Annual Training

HHSC Annual Training

In August we sent information detailing how to complete the required HHSC Annual Training for CDS employers. The On-Demand training is 90-minutes long and pre-recorded training online from ***HHSC Learning Portal***. The HHSC Learning Portal is always available, allowing you to view the training at your convenience. See below for signing up to the *HHSC Learning Portal*.

Employers - If you have NOT taken this training, you need to do so IMMEDIATELY.

Certificate of Completion

The ON DEMAND option provide a certificate of completion at the end of the class. Save or print the certificate for your own files. HHSC automatically receives verification of your attendance. For audit purposes, Imagine Enterprises must also have a copy on file. Please email or fax a copy to: Cheryl.harris@imagine-enterprises.org or fax it to 866-672-6062.

Ways to Get Help to View the Training:

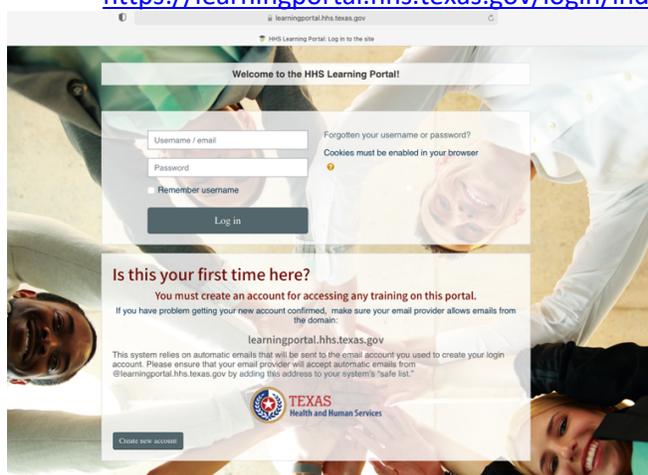
- If you need help to watch the training, you can ask an employee to assist.
- Your local public library may have computers for viewing the training.
- Ask your Service Coordinator or Support Advisor for assistance.

How to register for the HHSC Learning Portal ON DEMAND training

HHSC has an online self-paced EVV policy training options for employers. This webinar is in both English and Spanish, this online training satisfies initial and annual CDS Employer EVV training requirements.

To register for the ON DEMAND training:

1. Go to EVV Policy Training on the HHS Learning Portal at <https://learningportal.hhs.texas.gov/login/index.php>



2. Create your account to access training, be sure to write down your User Name & Password.
- Once the online account is created, under HHSC Courses, choose Electronic Visit Verification Training and then click on the course titled: [Initial EVV Policy Training for CDS Employers](#), then select the "Enroll me" button below the course description.

Welcome to the HHS System Learning Portal!

The HHS System online learning portal provides a broad array of courses designed to help maximize your knowledge regarding HHS service programs. The learning portal offers a convenient way to take training online. This allows easy access to relevant topics and authorized training HHS agencies. The HHS System Learning Portal offers:

- Easy-to-follow curriculum in an online format, and
- Printable course completion certificates, which may include CEU credit, if applicable.

Search courses

Course categories

- Required Training for HHS Contractors (2) Text
- ▾ Health and Human Services Commission Courses (1)
- Medicaid Long Term Services and Supports Training (6)
- Monitoring and Maintaining Medicaid Eligibility (4)
- County Jail Reporting Training (1)
- Direct Service Worker Training (6)
- Disaster Behavioral Health Services (1)
- Electronic Visit Verification Training (4)

AuthentiCare Annual Training

Employers are required to complete the annual training from the EVV vendor – and that is AuthentiCare.

Xchange, the new online learning management system (LMS), is available to all AuthentiCare users and can be used to complete your annual training. You will need to complete the self-registration process to get access to Xchange; please refer to the self-registration guide attached to this email to get started. Once you complete the self-registration process, and the AuthentiCare Training team approves your registration request, you will be able to access the Xchange User Guide and all AuthentiCare Texas training materials. To complete annual training, launch the “AuthentiCare – Texas CDS Employer Annual Training” curriculum under the “Featured Training” section of the Xchange homepage. Please feel free to contact AuthentiCare Support at 877-829-2002, or by email at AuthentiCareTXSupport@firstdata.com for any other questions about AuthentiCare.

2. COVID-19 Update to Temporary Change to HCS and TxHmL Policy for Service Providers of Respite and CFC PAS/HAB – Through November 30, 2021

HHSC has lifted the ban on service providers of respite and CFC PAS/HAB from living in the same home as the person receiving Home and Community-based Services and Texas Home Living program services. This gives access to needed services for people living in their own or family’s home. A person’s spouse or a minor child’s parent still cannot be a paid service provider of these services. This is a temporary policy change. It is effective March 27, 2020 through November 30, 2021.

3. COVID-19 Update to Temporary Change to HCS and TxHML Policy for Service Providers of Respite and CFC PAS/HAB – Through December 31, 2021

HHSC has lifted the ban on service providers of respite and CFC PAS/HAB from living in the same home as the person receiving Home and Community-based Services and Texas Home Living program services. This gives access to needed services for people living in their own or family's home. A person's spouse or a minor child's parent still cannot be a paid service provider of these services. This is a temporary policy change. It is effective March 27, 2020 through Dec. 31, 2021.

4. In-home orientations for NEW or Transferring clients through Nov 30. IL 2021-50
HHSC has published [IL 2021-50, Guidance for FMSAs and Consumer Directed Services Employers for COVID-19](#).

FMSAs, CDS employers and designated representatives must follow state and federal laws, rules, regulations and letters about their Medicaid services. Due to the escalating situation of COVID-19, HHSC:

- Allows FMSAs to suspend face to face initial CDS employer orientations
- Reminds CDS employers and DRs that a service backup plan is required and should be in place

FMSAs are required to share the information contained in this letter with CDS employers and DR's.

