



2021 Electronic Visit Verification (EVV) Alerts

The following EVV alerts may include resources that are no longer available.

The date at the beginning of the title is the date the alert was published.

Select a hyperlink below or scroll down to view the 2021 EVV alerts.

- [1/11/21: Cures Act EVV: Guidance to Ensure On-Time Payment to CDS Employees for Services Done on and After Jan. 1](#)
- [1/14/21: EVV Compliance Oversight Reviews Delayed for EVV Usage and Misuse of EVV Reason Codes](#)
- [1/15/21: EVV Policy Training for CDS Employers on Jan. 29](#)
- [1/19/21: HCS & TxHmL Best Practices to Avoid EVV Claim Mismatches for CFC PAS/HAB Services](#)
- [1/22/21: EVV Portal and Training Updates for January](#)
- [1/22/21: Update: EVV Compliance Oversight Reviews Delayed for EVV Usage and Misuse of EVV Reason Codes](#)
- [1/26/21: Guidance Related to DataLogic/Vesta EVV System Outage in December 2020](#)
- [2/5/21: EVV Policy Update: 180 Day & 90 Day Visit Maintenance Temporary Policy](#)
- [2/5/21: HCS & TxHmL EVV Refresher Training on Feb. 19](#)
- [2/24/21: EVV Portal and Training Updates for February 2021](#)
- [3/9/21: Temporary EVV Policies for the Feb. 2021 Severe Winter Weather](#)
- [3/17/21: EVV Policy Training for CDS Employers Now Available in Spanish](#)
- [5/14/21: EVV Portal and Training Updates for May 2021](#)
- [6/16/21: Annual EVV Policy Trainings for Program Providers](#)
- [6/23/21: Revised EVV Visit Transaction Rejection Guide Now Available](#)
- [6/25/21: Updates to HHSC EVV Mailboxes and Webpage](#)
- [6/30/21: HHSC EVV Webpage Updates Now Available](#)
- [6/30/21: EVV Visit Maintenance Policy Now Available](#)
- [7/1/21: August EVV Policy Trainings for FMSAs and CDS Employers](#)



- [7/16/21: EVV Portal and Training Updates for July 2021](#)
- [7/23/21: EVV CDS Webpage Updates Now Available](#)
- [7/26/21: Home Health Care Services Required to Use EVV by Jan. 1, 2023](#)
- [7/28/21: Aug. 5 EVV Policy Training Webinar Registration for FMSAs Still Open](#)
- [8/11/21: Aug. EVV Policy Training for CDS Employers Webinars Registration Still Open](#)
- [9/2/21: 90-Day Notice of EVV Compliance for State-Required Personal Care Services Providers](#)
- [9/23/21: TMHP System Maintenance Sept. 24 - 27 EVV Impacts](#)
- [10/1/21: 90-Day Notice of EVV Compliance for Cures Act Personal Care Services Providers](#)
- [10/1/21: CDS Employer EVV Usage Compliance Review Grace Period Extended](#)
- [10/1/21: Misuse of EVV Reason Codes Requirements Removed](#)
- [11/2/21: TMHP's EVV Provider Satisfaction Survey for Program Providers and FMSAs](#)
- [11/2/21: Revised EVV Policy Handbook Now Available](#)
- [11/15/21: EVV Portal and Training Updates for November 2021](#)
- [11/17/21: EVV Visit Maintenance Unlock Request Updates](#)
- [12/1/21: EVV Proprietary System Approval Process Update and 2022 ORR Sessions](#)



1/11/21: Cures Act EVV: Guidance to Ensure On-Time Payment to CDS Employees for Services Done on and After Jan. 1

HHSC has issued [Guidance to Ensure CDS Employees are Paid Timely for Services Delivered on and After Jan. 1\(PDF\)](#). This document provides information for Consumer Directed Services employers and Financial Management Services Agencies to ensure CDS employees are paid on-time for delivering EVV-required services on and after Jan. 1. All visits for an EVV-required service provided on and after Jan. 1 must be documented in the EVV system.

