



FOB EVV Process Guide

Agency Setup

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FOB

Overview

This category covers the **Fixed Object (FOB)** functionality in the HHAExchange (HHAX) system. An FOB is a small device, sometimes called an Alternative Device, used for Electronic Visit Verification (EVV).

The FOB produces codes that identify the date and time service delivery begins and ends. Caregivers must enter codes from the FOB into the EVV system before they expire (seven days from the date of the visit) by calling a toll-free number or using the HHAX Mobile App.

The following items are required to use EVV:

- **FOB Passcode** (an 8-digit number sequence) providing HHAX with the exact date and time an EVV is generated.
- **FOB Device ID**, a unique identification number specifying the device that produced the passcode.

Please direct any questions, thoughts, or concerns regarding the content herein to [HHAExchange Client Support](#).

HHAX System Key Terms and Definitions

The following provides basic definition of HHAX System key terms applicable throughout the document.

Term	Definition
Patient	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
Caregiver	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MCO), Contract, or Health and Human Services (HHS). The Payer is the organization that manages patient Medicaid benefits and claims payments.
HHAX	Abbreviation for HHAExchange.
UPR	Acronym for Universal Patient Record (Linked Contract Patient)

HHAX Texas Terms and Definitions

The following table lists terms used in the HHAExchange system and cross references them to terms and definitions used in EVV policy in Texas.

**Terms marked with an asterisk can be configured in the HHAX system.*

HHAX Term	Texas Term	Definition
Billable Hours (Adjusted Hours)	Bill Hours	The EVV system calculates Bill Hours by subtracting the Bill Time In from Bill Time Out and rounding to the nearest quarter hour increment. Bill Hours represents the hours to be billed
*Caregiver	Service Provider or Consumer Directed Services (CDS) Employee	Service Provider: Person who provides an EVV service to a Member and is employed by or contracted with a Program Provider. CDS Employee: Person who provides an EVV service to a Member and is employed by a CDS Employer.
Confirmed Visit	EVV Visit Transaction	Record generated by an EVV system that contains data elements for an EVV visit. Data elements include service authorization data, member data, service provider data, program provider or FMSA data, and EVV service delivery data.
--	Consumer Directed Services (CDS) Employer	Member or legally authorized representative (LAR) who chooses to participate in the CDS option and is responsible for hiring and retaining a service provider to deliver a Medicaid service.
Duty	Task	Activities of Daily Living that can be recorded as having been performed or refused during a visit.
EVV Call In	EVV Clock In	Time captured by the EVV system from the electronic verification method (home phone landline, alternative methods/devices, mobile method) that the service provider used to indicate the beginning of a service delivery visit.
EVV Call Out	EVV Clock Out	Time captured by the EVV system from the electronic verification method (home phone landline, alternative methods/devices, mobile method) that the service provider used to indicate the end of a service delivery visit.
Fixed Object (FOB)	Alternative Device	An HHSC-approved electronic device that allows a service provider or CDS employee to clock in and clock out of the EVV system from the member's home.
HHAX	HHAExchange	Acronym for HHAExchange.
Manual Visit Confirmation	Manually Entered Visit	A visit transaction manually entered into the EVV system when the service provider or CDS employee fails to clock in