5. Notice to CDS Employers – Importance of Compliance with Existing EVV Requirements
HHSC has published [IL 2021-49-2](#)

The purpose of this letter is to require FMSAs to provide a copy of the attached notice reminding CDS employers of the importance of following all existing Electronic Visit Verification (EVV) requirements.

FMSAs must provide a copy of the notice to CDS employers by January 1, 2022. The attached Information Letter provides information regarding EVV requirements for CDS employers and employees and explains what may happen if EVV rules and policies are not followed.

6. GUI Scores

What is a GUI score?

A GUI score is any correction that must occur with a EVV visit. This can be the employee not or incorrectly clocking in/out or choosing the wrong service.

The employees are required to comply with EVV by clocking in/out through the AuthentiCare system. This was presented at the initial EVV employee/employer trainings prior to the start of EVV.

Employers must maintain a GUI Score of 80% or higher. When a CDS employer fails to meet and maintain the minimum score in a state fiscal year quarter the payer (HHSC) may send a non-compliance notice to enforce one or more of the following progressive enforcement actions based on the number of occurrences within a 24-month period:

- First occurrence within a 24-month period - Require additional EVV policy, system and portal trainings within a specific timeframe
 - The payer must review the EVV Usage Score for the following quarter from the date of the non-compliance notice requiring additional EVV training.

- If the minimum EVV Usage Score is met, no further action will be taken by the payer for the compliant quarter
 - If the minimum EVV Usage Score is not met, the payer may document and apply a corrective action plan (CAP)
- Two or more occurrences within a 24-month period - Require completion of a CAP within ten business days of the notice of non-compliance
 - The payer must review the EVV Usage Score for the following quarter from the date of implementation of an accepted CAP.
 - If the minimum EVV Usage Score is met, no further action will be taken by the payer for the compliant quarter
 - If the minimum EVV Usage Score is not met, the payer may recommend removal from the CDS option.
- Three or more occurrences within a 24-month period - Recommend removal from the CDS option

How does an employer get access to their GUI scores?

Option 1 & 2 Employers – this information will be available on the AuthentiCare website January 2022, use your credentials to login in.

Option 3 Employers- contact Sherry Newlin to get access for Read Only access, January 2022.

7. EVV “Free Text” requirement

What is free text?

Free text is the dedicated field located in AuthentiCare website where a note is added by the Option 1 or 2 CDS Employer, regarding a EVV visit that describes the need for visit maintenance on a shift worked.

The screenshot shows the 'Standard Visit' form in the AuthentiCare system. At the top, it says 'First Data' and 'AuthentiCare® Texas'. Below that is a navigation bar with links like 'Home', 'Create', 'Reports', 'Scheduling', 'Dashboards', 'Visits', 'Administration', 'My Account', 'Custom Links', and 'Logout'. The main form area is divided into sections: 'Client', 'Provider' (IMAGINE ENTERPRISES), 'Worker', and 'Payer Assignment' (Current Payer For Client). There is a 'Service' section for 'CDS Hourly Respite LOC 1 HCS' with a table showing a visit on 11/13/2021 from 8:00 am to 9:00 am. Below the table are 'Service Locations' (10), 'Reason Code' (900 Non Preferred), and 'Description' (C - Failure to call in and out). A 'Note' field is at the bottom, highlighted with a red arrow. On the right side, there is a 'Show All Visits' summary box with statistics: Total Visits: 1, Total Calculated Amount: \$0.00, Total Authorized Amount: \$0.00, Total Units: 0, Scheduled Units: 0, and Scheduled Hours: 0:00. There are 'Save' and 'Back' buttons at the bottom right of the form.

Example: Employee worked from 3:01 PM – 5:02 PM, but the employee clocked out at 6:07 PM. This requires the Option 1 or 2 Employer to provide visit maintenance to correct the shift, and to add the free text to describe what happened to cause this error.

For Option 3 Employers, this task is completed by the Imagine Enterprises staff. It is imperative that the employee time sheet reflect what happened if visit maintenance is required. The Employer must write on the time sheet why there a discrepancy and employee must write the correct in and out time on the paper time sheet. HHSC will recoup funds paid for visits that do not have the correct in/out time in the free text.

Free text is available for the smart phone application users. Alternative device and land line users who make an error with a clock in or out, need to immediately write down the precise time they clocked in/out as this information is not available in the AuthentiCare website. It is important that the employee time sheet reflect what happened if visit maintenance is required.

Failure to enter free text when visit maintenance is completed will lower the employer's GUI score. There is currently a grace period for free text, however, beginning 1/1/2022 free text must be added when completing visit maintenance in the EVV system. Refer to the attached Employer 2-EVV handout for more information.

8. 95 days notice of EVV deadline to pay a claim

All claims (EVV visits) must be approved by the data aggregator within 95 days of date of service or they cannot be paid. The only exception is an HHSC error.

9. HHSC EVV Policy Handbook

For the updated handbook, go to: <https://www.hhs.texas.gov/laws-regulations/handbooks/evvpvh/electronic-visit-verification-policy-handbook>

Consumer Directed Services Topics

10. Imagine website: imagine-enterprises.org

The Imagine website has been updated to include on the home page a tab dedicated to EVV Notices. These notices are from AuthentiCare and are time sensitive so if you are experiencing any issues, please review for assistance.

Also on the website you will find a new hire packet, HHSC Information Letters, EVV training video and employer and employee handouts from the training, the pay date chart and much more.

11. Time sheets

Employees must place the YEAR with the date of service as well as AM or PM for each entry and the place of service H or C.

No pre-signed time sheets will be accepted, and no pre-completed log notes will be accepted. Each day must contain a unique log note that summarizes the day's activities.