[Email EVV policy questions to HHSC EVV.](#)

[Email CDS policy questions to HHSC CDS Policy.](#)

1/14/21: EVV Compliance Oversight Reviews Delayed for EVV Usage and Misuse of EVV Reason Codes

HHSC told managed care organizations to delay compliance oversight reviews for EVV Usage and Misuse of EVV Reason Codes. Evaluation of visit data collected during the grace period ensures the compliance measures continue to align with current EVV policy.

EVV Usage and Misuse of EVV Reason Codes reviews for the [compliance grace period ended on Aug. 31, 2020](#) for:

- EVV visits with Sept. 1, 2019 to Aug. 31, 2020 dates of service.
- Program providers required to use EVV by state law before the Cures Act Implementation identified on pages 3 and 4 of the [Programs and Services Required to Use EVV \(PDF\)](#) document.

Next Steps

- HHSC will notify program providers 90 calendar days before reviews begin for EVV Usage and Misuse of EVV Reason Codes for EVV visits with dates of service on and after Sept. 1, 2020.
- HHSC and MCOs will continue reviews for EVV Landline Phone Verification and Required Free Text.
- Program providers can use the EVV Usage Report, and EVV Reason Code Usage and Free Text Report in the EVV Portal to track these compliance measures.

Program providers can contact their payer or [email HHSC EVV](#) with their questions or concerns.



1/15/21: EVV Policy Training for CDS Employers on Jan. 29

HHSC is hosting a live Electronic Visit Verification Policy Training webinar on Jan. 29. The webinar is for Consumer Directed Services employers who have not yet completed initial EVV policy training requirements. Designated representatives and legally authorized representatives may also attend the webinar.

EVV Policy Training Webinar for CDS Employers

Friday Jan. 29

1:30 p.m. – 3:30 p.m.

[Register for the webinar.](#)

Additional Ways to Complete EVV Training Requirements

CDS employers who can't attend the Jan. 29 webinar can complete the Initial EVV Policy Training for CDS Employers course in the [HHS Learning Portal](#). You must log in or create an account to enroll in the course and instructions are available in the [HHS Learning Portal Guide \(PDF\)](#).

[Email HHSC EVV with your questions.](#)

1/19/21: HCS & TxHmL Best Practices to Avoid EVV Claim Mismatches for CFC PAS/HAB Services

HHSC has published [Best Practices to Avoid Electronic Visit Verification Claim Mismatches for Home and Community-based Services and Texas Home Living \(PDF\)](#) program providers and financial management services agencies.

The best practices help HCS and TxHmL providers avoid claim denials related to EVV.

The best practices are linked above and on the [HHS EVV Training webpage](#) in the Best Practices section.

[Email questions about EVV policy to HHSC EVV.](#)

1/22/21: EVV Portal and Training Updates for January

On Jan. 14, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal by updating the EVV Reason Code Usage and Free Text Report and updated the related training materials. Read the TMHP article EVV Portal Improvements and Training Updates for details. Email TMHP with questions about these updates.



1/22/21: Update: EVV Compliance Oversight Reviews Delayed for EVV Usage and Misuse of EVV Reason Codes

HHSC told managed care organizations to delay compliance oversight reviews for EVV Usage and Misuse of EVV Reason Codes. Evaluation of visit data collected during the grace period ensures the compliance measures continue to align with current EVV policy.

The [compliance grace period ended on Sept. 1, 2020](#) for EVV Usage and Misuse of EVV Reason Codes for EVV visits with dates of service from Sept. 1, 2019 to Aug. 31, 2020.

Next Steps

- HHSC will notify program providers 90 calendar days before reviews begin for EVV Usage and Misuse of EVV Reason Codes for EVV visits with dates of service on and after Sept. 1, 2020.
- HHSC and MCOs will continue reviews for EVV Landline Phone Verification and Required Free Text.
- Program providers can use the EVV Usage Report, and EVV Reason Code Usage and Free Text Report in the EVV Portal to track these compliance measures.