HHAX Term	Texas Term	Definition
		or out of the EVV system or an HHSC-approved clock in or clock out method is not available.
Mobile Verification	Mobile Method	Clocking in and out of the EVV system in the home or community using an HHAX-provided application on a smart phone or other mobile device with Internet connectivity.
Office	Business Unit/Branch	A separate branch office, under the same or a different National Provider Identifier (NPI), associated with the same Provider Agency.
Passcode	Alternative Device Code or Token number	Code generated by the FOB and entered by the service provider or CDS employee to validate the visit.
*Patient	Member	Person eligible to receive Medicaid services requiring the use of EVV.
Plan Code	Payer Plan Code	Code to identify a specific payer (HHSC or managed care organization)
*Provider/ Agency	Program Provider or Financial Management Services Agency (FMSA)	<p>Program provider: Entity that contracts with HHSC or a managed care organization (MCO) to provide an EVV service.</p> <p>FMSA: Entity that contracts with HHSC or an MCO to provide financial management services to a CDS employer.</p>
New Reason	EVV Reason Code Number and Description	<p>Reason Code Numbers represent the overall issue for the need to complete visit maintenance. Reason Code Descriptions provide more detail about why visit maintenance was completed on an EVV visit transaction.</p> <p>In HHAX, select the Reason Code Number and Description from the New Reason list.</p>
Representative	Designated Representative (DR)	Person designated by the CDS employer (member or Legally Authorized Representative) to assist or perform CDS and EVV responsibilities in the CDS option.
Secondary Identifier	API (Atypical Provider Identifier)	Unique number assigned to a program provider or FMSA instead of a National Provider Identifier (NPI) number. The Centers for Medicare and Medicaid Services (CMS) defines atypical program providers as a program provider or FMSA that does not provide healthcare.
Service Code	Healthcare Common Procedure Coding System (HCPCS) + Modifier	A collection of codes that represent procedures and services provided to individuals, based on the American Medical Association's Current Procedural Terminology (CPT).
Service Location	Service Delivery Location	Location where EVV services were provided. Valid values are Member Home, Family Home, Neighbor Home, and Community.
Shift	Visit	Time elapsed between the time the service provider clocked in for service delivery using an HHSC-approved

HHAX Term	Texas Term	Definition
		method and the time the service provider clocked out for service delivery using an HHSC-approved method.
UPR	---	Universal Patient Record (Linked Contract Patient)
Visit Time In	Bill Time In	Time the service provider clocked in for service delivery using an HHSC-approved clock-in method (auto-populated from the EVV Clock In when present on the visit).
Visit Time Out	Bill Time Out	Time the service provider clocked out for service delivery using an HHSC-approved clock-out method (auto-populated from the EVV Clock Out when present on the visit).

Setting up an FOB

FOB setup involves assigning the device to a specific Patient and, optionally, physically anchoring it in their home. Assigning the FOB to a Patient allows HHAX to authenticate EVV placed using the device and affixing it in the Patient’s home ensures that a Caregiver cannot place fraudulent EVV.

Note: Be sure to ask the Patient where to place the FOB device in the home.

The FOB Device

The **FOB Device ID** is registered directly on the device (as illustrated on the image). The window provides the digital code that the Caregiver enters to Clock-In and Out from the Patient’s home. This digital code changes every 30 seconds.

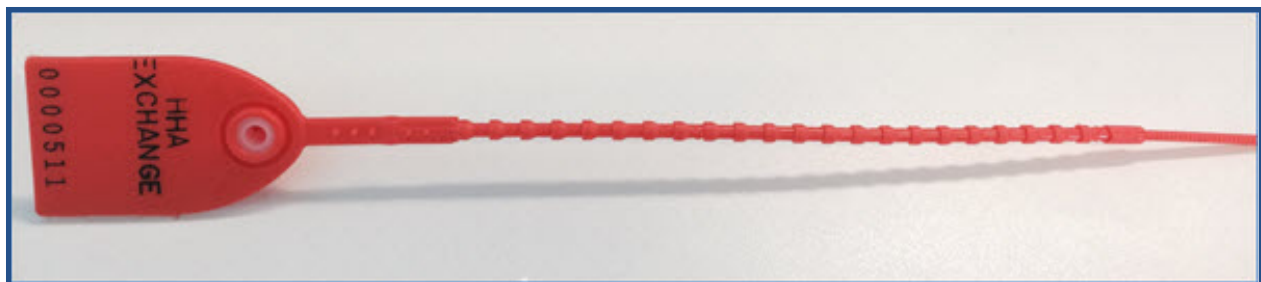


FOB Device ID

FOB Seal ID

The **FOB Seal ID** is the identification number on the seal used to anchor the device in a Patient’s home. This ID is for reference purposes only allowing Agencies to run internal audits to ensure that the seal ID on file matches the one found in the Patient’s home.