12. Log notes for Respite

HHSC now requires log notes for Respite services, you can no longer write "provided respite for client." The log note must contain a unique log note that summarizes the day's activities.

13. CDS paperwork

Budgets and forms must be signed immediately and returned to Imagine Enterprises, do not delay returning these documents.

14. 2022 CDS Pay Date Calendar

Imagine Enterprises will publish the 2022 CDS Pay Date Calendar in the new few weeks, please note that the 2021 CDS Pay Date Calendar has payroll dates through 1/8/2022.

Xchange Self-Registration

[Register Here](#) | [Log In Here](#) | [Q&A](#)

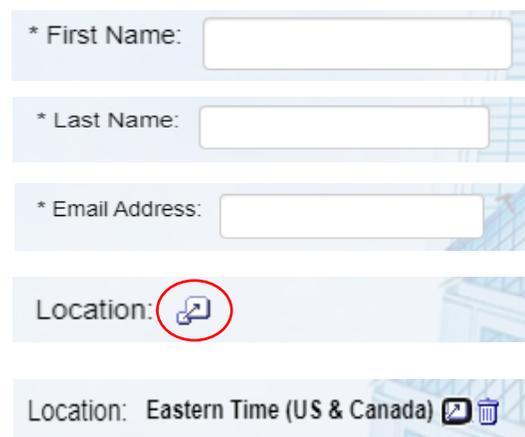
Welcome to Xchange! This new Learning Management Systems (LMS) brings great new functionality to host and organize training materials and videos, while allowing users to easily access and consume training on demand. It also includes instructor-led training functionality for providing live sessions.

In order to obtain access for Xchange, a self-registration process needs to be complete. An administrator will review and approve all registration requests, after which all training sessions and materials are accessible.

Registration Steps

Please follow the listed steps on how to complete the required information to self-register with Xchange. Once you have the fields completed and submit the registration form, a confirmation window will appear. An Xchange Admin will review all new registration requests and approve based on the provided information. An asterisk (*) identifies all required information for the creation on a new profile.

1. Enter your "**First Name**"
2. Enter your "**Last Name**"
3. Enter your "**Email Address**"
4. Click on the **Location** icon and select your Time Zone location
 - Select the appropriate **Time Zone**
 - *Ex. Eastern Time*



* First Name:

* Last Name:

* Email Address:

Location: 

Location: Eastern Time (US & Canada)  

5. Enter your "**Agency Name**"
 - *If you are a self-directed user, enter the name of the agency who manages the financial aspects of EVV*
6. Enter your "**NPI**" number (if applicable)
 - *or API (if applicable)*
7. Enter your "**State**"
 - *Location of the provider agency*
8. Enter your "**Job Position**"
 - *If you are a self-directed user, enter "Self Directed" in this field*
9. Enter a **New Password** based on the password requirements
 - See Password Requirements:

* Agency Name

NPI

* State

* Job Position

* New password

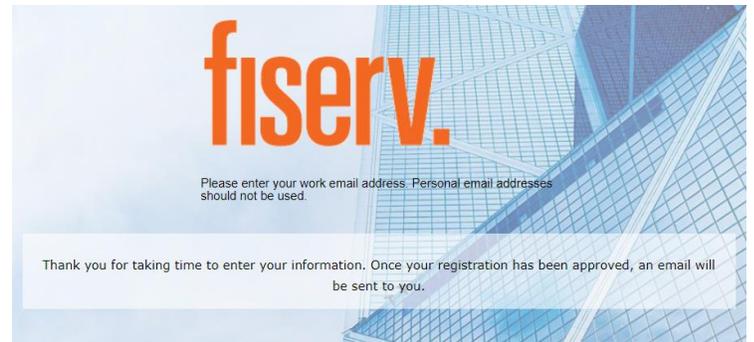
- ** Passwords must contain both upper and lower case letters.*
- ** Passwords must contain alpha and numeric characters.*
- ** Passwords must contain at least one special character.*
- ** Passwords cannot have three or more consecutive same characters.*
- ** Passwords must be 8 - 20 characters.*
- ** Passwords cannot have leading or trailing spaces.*
- ** Passwords cannot be the same as the Username, User ID, or email address.*

10. Re-enter password in the **Confirm password** field
11. Check the "**I'm not a robot**" verification reCAPTCHA
12. Click on the **Submit** button

