

Support Resources for Consumer Directed Services: Responsibility Options

In accordance with the Texas Employer's Selection for Electronic Visit Verification Responsibilities (Form 1722), CDS employers and financial management services agencies (FMSAs) can perform electronic visit verification (EVV) visit maintenance in the HHAeXchange system.

This job aid identifies where instructional materials can be found to support each of the EVV responsibility workflow options in Form 1722.

Note: The term *visit* is referred to as *shift* in the HHAeXchange Services Portal.

Option 1: The CDS employer agrees to perform all visit maintenance and approve their employee's time worked in the EVV system.

Service Portal Access: FMSA issues access to the CDS employer and/or designated representative.

CDS employer and/or designated representative will approve visit time worked, adjust visit time, or enter visit information when EVV clock in or EVV clock out is incorrect or when an employee missed a visit clock in and/or clock out.

In the Services Portal User Guide, see [Approve a Shift](#), [Adjust a Shift](#), [Deny a Shift](#).

Option 2: The CDS employer elects to have their FMSA complete all visit maintenance on their behalf, but the CDS employer will *approve* their employee's time worked in the EVV system.

Service Portal Access: FMSA issues access to the CDS employer and/or designated representative.

CDS employer and/or designated representative will approve shift and deny shift.

In the Services Portal User Guide, see [Approve a Shift](#), [Deny a Shift](#)

For FMSA Visit Management, in the Services Portal Management Guide, see [Visit Verification Tab: Services Portal Information](#). Also, see the [Visit Confirmation Process Guide](#).

Option 3: The CDS employer elects to have their FMSA complete all visit maintenance on their behalf and confirm the employee's time worked in the EVV system, based on approval documentation from the CDS employer.

Service Portal Access: FMSA does not issue access to the Services Portal to the CDS employer.

The CDS employer and/or designated representative do not need to take any action or approve any time adjustments in the EVV system.

The FMSA will confirm the employee's time worked in the EVV system based on approval documentation from the CDS employer. If any adjustments need to be made, the CDS employer must approve the adjustments outside the EVV system.

For FMSA Visit Management, in the Services Portal Management Guide, see [Visit Verification Tab: Services Portal Information](#). Also, see the [Visit Confirmation Process Guide](#).