



Electronic Visit Verification (EVV) Rights and Responsibilities

Texas requires attendants who deliver certain Medicaid services to use Electronic Visit Verification. The EVV system makes sure your approved services are provided to you.

Section I – Your Rights

- Your private information may only be shared in specific situations that follow state and federal guidelines and regulations.
- You don't have to let your attendant use your home telephone.
- You can ask for a meeting with your HHSC case worker or CLASS case manager 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.texas.gov/ombudsman.
- **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)

Section II – Your Responsibilities

- You must allow your attendant to use EVV to clock in and clock out in one of the following ways:
 - EVV mobile method
 - Your home landline phone
 - EVV alternative device
- Your attendant can't use your personal cell phone to clock in or clock out of the EVV system.
- You must tell your program provider if your attendant 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 CLASS case manager 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 program provider you are no longer receiving Medicaid services so that the EVV alternative device can be removed by your program provider when you aren't receiving Medicaid services any more. You can ask the program provider to remove the device from your home.

Section 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.

Section III – Frequently Asked Questions (FAQ) – Continued

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 program provider may order an EVV alternative device for your attendant. The device may be placed or affixed in your home by your program provider. 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, HHSC case worker, or CLASS case manager 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>.