This information is for program providers who were required to use Electronic Visit Verification by state law prior to the Cures Act Implementation as identified on pages 3 and 4 of the [Programs and Services Required to Use EVV \(PDF\)](#) document.

Program providers can contact their payer or [email HHSC EVV](#) with questions or concerns.

1/26/21: Guidance Related to DataLogic/Vesta EVV System Outage in December 2020

HHSC has issued [Guidance Related to the DataLogic/Vesta Electronic Visit Verification System Outage from Dec. 5, 2020 to Dec. 10, 2020 \(PDF\)](#) to program providers, financial management services agencies and consumer directed services employers affected by the outage. The guidance includes information about:

- Visit entry and reason codes
- Claims
- Recoupments
- EVV compliance oversight



The guidance is also available on the [HHS EVV webpage](#).

Email your questions about this notice to [HHSC EVV](#).

1/26/21: New EVV TAC Rules

HHSC has adopted new Electronic Visit Verification rules in [Texas Administrative Code, Title 1, Chapter 354, Subchapter O](#). The new rules are effective Dec. 23, 2020. Previous EVV TAC rules; [§68.101](#), [§68.102](#), [§68.103](#) and [§354.1177](#) have been repealed.

The new rules implement federal and state requirements for the Texas EVV system and remove rules that are no longer necessary from TAC under the Department of Aging and Disability Services.

[Email your questions to HHSC EVV](#).

2/5/21: EVV Policy Update: 180 Day & 90 Day Visit Maintenance Temporary Policy

The [180 Day & 90 Day Visit Maintenance Temporary Policy \(PDF\)](#) is now on the HHS EVV webpage. The policy is effective as of Jan. 1, 2021 and:

- Applies to all program providers, financial management services agencies and Consumer Directed Services employers required to use EVV.
- Allows 180 days to complete visit maintenance. This is instead of the standard 60 days, for visits with dates of service from Jan. 1, 2021–March 31, 2021.
- Allows 90 days to complete visit maintenance. This is instead of the standard 60 days, for visits with dates of service from April 1, 2021–June 30, 2021.
- Gives Cures Act program providers, FMSAs and CDS employers required to use EVV beginning Jan. 1, 2021, more time to familiarize themselves with the EVV system and the visit maintenance process.

As a reminder, program providers currently required to use EVV have 180 days to complete visit maintenance for visits with dates of service from March 21, 2020–Dec. 31, 2020. This is in the [Temporary EVV Policies for COVID-19 \(PDF\)](#).

Contact your payer with policy questions or [email HHSC EVV](#).



2/5/21: HCS & TxHmL EVV Refresher Training on Feb. 19

The Texas Health and Human Services Commission and Texas Medicaid & Healthcare Partnership are hosting an Electronic Visit Verification webinar. This training is a refresher and covers topics for Home and Community-based Services program providers, Texas Home Living program providers and financial management services agencies who submit EVV claims for HCS and TxHmL EVV-required services. The training is not required and is not a substitute for annual EVV training requirements. Certificates of completion will not be issued.

Attendees will have the opportunity to submit questions throughout the training. Both HHSC and TMHP will conduct a live question and answer session. The registration link is below and provides details, such as agenda topics.

HCS/TxHmL EVV Refresher Training - Claims Submission/Claims Matching Policies & Best Practices to Avoid EVV Claim Mismatches

Friday Feb. 19

10 a.m. – Noon

Register for the webinar.

[Email HHSC EVV for questions.](#)

2/24/21: EVV Portal and Training Updates for February 2021

On Feb. 12, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal and updated the related training materials.

For more information, [read the TMHP article EVV Portal Improvements and Training Updates.](#)

[Email TMHP with questions about these updates.](#)

3/9/21: Temporary EVV Policies for the Feb. 2021 Severe Winter Weather

In response to the recent severe winter weather, HHSC issued [Temporary EVV Policies for Severe Winter Weather \(PDF\)](#). The flexibilities are for dates of service from Feb. 10, 2021 through Feb. 24, 2021. The flexibilities are for program providers, financial management services agencies and consumer directed services employers required to use EVV.