* Confirm password

I'm not a robot 
reCAPTCHA
Privacy - Terms

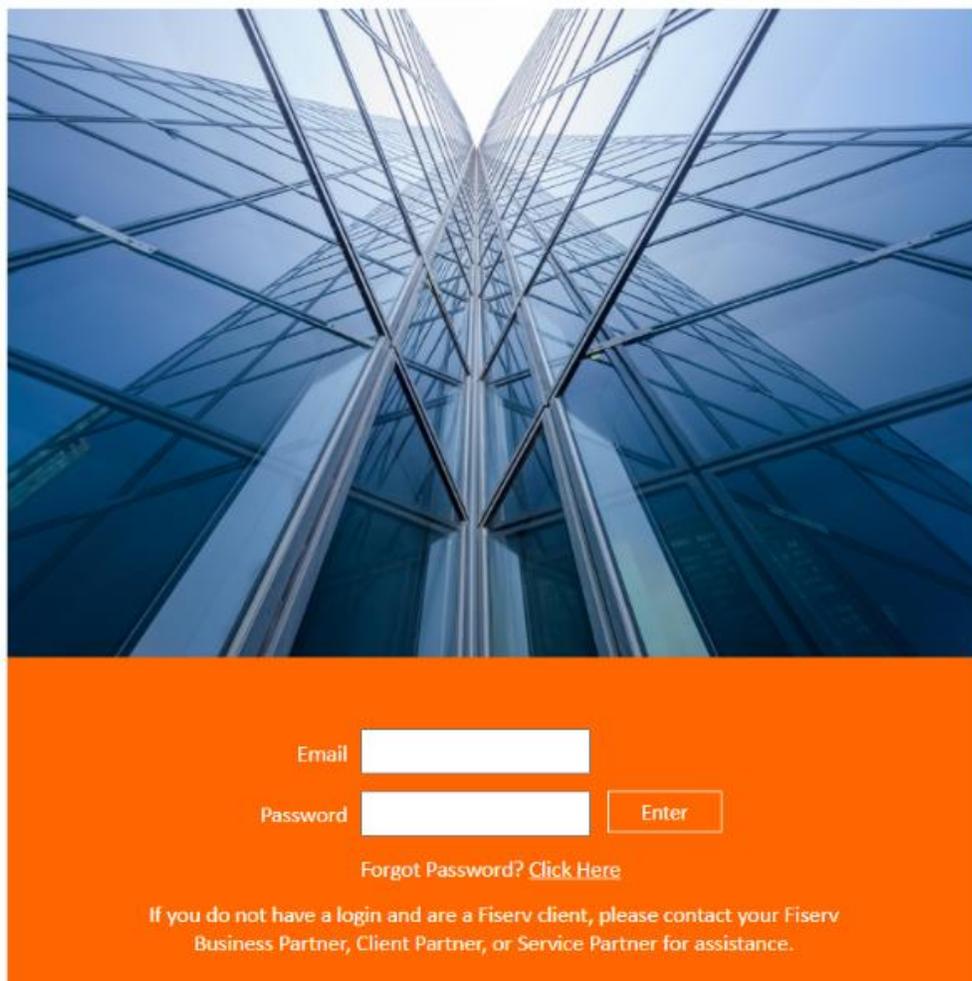
Once you have self-registered you will see the following message appear on the screen.



An Xchange Admin from the AuthentiCare Customer Experience Team will review and approve your registration **within 24 hours**.

To log back into Xchange, go to [Log In Here](#) and enter your **Email** and **Password**.

Welcome to the **Xchange** @ Fiserv

A screenshot of the Xchange login page. The top half features a blue-tinted image of a modern building's glass facade. Below the image is an orange banner containing the login form. The form has two input fields: "Email" and "Password". To the right of the "Password" field is an "Enter" button. Below the input fields is a link: "Forgot Password? Click Here". At the bottom of the orange banner, there is a line of text: "If you do not have a login and are a Fiserv client, please contact your Fiserv Business Partner, Client Partner, or Service Partner for assistance."

Questions and Answers:

Whom do I reach out to if I can't complete the self-registration?

- Send an email to the AuthentiCare Customer Experience Team authenticare.cxt@fiserv.com mailbox.

Whom do I reach out to if I can't log in after self-registering?

- Send an email to the AuthentiCare Customer Experience Team authenticare.cxt@fiserv.com mailbox.

Whom do I contact if my credentials were denied?

- Please reach out to your provider admin to verify license availability.

How do I request access for multiple states, if needed?

- Please specify applicable states in the **State** field on the Self-Registration form.

How can I contact my state for more EVV-related questions?

Arkansas State support:

- Email: evvarkansas@dhs.arkansas.gov
- Phone: [833-916-1093](tel:833-916-1093) (Monday - Friday from 8:00 am to 4:30 PM CST)

Texas State support:

- Email: EVV@tmhp.com
- Phone: [1-888-863-3638](tel:1-888-863-3638) (EDI Help Desk–Technical Support)



IMAGINE
ENTERPRISES

EMPLOYER EVV TRAINING

AuthentiCare Texas

CDS EMPLOYER OVERVIEW

- o Log In/Log Out of AuthentiCare
- o AuthentiCare Visit Maintenance

WHAT AUTHENTICARE IS USED FOR:

- ✓ Set up a CDS employer
- ✓ Issue user ID and password
- ✓ Link client information to CDS employer
- ✓ Perform visit maintenance
- ✓ Perform visit confirmation
- ✓ Make changes to visit information
- ✓ Approve all CDS EVV visits
- ✓ Generate Reports



A visit will not be sent to the EVV Aggregator until a CDS employer and FMSA administrator confirms it.

CDS EMPLOYEES



Your CDS employees must use one of three approved EVV methods to clock in/out:

- EVV mobile method
- Member's home phone landline
- Alternative device

The use of the CDS employer's cell phone will be at the discretion of the CDS employer.



1 Service has been authorized



2 CDS employee Clocks In



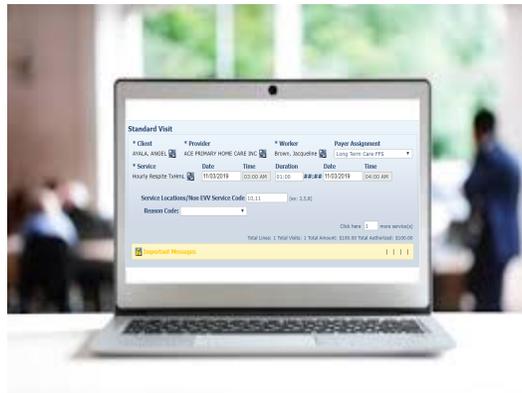
3 Service is performed



4 CDS employee Clocks Out



5 Visit is generated



6 Visit is confirmed by you, the CDS Employer



EMPLOYER LOG IN/LOG OUT

The steps to logging in and out of AuthentiCare.

