

Electronic Visit Verification

90-Day Notice Before EVV Usage Reviews Begin for Consumer Directed Services Employers

Payers will begin conducting Electronic Visit Verification (EVV) Usage Reviews for Consumer Directed Services (CDS) employers in 90 days. This will be for dates of service on or after Sept. 1, 2022.

Beginning Sept. 1, 2022, payers will review the EVV Usage Score for CDS employers quarterly to the minimum EVV Usage Score is met. CDS employers are monitored at the member level. Each member who has selected the CDS option will receive an EVV Usage Score.

The EVV Usage Score for a CDS employer measures if the CDS employee is using an EVV clock in and clock out method at the start and end of service delivery. The methods are the mobile method, home phone landline or alternative device. Visits must be entered manually if one of the methods is not used, which lowers the EVV Usage Score.

CDS employer EVV Usage Score requirements are based on service delivery dates. The table below provides more information.

Fiscal Year (FY)	Quarter (Q)	Service Delivery Dates	Minimum EVV Usage Score
FY 23	Q1	9/1/2022 – 11/30/2022	40%
FY 23	Q2	12/1/2022 - 2/28/2023	60%
FY 23	Q3	3/1/2023 - Ongoing	80%

CDS employers below the minimum EVV Usage Score will be reviewed. Payers may choose to review all CDS employers or a sample of CDS employers that did not meet the minimum EVV Usage Score.

Payers conduct EVV Usage Reviews after the visit maintenance time frame has expired. This is based on the last date of the quarter to determine compliance. Payers will use the EVV CDS Employer Usage Report to determine if CDS employers are meeting the minimum EVV Usage Score.



Resources to Help CDS Employers Prepare for EVV Usage Reviews

The [EVV Compliance for FMSAs and CDS Employers webinar recording](#) provides training on EVV compliance requirements and reviews. This includes the EVV Usage compliance standard and EVV Usage Reviews for CDS employers. The recording is in video format with audio and closed captioning.

The Initial EVV Policy Training for CDS Employers computer-based training course is on the [HHS Learning Portal](#). This provides training on EVV compliance requirements and reviews, including the EVV Usage compliance standard and EVV Usage Reviews for CDS employers. The course is in an online text-based format that can also be printed.

The [EVV Compliance Job Aid for CDS Employers \(PDF\)](#) summarizes EVV compliance requirements and reviews for CDS employers and provides guidance on how to stay in compliance. This includes information and guidance for EVV Usage.

You can review the EVV CDS Employer Usage Report and monitor the EVV Usage Score in the EVV system if you selected Option 1 on Form 1722.

You can contact your FMSA to review the EVV CDS Employer Usage Report and monitor the EVV Usage Score if you selected Options 2 or 3 on Form 1722.

Review the following from the [EVV Policy Handbook](#):

- EVV Usage Reviews in section [10010 EVV Usage Reviews](#).
- EVV Usage requirements in section [11000 Usage](#).

Summary of EVV Compliance Reviews for CDS Employers

- EVV Usage Reviews will begin Sept. 1, 2022.
- EVV Landline Phone Verification Reviews began Jan. 1, 2022.
- EVV Required Free Text Reviews are postponed until further notice. [Review the March 11 notice for more information.](#)

Email questions to the HHSC EVV General Inquiries Mailbox at EVV@hhs.texas.gov.