[Email questions to the HHSC EVV Mailbox.](#)



3/17/21: EVV Policy Training for CDS Employers Now Available in Spanish

The computer-based training course, [Initial EVV Policy Training for CDS Employers](#), is available in Spanish on the HHS Learning Portal. To translate the HHS Learning Portal to Spanish, select Español from the drop-down menu in the upper left-hand corner of the webpage.

The policy training is tailored to the selection on [Form 1722, Employer Selection for Electronic Visit Verification Responsibilities](#). Registrants are not required to complete the Form 1722 Pre-Course Survey. Follow the instructions throughout the course to complete and receive certification.

Email the [HHSC EVV Mailbox](#) for questions about EVV policy training.

5/14/21: EVV Portal and Training Updates for May 2021

On May 14, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal and updated the related training materials.

For more information, [read the TMHP article EVV Portal Improvements and Training Updates](#).

[Email TMHP with questions about these updates](#).

6/16/21: Annual EVV Policy Trainings for Program Providers

The Texas Health and Human Services Commission is hosting two separate live training webinars in July. The training is for program providers required to use Electronic Visit Verification.

July 8, 2021

1:30 – 3:30 p.m.

The Webinar is for the following:

- Home and Community-based Services
- Home and Community Based Services Adult Mental Health
- Texas Home Living, Deaf Blind with Multiple Disabilities
- Youth Empowerment Services

Register for the Annual EVV Policy Training webinar.

July 22, 2021

1:30 – 3:30 p.m.



This webinar is for the following:

- Community Attendant Services
- Community First Choice
- Community Living Assistance and Support Services
- Family Care
- Personal Care Services provided under the Texas Health Steps Comprehensive Care Program
- Primary Home Care
- STAR Health
- STAR Kids
- STAR Kids – Medically Dependent Children’s Program Covered Services
- STAR+PLUS
- STAR+PLUS Home and Community-Based Services
- STAR+PLUS Medicare-Medicaid Plan

Register for the Annual EVV Policy Training webinar. [u](#)

Program provider will receive credit for their EVV policy training after attending the entire training webinar. Space is limited. Review the information for details and register for the appropriate webinar.

Annual EVV policy training credit is also received if a program provider completes one of the self-paced recorded webinars or computer-based training courses. These EVV policy training options are on the [HHS Learning Portal](#). Users must create an account to enroll in training and can refer to the [EVV HHS Learning Portal Guide \(PDF\)](#) for instructions.

[Email HHSC EVV Operations with questions.](#)

Note: The July webinars are not for Financial Management Services Agencies or Consumer Directed Services employers required to use EVV. There will be separate webinars scheduled for these audiences.

6/23/21: Revised EVV Visit Transaction Rejection Guide Now Available

The [Electronic Visit Verification Visit Transaction Rejection Guide \(PDF\)](#) was revised and is now available. The guide provides step-by-step instructions for program providers and Financial Management Services Agencies to identify and correct issues that result in transaction rejections in the EVV system.



The guide is published on [TMHP's EVV Training](#) webpage.

[Email TMHP with questions.](#)

6/25/21: Updates to HHSC EVV Mailboxes and Webpage

HHSC Electronic Visit Verification Operations is updating their electronic mailboxes. The update will be done by June 28 to the following email addresses:

- New EVV Mailbox: EVV@hhs.texas.gov
 - Old email address: Electronic_Visit_Verification@hhs.state.tx.us
- New EVV Proprietary Systems Mailbox: EVVPSO@hhs.texas.gov
 - Old email address: EVV_PSO@hhs.texas.gov

More Information

- Assess all personal materials, such as contact matrices, for needed updates.
- Always refer to the [EVV webpage](#) for current information and resources.
- HHSC EVV Operations will continue receiving emails if an old email address is used.

EVV Webpage

Throughout June and July, the EVV homepage and some of its webpages will have a new layout to reorganize resources and include updates related to the [21st Century Cures Act, Section 12006](#).

Email the [HHSC EVV Mailbox](#) with any related inquiries.