www.authenticare.com/Texas

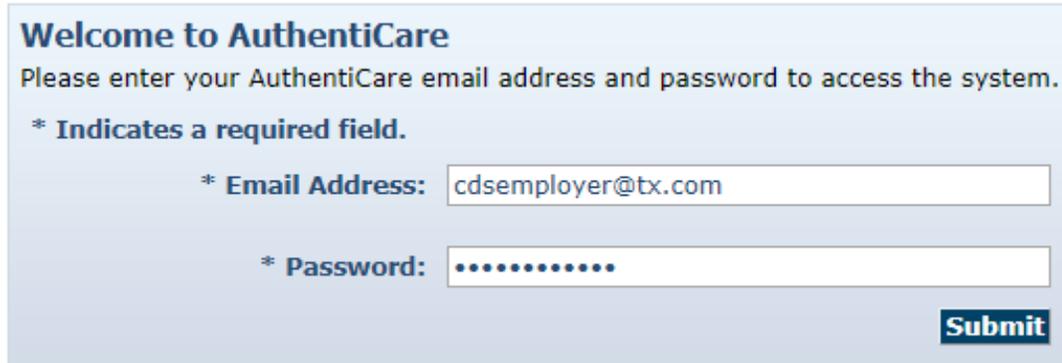
LOG IN RECOMMENDATIONS

- Sherry will send you your log in information after you finish training
- You must change your password the first time you log in
- You must choose a password that meets the rules and change it every 60 days
- Contact **Sherry Newlin** if you are unable to log in:
713-253-9792 or **sherry.newlin@imagine-enterprises.org**
- **DO NOT SHARE** your log in information

LOG IN



← → ↻ 🌐 www.authenticare.com/Texas

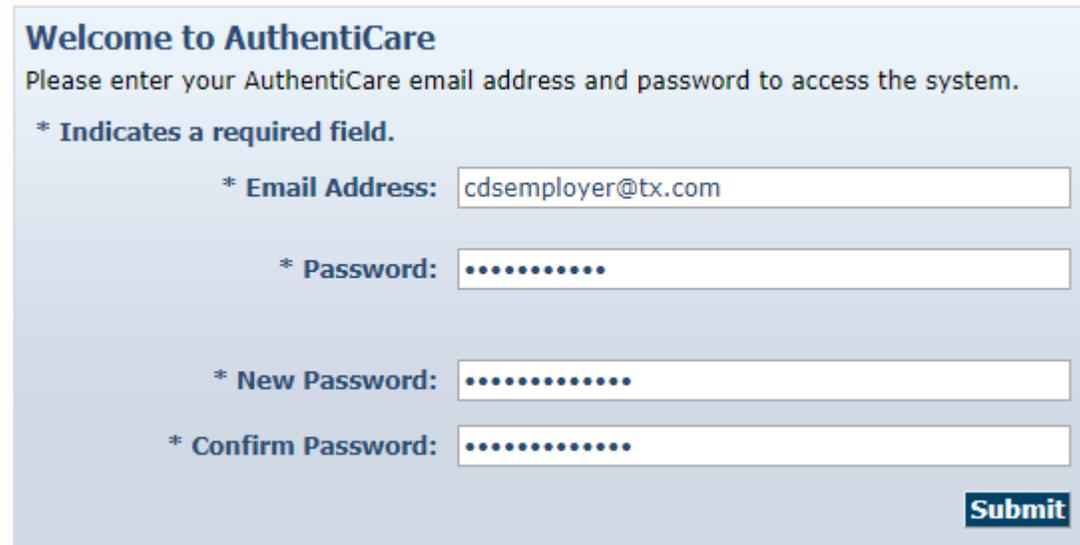


Welcome to AuthentiCare
Please enter your AuthentiCare email address and password to access the system.
* Indicates a required field.

* **Email Address:**

* **Password:**

Submit



Welcome to AuthentiCare
Please enter your AuthentiCare email address and password to access the system.
* Indicates a required field.

* **Email Address:**

* **Password:**

* **New Password:**

* **Confirm Password:**

Submit

1. Type www.authenticare.com/Texas into your browser. AuthentiCare works with all internet browsers.
2. AuthentiCare Login page will appear. **Enter your email address and password** and select **Submit**.
3. When logging in for the first time, you will be prompted to enter a new password. **Enter your new Password** in **New** and **Confirm Password** fields and select **Submit**.

HOW TO CHOOSE A PASSWORD



- Must be at least nine (9) characters in length
- Must be changed every 60 days
- Cannot be the same as any of your last eight (8) passwords
- Must have at least one of each of the following:
 - ✓ lower case letter
 - ✓ upper case letter
 - ✓ number
 - ✓ special characters @#\$%^&?!+=()



DO NOT SHARE your password with **ANYONE**

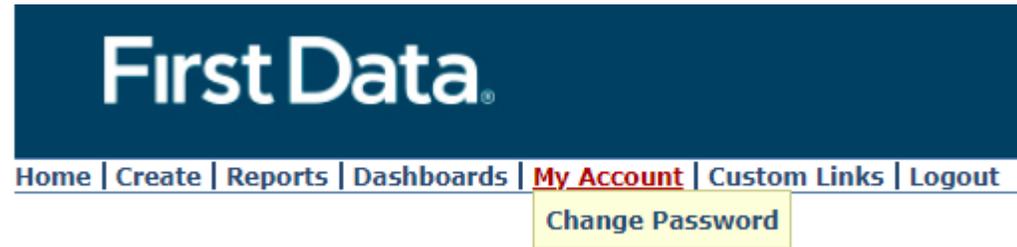
You will be locked out after three (3) incorrect tries
Contact Sherry Newlin If you are locked out.

The employer should be the only one to access and perform maintenance. There may be penalties if someone other than the employer performs these actions.

CHANGING YOUR PASSWORD (REQUIRED EVERY 60 DAYS)



1. Hover over **My Account**, click **Change Password**



2. Your current password goes in the **Existing Password** field. Enter a **New Password** and then **Confirm** the **New Password**.

Change Password

Please enter your existing password, then enter your new password and confirm to change your current password.