Note: Anchoring the FOB in the Patient's home is not a requirement in the State of Texas, but under Texas EVV policy, the service provider must only use the FOB in the Patient's home.



The FOB Seal

Assigning the FOB

Complete the following steps to assign an FOB to a Patient Profile.

Step	Action
1	Navigate to the desired Patient's Profile and select the General page.
2	On the General page, click the Edit button.
3	<p>Select the Enable FOB Confirmation checkbox. The FOB Device ID and FOB Seal ID fields become available. Complete these fields with the provided numbers on the devices (covered in the previous section).</p> <div data-bbox="407 636 1292 1041" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Edit General</p> <hr/> <p><input type="checkbox"/> EVV Required <i>Change will take effect on the following day</i></p> <p><input checked="" type="checkbox"/> Disable automatic visit creation based on EVV confirmation</p> <p><input checked="" type="checkbox"/> Enable FOB confirmation</p> <p>FOB Device ID FOB Seal ID</p> <p>123456 654987</p> <p>FOB Location</p> <p>Select ▼</p> </div> <p style="text-align: center;">Patient Profile: General Page - Enable FOB Confirmation</p>
4	Click the Save button to register to the Patient.

Disconnecting a Patient from an FOB

Complete the following steps to disconnect a Patient Profile from an FOB.

Step	Action
1	Navigate to the Patient's Profile and select the General page.
2	On the General page, click the Edit button.
3	<p>Click to deselect the Enable FOB Confirmation checkbox.</p> <div data-bbox="402 550 1289 953" style="border: 1px solid black; padding: 10px;"> <p>Edit General</p> <hr/> <p><input type="checkbox"/> EVV Required <i>Change will take effect on the following day</i></p> <p><input checked="" type="checkbox"/> Disable automatic visit creation based on EVV confirmation</p> <p><input type="checkbox"/> Enable FOB confirmation</p> <p> <input type="text" value="123456"/> FOB Device ID <input type="text" value="654987"/> FOB Seal ID </p> <p> <input type="text" value="Select"/> FOB Location </p> </div> <p style="text-align: center;">Patient Profile: General Page - Deselect Enable FOB Confirmation</p> <p>FOB Device ID, FOB Seal ID, and FOB Location are removed from view.</p>
4	Click Save to complete the disconnection.

The FOB is now unassigned and can be assigned to a different Patient Profile.

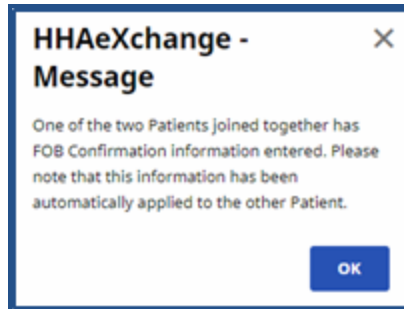
FOB: Additional Setup Notes

There are a few additional steps and precautions when setting up a Patient with an FOB.

Linked/Mutual Cases

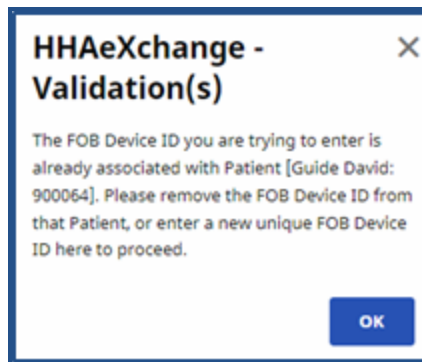
For Linked and Mutual Cases, enter the FOB information for the Primary Patient.

Once entered, the following confirmation message populates.



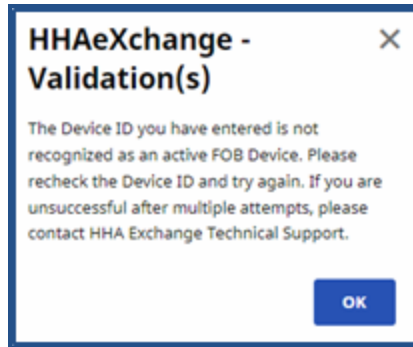
FOB Registered to a Different Patient

When attempting to register an FOB which is already associated with another Patient, a validation error message populated directing the user to disconnect the FOB from the first Patient before proceeding.