6/30/21: HHSC EVV Webpage Updates Now Available

HHSC EVV Webpage Updates Now Available

The Texas Health and Human Services Commission updated and archived web sections and content, updated and added additional information related to the [21st Century Cures Act \(Section 12006\) and added new resources](#) for the following Electronic Visit Verification webpages:

- [EVV home page](#),
- [EVV Consumer Directed Services Option](#),
- [EVV Cures Act](#),
- [EVV Training](#) and
- [EVV Proprietary Systems](#).

Email questions to HHSC EVV Operations at EVV@hhs.texas.gov.

6/30/21: EVV Visit Maintenance Policy Now Available

The [Electronic Visit Verification Visit Maintenance Policy \(PDF\)](#) is now available on the [HHSC EVV webpage](#). The policy is effective July 1, 2021 and:



- Requires the program provider, Financial Management Services Agency or Consumer Directed Services employer to ensure each EVV visit transaction is complete, accurate and validated.
- Incorporates the Visit Maintenance: Last Visit Maintenance Date Policy.
- Incorporates the Visit Maintenance Unlock Request Policy.
- Includes the new visit maintenance time frame of 95 calendar days (previously 60 calendar days) from the date of service delivery.

Email questions to HHSC EVV Operations at EVV@hhs.texas.gov.

7/1/21: August EVV Policy Trainings for FMSAs and CDS Employers

The Texas Health and Human Services Commission is hosting three live EVV policy training webinars in August. The training webinars are for Financial Management Services Agencies and Consumer Directed Services employers required to use Electronic Visit Verification. These webinars will include question and answer segments.

August 5, 2021

1:30 – 3:30 p.m.

Register for the Annual EVV Policy Training webinar for FMSAs

August 19, 2021

1:30 – 3:30 p.m.

Register for the Annual EVV Policy Training webinar for CDS Employers - Offering 1 (for Option 1 chosen on Form 1722)

August 26, 2021

1:30 – 3:30 p.m.

Register for the Annual EVV Policy Training webinar for CDS Employers - Offering 2 (for Options 2 or 3 chosen on Form 1722)

[Email questions to HHSC EVV Operations at EVV@hhs.texas.gov](mailto:EVV@hhs.texas.gov).

Note: A separate EVV webinar will be scheduled for HHSC staff later this year.



7/16/21: EVV Portal and Training Updates for July 2021

On July 16, Texas Medicaid and Healthcare Partnership made improvements to the Electronic Visit Verification Portal and updated the related training materials.

For more information, read TMHP's article, [EVV Portal Improvements and Training Updates](#), found on [their webpage](#).

[Email TMHP with questions about these updates.](#)

7/23/21: EVV CDS Webpage Updates Now Available

The Texas Health and Human Services Commission published the following updates to the [Electronic Visit Verification Consumer Directed Services Option webpage](#):

- Added definitions and descriptions related to the CDS option
- Added information on how to get started with EVV
- Listed HHS and external resources, such as financial assistance programs.

[Email questions to HHSC EVV Operations.](#)

7/26/21: Home Health Care Services Required to Use EVV by Jan. 1, 2023

To comply with the 21st Century Cures Act (Section 12006) federal law, HHSC has started identifying [programs, services and service delivery options related to home health care services required to use EVV by Jan. 1, 2023 \(PDF\)](#). HHSC will continue to analyze these services and additional updates may be made.

[Visit the 21st Century Cures Act webpage](#) for the latest information about the EVV home health care services implementation.

[Sign up for EVV alerts\(link is external\)](#) to receive related notifications and current EVV updates.

[Email questions to HHSC EVV Operations.](#)

7/28/21: Aug. 5 EVV Policy Training Webinar Registration for FMSAs Still Open

The Texas Health and Human Services Commission is hosting a live EVV policy training webinar on Aug. 5, 2021 for Financial Management Services Agencies, and registration is still open.

This webinar will include question and answer sessions.

Aug. 5, 2021



1:30 – 3:30 p.m.