* Existing Password:

* New Password:

* Confirm New Password:

Submit

3. Click on the **Submit** button!

SUCCESSFUL LOG IN — THIS IS YOUR HOME PAGE

Home | Create | Reports | My Account | Custom Links | Logout Logged in as: cdsemployer1@cds.com

Entities

Search >

Go!

Visits

Add New > [Visit \(Standard\)](#)

Visit ID:

Go! Clear

Visit Status:

Visit Start:

Visit End:

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

Payer:

Procedure Code:

User Option:

Include Inactive Visits?

Go! Clear

- Look up CDS employees
- Create a visit
- Search for a visit
- Make changes to existing visits
- Approve visits
- View reports

VISIT MAINTENANCE

Corrections and Approvals

VISIT MAINTENANCE INFORMATION

You or the FMSA may have to change EVV visits through visit maintenance when the CDS employee's services are not recorded accurately.



Delivers service outside the home and does not use the EVV mobile application



Calls from a phone number not registered in the EVV system.



Fails to clock in or clock out

WHAT TO LOOK FOR WHEN PERFORMING VISIT MAINTENANCE

- ✓ 1. Check that you have selected the correct employee
- ✓ 2. Check that you have selected the correct date
- ✓ 3. Check for the correct service type
- ✓ 4. Check the beginning and end time of shift also known as a "visit"

MAIN SCREEN

Visits

[Add New >](#) [Visit \(Standard\)](#)

Visit
Search Type: Confirm Billing - View
 Approve Visits - View
 Review Visits - View

Visit ID: **Go!** **Clear**

Visit Status:

Visit Start: 

Visit End: 

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

Payer:

Procedure Code:

User Option:

Include Inactive Visits?

Go! **Clear**

This will appear on your main screen.

Steps to take:

1. Enter your Visit Start and End Dates.
2. Click on "Go", you can also use your "Enter" key on the keyboard

Visits

ID	Status	Client ID	Client Name	Date Range	Information
28193	ConfirmBillingForVisit, RepresentativeApprovalRequired	[REDACTED]	[REDACTED]	09/22/2020 - 09/22/2020	
28192	PendingCheckOut	[REDACTED]	[REDACTED]	09/22/2020	
28128	ConfirmBillingForVisit, OutOfFenceCheckIn, OutOfFenceCheckOut, RepresentativeApprovalRequired	[REDACTED]	[REDACTED]	09/22/2020 - 09/22/2020	

This will populate a list of visits and indicate what action you need to take. You click on the visit ID to open and approve the visit.

Actions to take for this example:

1. You are the "representative." You need to open visit and save.
2. Employee did not check out. You will need to add a check out time, reason codes, and comment, save and then come back to here to open and approve.
3. Ignore Billing. "Out of Fence" means employee was not at the client home when they checked in. You are the representative. You need to open the visit and approve.

REVIEW THE VISIT

First Data Authenticare® Texas

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout | Logged in as: Sherry8314@IE.com

Standard Visit

* Client: [Redacted]
* Worker: [Redacted]
* Service: CDS CFC PAS HAB HCS
Date: 09/22/2020 Time: 8:00 AM Amount: 04:00 Date: 09/22/2020 Time: 12:00 PM
* Provider: IMAGINE ENTERPRISE, INC
Payer Assignment: Current Payer For Client
Service Locations: 10 (ex: 3,5,8)
Reason Code: [Dropdown]
Click here more service(s)
Total Lines: 1 Total Visits: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Show All Visits

Total Visits:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Note:
[Text Area]
Note Data

- Review the visit for accuracy. If everything is correct click on **"Save"**. *Save does not approve the visit
- If not correct, make the correction and then click on **"Save"**. *Save does not approve the visit
- You cannot change the call or call out time.
- You cannot increase the shift time.
- Corrections require reason codes — see instructions under entering time.

If all is correct, click on save.

Note that save is not approval.

Print

First Data.
AuthentiCare®
Texas

Visit Acknowledgement
September 22, 2020

Client [REDACTED] Provider
IMAGINE ENTERPRISE, INC (100189-01)

Worker [REDACTED] Payer Assignment
LTC

Visit ID Service
28193 CDS CFC PAS HAB HCS (LTC12-T2016UC)

Authorization	Start	End	Rates	Units	Amount
WEB100000002442	Sep 22, 2020 08:00:00 AM	Sep 22, 2020 12:00:00 PM	Normal	3.7500	\$60.00
				ActualNormal AuthorizedNormal	16 ActualNormal 16 AuthorizedNormal
					\$60.00 \$60.00

Exceptions

- Critical
 - Applies only to providers who use AuthentiCare for visit submission: Billing confirmation is required after visit has been accepted by Aggregator.
 - Action Needed: Visit approval is required.

Total Visits: 1 Total Actual Amount: \$60.00 Total Authorized Amount: \$60.00

Done New Visit

After you save your visit — this is the screen that will populate.

Steps to take:

1. Review Exceptions. Ignore the exception that states "applies only to providers who..." This does not apply.
2. Check Action Needed. This will let you know that you now need to approve the visit.
3. Click on Done. You will return to the home screen.

Visits

Add New > [Visit \(Standard\)](#)

Visit
Search Type: Confirm Billing - View
 Approve Visits - View
 Review Visits - View

Visit ID:
Go! **Clear**

Visit Status:

Visit Start: 

Visit End: 

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

Payer:

Procedure Code:

User Option:

Include Inactive Visits?
Go! **Clear**

You are now back at the main screen.

Steps to take:

1. Re-Enter your Visit Start and End Dates
2. Click on "Go" or you can also use the "Enter" key on your keyboard

Visits

ID	Status	Client ID	Client Name	Date Range	Information
28193	ConfirmBillingForVisit, RepresentativeApprovalRequired			09/22/2020 - 09/22/2020	
28192	PendingCheckOut			09/22/2020	
28128	ConfirmBillingForVisit, OutOfFenceCheckIn, OutOfFenceCheckOut, RepresentativeApprovalRequired			09/22/2020 - 09/22/2020	

This will populate a list of visits and indicate what action you need to take. You click on the visit ID to open and approve the visit.

