

Electronic Visit Verification (EVV) **Rights and Responsibilities**

Electronic visit verification (EVV) is an electronic system used to document and verify that personal care Medicaid services have been provided to persons authorized to receive those services.

The Texas Health and Human Services Commission (HHSC) requires an attendant or a consumer directed services (CDS) employee who provides one of these services to us EVV to clock in when the service begins and to clock out when the service ends.

Part I — Your Rights

- Your personal information in the EVV system is private and confidential and may only be disclosed as allowed by federal and state laws, rules, and regulations. Your provider agency or CDS employee may use your home phone to clock in and clock out of the EVV system only if you approve. You can ask for a meeting with your HHSC case worker about concerns using EVV.
- You have the right to make a complaint, voice grievances or recommend changes in policy or service. No one can treat you differently because you made a complaint. No one can stop you from making a complaint.

How to file a complaint:

- **By calling:**

877-787-8999 (Toll-Free). People who are deaf, hard of hearing or speech impaired can call any HHSC office by using the toll-free Texas Relay service at: 7-1-1 or 800-735-2989.

- **On the internet:**

Submit your question or complaint online on the HHSC website: [HHS Office of the Ombudsman Texas Health and Human Services](#)

- **By mail:**

Texas Health and Human Services Commission Office of the Ombudsman, MC H-700
P.O. Box 13247
Austin, TX 78711-3247

- **By fax:**

888-780-8099 (Toll-Free)

Part II — Your Responsibilities

- You must allow your attendant or CDS employee to clock in and clock out of the EVV system using one of the following methods:
 - The attendant's or CDS employee's personal smartphone or tablet.
 - Your home phone landline only if you approve.
 - An EVV alternative device, a small electronic device that is placed and remains in your home in an agreed upon location.
- Your attendant is not permitted to use your personal smart phone or tablet to clock in or clock out of the EVV system.
- The CDS employee may use the CDS employer's smart phone or tablet, if the CDS employer has authorized the CDS employee to use their smart phone or tablet.
- You must tell your program provider or CDS employer if your attendant or CDS employee asks you to clock in or clock out of the EVV system for them.
- If you use an EVV alternative device that is placed or affixed in your home, it must remain in your home at all times.
- You must tell your program provider, HHSC case worker, or CDS employer immediately if:
 - The EVV alternative device has been removed from your home or damaged.
 - You think someone has tampered with the device.
- You must notify your provider agency or CDS employer when you are no longer receiving Medicaid services that require EVV.

Your failure to perform these responsibilities may result in a referral of Medicaid fraud to the HHSC Office of Inspector General.

Please see the [EVV Electronic Verification Methods Policy](#) for more information.

Part III — Frequently Asked Questions (FAQ)

Do I have to participate in EVV?

Yes, if you get services that require EVV. You must allow your attendant to clock in when they begin and clock out when they end services using one of the acceptable methods. EVV is required for certain home and community-based services, such as Personal Attendant Services, Personal Care Services, In-home Respite, Flexible Family Support and Community First Choice.

How do attendants clock in and clock out?

Attendants must use one of the following acceptable methods to clock in and clock out of the EVV system:

- EVV mobile method
- Your home phone (but only with your permission)
- EVV alternative device

You aren't allowed to clock in or clock out of the EVV system for the attendant for any reason. If you clock in or clock out for your attendant, a Medicaid fraud referral may be made to the Office of Inspector General, which may end up affecting your ability to get services.

What if I don't have a home phone landline or I don't want my attendant to use my home phone landline?

If you don't have a home phone landline, or don't want your attendant to use your home phone, tell this to your attendant or nurse as soon as possible.

The following are two options available other than your home phone landline that your attendant may use to clock in and clock out.

Option 1

Your attendant may use their mobile device to clock in and clock out of the EVV system using the EVV mobile application.

Option 2

Your provider agency may order an EVV alternative device for your attendant. The device may be placed or affixed in your home by your provider agency. It must be in an area where your attendant can reach it. Once the alternative device is placed or affixed, the alternative device must remain in your home at all times. A Medicaid fraud referral may be made to Office of Inspector General if the device does not remain in your home at all times while you are receiving Medicaid services. A Medicaid fraud referral may affect your ability to get or maintain services.

Can I receive services in the community with EVV?

Yes. EVV doesn't change the location for where you get services. You can get services in accordance with your service plan and the existing program rules, at home and in the community.

Who do I contact with questions or concerns?

Please contact your provider agency representative or HHSC case worker if you have any questions or concerns.

For more information on EVV, please visit our website at <https://hhs.texas.gov/doing-businesshhs/providerportals/long-term-care-providers/resources/electronic-visit-verification>.