[Register for Annual EVV Policy Training webinar for FMSAs.](#)

[Email questions to HHSC EVV Operations.](#)

Note: [There are two EVV webinars scheduled in August for CDS employers.](#) A separate EVV webinar for HHSC staff will be scheduled later this year.

8/11/21: Aug. EVV Policy Training for CDS Employers Webinars Registration Still Open

Texas Health and Human Services Commission has two upcoming live Annual Electronic Visit Verification policy training webinars for Consumer Directed Services employers, and registration is still open. These webinars will include question and answer sessions. CDS employers are required to take HHSC EVV policy training initially and annually.

Aug. 19, 2021

1:30 – 3:30 p.m.

Register for the Annual EVV Policy Training webinar for CDS Employers – Offering 1 (if Option 1 was selected on Form 1722)

Note: Option 1 is for CDS employers who selected to complete their own visit maintenance in the EVV system.

Aug. 26, 2021

1:30 – 3:30 p.m.

Register for the Annual EVV Policy Training webinar for CDS Employers – Offering 2 (if Options 2 or 3 were selected on Form 1722)

Note: Options 2 and 3 are for CDS employers who selected to have their Financial Management Services Agencies complete visit maintenance in the EVV system.

[Email questions to HHSC EVV Operations.](#)

Note: A separate EVV webinar will be scheduled for HHSC staff later this year.

9/2/21: 90-Day Notice of EVV Compliance for State-Required Personal Care Services Providers

Effective Dec. 1, 2021, the payers, HHSC and managed care organizations, will begin Electronic Visit Verification Usage reviews to ensure State-required Personal Care Services providers are in compliance with EVV requirements and policies.



State-required Personal Care Services are those that implemented EVV in 2016 prior to the federal EVV requirements and are listed on Pages 1 and 2 of [Personal Care Services Required to Use EVV \(PDF\)](#).

Payers will begin contract or enforcement action for dates of service on or after Sept. 1, 2020, for program providers who do not meet EVV Usage compliance requirements. Payers will use the EVV Usage Report located in the EVV Portal for EVV Usage reviews.

Grace Period

- State-required Personal Care Services providers received an EVV Usage grace period for dates of service Sept. 1, 2019 through Aug. 31, 2020.
- There was no grace period for the EVV Landline Phone Verification Review or the EVV Reason Code Required Free Text Review. Payers will continue to conduct these reviews.

[Email questions to HHSC EVV Operations.](#)

9/23/21: TMHP System Maintenance Sept. 24 - 27 EVV Impacts

TMHP must perform system maintenance that will impact the EVV Portal. This will begin Friday, Sept. 24 at 7 p.m., and will end Monday, Sept. 27 at 11:59 p.m. The following lists the impacts of the outage.

- EVV Portal will be unavailable.
 - All EVV Aggregator reference data services, such as provider data, fee-for-service authorization data, reporting, etc., will be unavailable.
- Electronic Data Interchange
 - EDI Interactive processing will be unavailable.
 - EDI Batch processing for TexMedConnect (claims and eligibility) will be unavailable.
- TexMedConnect
 - Submitting claims and checking eligibility for Long-Term Care and Acute Care Providers will be unavailable.
- Long-Term Care electronic remittance and status reports will be unavailable.

More information can be found on [TMHP's Sept. 22 article](#).



Providers should check [TMHP.com](https://www.tmhp.com) regularly through Sept. 29 for all related updates.

10/1/21: 90-Day Notice of EVV Compliance for Cures Act Personal Care Services Providers

Effective Jan. 1, 2022, the payers, HHSC and managed care organizations, will begin Electronic Visit Verification compliance reviews to ensure Cures Act Personal Care Services providers are in compliance with EVV requirements and policies. Cures Act Personal Care Services were required to use EVV by Jan. 1, 2021 due to federal requirements and are listed on pages 2 and 3 of [Personal Care Services Required to Use EVV \(PDF\)](#).