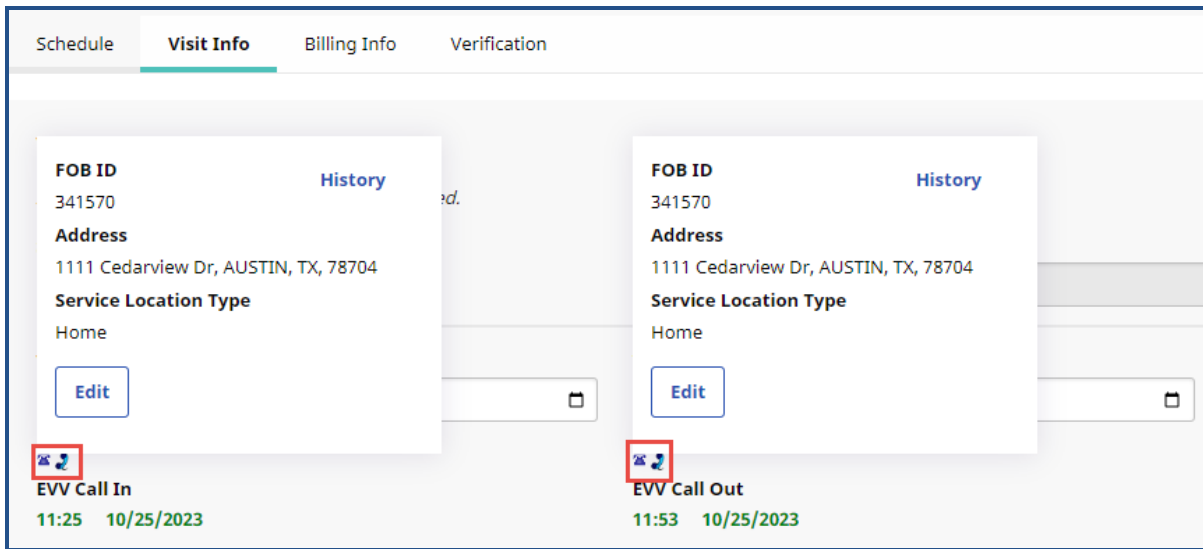
Inactive FOB Message

If an error validation message stating that "The Device ID entered is not recognized as an active FOB..." (as illustrated in the image), contact the [HHAExchange Technical Support](#) to link the FOB to the Agency.



Inactive FOB Message

A successful FOB EVV completed using the Mobile App displays a phone icon with time and date (in green) on the *Visit Info* tab. Hover over the phone icon to view FOB EVV data.



FOB EVV placed via the Mobile App

Call Maintenance

FOB-based EVV issues are routed and sorted on the **Call Maintenance** tab of the Call Dashboard. There are three specific statuses associated with FOB confirmation issues, described in the table below.

Status	Description
Invalid FOB Passcode	The passcode entered at Clock In and/or Clock Out is not recognized by the system. This issue occurs if the Caregiver enters the code incorrectly.
Expired FOB Passcode	The passcode entered at Clock In and/or Clock Out has expired. All FOB passcodes expire 7 days after they are generated.
FOB Confirmation from Inactive Patient	An FOB-based EVV was placed for a Patient listed as <i>Inactive</i> .

Invalid and **Expired FOB Passcode** cannot be linked to visits. The only course of action with these issues is to *Reject* the EVV. **FOB Confirmation from Inactive Patient**, can be linked if determined that the Patient was mistakenly listed as *Inactive*.

FOB-based EVV that end up on the **Call Maintenance** tab may have other statuses applied to them, such as **Call Out with No Call In** or **Potential In/Out Mistake**.

Call Maintenance Calls (14)

Assign. ID#	Service Provider Code	Service Provider Name	Office Name	St	Caller ID	Status	Action
100008	1008	Freeman Jane	UMA MS Office	PL St P.	NA	Invalid FOB Passcode	Reject

FOB Status on Call Maintenance