Actions to take for this example:

1. You are the "representative." You need to open visit and approve.
2. Employee did not check out. You will need to add a check out time, reason codes, and comment, save and then come back to here to open and approve.
3. Ignore Billing. "Out of Fence" means employee was not at the client home when they checked in. You are the representative. You need to open the visit and approve.

Visit Search Results

Visit Details

* Client
[Redacted]

* Worker
[Redacted]

* Provider
IMAGINE ENTERPRISE, INC

Payer Assignment
Long Term Care FFS

* Service
CDS CFC PAS HAB HCS

Date	Time	Amount	Date	Time
09/22/2020	04:37 PM	00:30	09/22/2020	05:24 PM

Service Locations
14 (ex: 3,5,8)

Reason Code:

Check-in Latitude:32.570168 Check-in Longitude:-94.745066
Check-out Latitude:32.570148 Check-out Longitude:-94.745121
[Check-in Coordinates](#) [Check-out Coordinates](#)

Click here more service(s)

Total Lines: 1 Total Visits: 1 Total Amount: \$7.50 Total Authorized: \$7.50

Important Messages | | | |

Note:

Note Data

Visit ID: **28128**
Filed On: **Mobile**

Printer Friendly
[Show All Visits](#)

Total Visits: **1**
Total Calculated Amount: **\$7.50**
Total Authorized Amount: **\$7.50**
Total Units: **2**
Total Hours: **00:30**
Scheduled Units: **0**
Scheduled Hours: **00:00**

Approve Complete
 Inactive Visit

Save
Back

If all is correct:

1. Click on Approve Complete
2. Click on Save

You will see this screen again. Double check the "Exceptions". Click on Done, you are finished!

[Print](#)

First Data.
AuthentiCare®
Texas

Visit Acknowledgement
September 22, 2020

Client
[Redacted]

Worker
[Redacted]

Provider
IMAGINE ENTERPRISE, INC (100189-01)

Payer Assignment
LTC

Visit ID	Service				Units	Amount	
28193	CDS CFC PAS HAB HCS (LTC12-T2016UC)						
Authorization	Start	End	Rates				
WEB100000002442	Sep 22, 2020 08:00:00 AM	Sep 22, 2020 12:00:00 PM	Normal	3.7500	ActualNormal	16 ActualNormal	\$60.00
					AuthorizedNormal	16 AuthorizedNormal	\$60.00

Exceptions

- **Critical**
 - Applies only to providers who use AuthentiCare for visit submission: Billing confirmation is required after visit has been accepted by Aggregator.
 - Action Needed: Visit approval is required.

Total Visits: 1 Total Actual Amount: \$60.00 Total Authorized Amount: \$60.00

Done
New Visit

VISIT MAINTENANCE

Add a Visit & Approvals

Employee did not clock-in and clock-out? Create a visit!

The screenshot displays the First Data AuthentCare Texas web interface. The top navigation bar includes 'Home', 'Create', 'Reports', 'My Account', 'Custom Links', and 'Logout'. The 'Create' link is highlighted with a red box, and a 'New Visit' button is also highlighted. The 'Visits' section on the right contains a form for creating a new visit, with the 'Add New > Visit (Standard)' link highlighted in a red box. The form includes fields for Visit ID, Visit Status, Visit Start, Visit End, Service, Authorization ID, Client, Provider, Worker, Representative, Payer, Procedure Code, and User Option. There are also 'Go!' and 'Clear' buttons for the form.

You can create EVV visits if the CDS employee was not able to clock in and clock out.

CREATE A VISIT

This will be your next screen.

When you fill in the service "reason codes" will appear.

See the next screen.

First Data AuthentCare® Texas

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout Logged in as: Sherry8314@IE.com

Standard Visit

* Client

* Worker

* Service

* Provider
IMAGINE ENTERPRISE, INC

Payer Assignment
Current Payer For Client

Click here more service(s)

Total Lines: 1 Total Visits: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Show All Visits	
Total Visits:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Save

Back

Note:

Note Data

CODING YOUR VISIT MAINTENANCE

- Always Use Preferred Codes When Possible.
- Most codes require additional entry from a drop-down box.
- All Codes require a note to be written. Do not forget.
- You should not use the same code more than 14 times in the same month.
- EVV keeps track of non-preferred codes used and # of times codes are used and gives a grade or score to employer/client.

Each time a change is made within the EVV system, a reason code must be entered.

HHSC Reason Code Category	Numbers	Definition
Preferred Variation	100-199	These preferred reason codes reflect situations that are acceptable variations in the proper use of the EVV system.
Small Alternative Device	200-299	These preferred reason codes are related to small alternative devices.
Technical Issue	300-399	These preferred reason codes reflect situations where technical problems prevented the proper use of the EVV system.
Phone Not Accessible	400-499	These preferred reason codes reflect situations where a person's home landline could not be used by the attendant or nurse.
Special Service Situation	500-599	These preferred reason codes reflect acceptable special situations or special services that require visit maintenance in an EVV system.
Suspension/Reinstatement	600-699	These preferred reason codes are related to service suspensions and reinstatements.
Billing	700-799	These preferred reason codes are related to acceptable adjustments in visit maintenance required for billing and administrative purposes.
Non-Preferred	900-999	These reason codes are non-preferred and generally indicate a failure to use the EVV system properly.

ADDING NEW VISIT INFORMATION

Steps to take:

1. Add in reason codes.
2. Enter your note – it is required.
3. Click on **save**.
Remember, this is not an approval.

Most codes will give you a 2nd drop down box for specific reasons.