Payers conduct EVV compliance reviews on a regular basis and may initiate contract or enforcement action for dates of service on or after Jan. 1, 2022 for program providers, Financial Management Service Agencies and Consumer Directed Services employers who do not meet any of the following EVV compliance requirements:

- EVV Landline Phone Verification: ensures valid phone type is used
- EVV-Required Free Text: ensures required free text is documented
- EVV Usage: ensures the minimum EVV Usage Score has been met
 - Note: The CDS employer EVV Usage review grace period has been extended to Aug. 31, 2022. A notice will be provided prior to the end date of the grace period.

Payers will not start reviews until the EVV visit maintenance time frame is expired.

Before EVV compliance reviews begin, program providers, FMSAs and CDS employers should:

- Continue using the EVV system and
- Review compliance reports as a tool to monitor compliance.
 - For instructions on how to access and review reports in the EVV Portal, review [TMHP's EVV Job Aids](#) found on their [EVV Training webpage](#).
 - The EVV vendors, DataLogic and First Data, have instructions on how to access and review the EVV Landline Phone Verification report in their systems. The contact guides in the [Resources section on the HHSC EVV webpage](#) includes the vendors' contact information.



Note: The CDS Employer Usage Report is being developed and is not available at this time. HHSC will publish a notice when the report is available for CDS employers to review.

EVV Compliance Reports

The following EVV compliance reports can be found in the EVV Portal:

- EVV Usage Report
- EVV Reason Code and Required Free Text Reports

The EVV Landline Phone Verification Report is available in the EVV system.

Grace Period

Cures Act Personal Care Services received a grace period from Jan. 1, 2021 through Dec. 31, 2021.

[Email questions to HHSC EVV Operations.](#)

10/1/21: CDS Employer EVV Usage Compliance Review Grace Period Extended

Texas requires Electronic Visit Verification for all Medicaid personal care services, including services managed through the Consumer Directed Services option as of Jan. 1. CDS employers were given an EVV Compliance grace period from Jan. 1, 2021 through Dec. 31, 2021.

HHSC has extended the grace period for CDS employers to Aug. 31, 2022 for EVV Usage Compliance reviews. HHSC will publish a 90-day notice before EVV Usage Compliance reviews are scheduled to begin for dates of service on or after Sept. 1, 2022.

The grace period dates for each compliance review type are:

- EVV Usage Compliance Reviews:
 - Jan. 1, 2021 through Dec. 31, 2021
- EVV-Required Free Text Reviews:
 - Jan. 1, 2021 through Dec. 31, 2021
- EVV Landline Phone Verification Reviews:
 - Jan. 1, 2021 through Aug. 31, 2022

CDS employers must continue to use the EVV system during the grace period.

[Email questions to HHSC EVV Operations.](#)



10/1/21: Misuse of EVV Reason Codes Requirements Removed

HHSC removed the Misuse of EVV Reason Codes Requirements from the EVV Reason Code and EVV Compliance Reviews policies for dates of services on and after Sept. 1, 2020. This is effective Sept. 1, 2021.

Program providers, Financial Management Services Agencies and Consumer Directed Services employers are no longer required to document free text describing:

- The reason for using the same EVV Reason Code Number
- EVV Reason Code Description for the same member more than 14 days in a calendar month in the EVV system

HHSC and managed care organizations will not conduct EVV compliance reviews for misuse of reason codes. HHSC and MCOs will:

- Continue to conduct EVV-Required Free Text reviews For State-Required Personal Care Services who were required to use EVV in 2016 or earlier.
- Begin conducting EVV-Required Free Text reviews effective Jan. 1, 2022 for Cures Act Personal Care Services required to use EVV by Jan. 1, 2021.

When completing visit maintenance in the EVV system, program providers, FMSAs and CDS employers must continue to:

- Select the most appropriate:
 - EVV Reason Code Number
 - EVV Reason Code Description

Enter any required free text.

[Email questions to HHSC EVV Operations.](#)

11/2/21: TMHP's EVV Provider Satisfaction Survey for Program Providers and FMSAs

TMHP is requesting program providers and Financial Management Services Agencies required to use Electronic Visit Verification to complete the [EVV Satisfaction Survey](#) by Nov. 12.

For more information, access TMHP's notification, [EVV Provider Satisfaction Survey Deadline Extended](#).



11/2/21: EVV Service Bill Codes Table Version 9.6 Updates for STAR Health

HHSC identified errors in the EVV Service Bill Codes Table for certain STAR Health service billing combinations. These caused issues with the correct payment of the EVV services. HHSC published updates with EVV Service Bill Codes Table Version 9.6 on the [EVV webpage](#).

Revisions only impact STAR Health Personal Care Services. The changes are:

- New service combinations for STAR Health PCS, CDS and PCS and BH Condition are added
- Program for impacted PCS services as STAR Health or STAR Kids as applicable are clarified
- More details are on the revision history section

An [Excel spreadsheet version](#) and a [PDF version of these changes is available](#).

Superior HealthPlan is working with affected providers and FMSAs on any necessary resubmission of claims. Providers and FMSAs should email [Superior HealthPlan](#) with related questions and for help on billing denied EVV claims.

11/2/21: Revised EVV Policy Handbook Now Available

The [Electronic Visit Verification Policy Handbook](#) was revised.

The handbook's policies are effective Nov. 1, 2021 and include EVV standards and policy requirements for:

- Program providers
- Financial Management Services Agencies
- Consumer Directed Services employers
- Payers such as HHSC and managed care organizations

The handbook replaces policies previously on the [HHSC EVV webpage](#). See [EVV Policy Handbook Revisions – November 2021 \(PDF\)](#) for differences between previous published policies and the revised handbook.

The following computer-based training courses on the [EVV Training page of the HHS Learning Portal](#) now reflects the revised EVV Policy Handbook:

- Initial EVV Policy Training for CDS Employers
- EVV Policy Training for Program Providers and FMSAs

Use the applicable checklist within [EVV Training Requirements Checklist \(PDF\)](#) for EVV training requirements and completion options.



[Email questions to HHSC EVV Operations.](#)

11/15/21: EVV Portal and Training Updates for November 2021

Texas Medicaid and Healthcare Partnership made improvements to the EVV Portal and related training materials on Nov. 11.

For more information, access the [November 2021 EVV Portal and Training Updates](#) article on [TMHP's EVV webpage](#).

[Email TMHP with questions about these updates.](#)

11/17/21: EVV Visit Maintenance Unlock Request Updates

HHSC published EVV Visit Maintenance Unlock Request spreadsheet updates. These updates let the user request corrections to data element(s) on an EVV visit transaction(s) after the visit maintenance time frame has expired. Program providers, Financial Management Services Agencies and Consumer Directed Services employers must use the request spreadsheets found on the [EVV webpage](#).

The updates to the [program provider and FMSA Request \(Excel\)](#) include:

- New fields
- Added drop-down lists to applicable fields
- Updated and simplified field headers
- Revised instructions to:
 - Reflect EVV policy updates
 - List detailed steps and notes to complete the Request

The new [Request for Consumer Directed Services employers \(Excel\)](#) include:

- A new request spreadsheet for CDS employers who selected Option 1 on Form 1722, Employer's Selection for EVV Responsibilities, to complete visit maintenance. This includes:
 - Drop-down lists for applicable fields
 - Sections for CDS employers and payers to complete
- Instructions reflect:
 - EVV policy updates
 - Detailed steps and notes to complete the request

Review the instructions on the spreadsheets for more information.



Email questions to your payer, either [HHSC](#) or a managed care organization.

12/1/21: EVV Proprietary System Approval Process Update and 2022 ORR Sessions

HHSC improved the Electronic Visit Verification proprietary system approval process for:

- Program providers
- Financial Management Services Agencies

Along with the current approval path for a new EVV system, an expedited path was added for program providers and FMSAs who choose to use an operational EVV proprietary system previously approved by HHSC.

[Read the notice for more information, which also includes the 2022 Operational Readiness Review sessions \(PDF\).](#)

[Email the HHSC EVV Proprietary Systems mailbox with questions.](#)