Service Locations:

- 10 — Client Home
- 11 — Community

First Data. Authenticare® Texas

Home | Create | Reports | Scheduling | Dashboards | Visits | Administration | My Account | Custom Links | Logout | Logged in as: Sherry8314@IE.com

Standard Visit

* Client: [Redacted] * Provider: IMAGINE ENTERPRISE, INC

* Worker: [Redacted] Payer Assignment: Current Payer For Client

* Service: CDS CFC PAS HAB HCS

Date	Time	Amount	Date	Time
09/22/2020	8:00 AM	04:00	09/22/2020	12:00 PM

Service Locations: 10 (ex: 3,5,8)

Reason Code: [Dropdown]

Click here 1 more service(s)

Total Lines: 1 Total Visits: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Show All Visits

Total Visits:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Save Back

Note: ENTER REQUIRED NOTE HERE

Note Data

APPROVE A VISIT

This will be your next screen.

Steps to take:

1. Check Exceptions on the bottom.

*Ignore exception "Applies to only providers who..."
This does not apply to us.

2. Check Action Needed.

3. Click on **Done**.

First Data AuthentiCare® Texas

Visit Acknowledgement
September 22, 2020

Client: [Redacted]
Worker: [Redacted]
Provider: IMAGINE ENTERPRISE, INC (100189-01)
Payer Assignment: LTC

Visit ID	Service	Start	End	Rates	Units	Amount
28193	CDS CFC PAS HAB HCS (LTC12-T2016UC)	Sep 22, 2020 08:00:00 AM	Sep 22, 2020 12:00:00 PM	Normal	3.7500	
WEB100000002442					ActualNormal AuthorizedNormal	16 ActualNormal 16 AuthorizedNormal \$60.00 \$60.00

Exceptions

- Critical
 - Applies only to providers who use AuthentiCare for visit submission: Billing confirmation is required after visit has been accepted by Aggregator.
 - Action Needed: Visit approval is required.

Total Visits: 1 Total Actual Amount: \$60.00 Total Authorized Amount: \$60.00

Done New Visit

Visits

Add New > [Visit \(Standard\)](#)

Search Type:

Visit
 Confirm Billing - View
 Approve Visits - View
 Review Visits - View

Visit ID:

Go! **Clear**

Visit Status:

Visit Start:

Visit End:

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

Payer:

Procedure Code:

User Option:

Include Inactive Visits?

Go! **Clear**

You will return to the main screen.

Steps to take:

1. Re-Enter Dates
2. Click on "Go" or the "Enter" key on your keyboard.

Visits

ID	Status	Client ID	Client Name	Date Range	Information
28193	ConfirmBillingForVisit, RepresentativeApprovalRequired	[REDACTED]	[REDACTED]	09/22/2020 - 09/22/2020	
28192	PendingCheckOut	[REDACTED]	[REDACTED]	09/22/2020	
28128	ConfirmBillingForVisit, OutOfFenceCheckIn, OutOfFenceCheckOut, RepresentativeApprovalRequired	[REDACTED]	[REDACTED]	09/22/2020 - 09/22/2020	

This will populate a list of visits and indicate what action you need to take. You click on the visit ID to open and approve the visit.

Actions to take for this example:

1. You are the "representative." You need to open visit and approve.
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3. Ignore Billing. "Out of Fence" means employee was not at the client home when they checked in. You are the representative. You need to open the visit and approve.

Visit Search Results

Visit Details

* Client
[Redacted]

* Worker
[Redacted]

* Provider
IMAGINE ENTERPRISE, INC

Payer Assignment
Long Term Care FFS

* Service
CDS CFC PAS HAB HCS

Date	Time	Amount	Date	Time
09/22/2020	04:37 PM	00:30	09/22/2020	05:24 PM

Service Locations
14 (ex: 3,5,8)

Reason Code:

Check-in Latitude:32.570168 Check-in Longitude:-94.745066
Check-out Latitude:32.570148 Check-out Longitude:-94.745121
[Check-in Coordinates](#) [Check-out Coordinates](#)

Click here more service(s)

Total Lines: 1 Total Visits: 1 Total Amount: \$7.50 Total Authorized: \$7.50

Visit ID: **28128**
Filed On: **Mobile**

Printer Friendly
[Show All Visits](#)

Total Visits: **1**
Total Calculated Amount: **\$7.50**
Total Authorized Amount: **\$7.50**
Total Units: **2**
Total Hours: **00:30**
Scheduled Units: **0**
Scheduled Hours: **00:00**

Approve Complete
 Inactive Visit

Save
Back

Important Messages | | | |

Note:

Note Data

Date: 09/22/2020 05:37 PM	User: Sherry8314@IE.com
Reason Code: 130 Disaster	

If all is correct:

1. Click on Approve Complete
2. Click on Save

You will see this screen again. Double check the "Exceptions". Click on done, you are finished!

[Print](#)

First Data. AuthentiCare®
Texas

Visit Acknowledgement
September 22, 2020

Client
[Redacted]

Provider
IMAGINE ENTERPRISE, INC (100189-01)

Worker
[Redacted]

Payer Assignment
LTC

Visit ID	Service	Start	End	Rates	Units	Amount
28193	CDS CFC PAS HAB HCS (LTC12-T2016UC)	Sep 22, 2020	Sep 22, 2020	Normal	3.7500	
WEB100000002442		08:00:00 AM	12:00:00 PM	Normal	ActualNormal	16 ActualNormal \$60.00
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 - Action Needed: Visit approval is required.

Total Visits: 1 Total Actual Amount: \$60.00 Total Authorized Amount: \$60.00

Done **New Visit**



IMAGINE
ENTERPRISES

THANK YOU!

For additional information, please visit:

imagineenterprises.org/cds/evvtraining

Or if you have questions, you may email us at:

cds@imagine-enterprises.org