



June 5, 2023

The Texas Health and Human Services Commission (HHSC) awarded the Electronic Visit Verification (EVV) System Management Services contract to Accenture in May 2023. It is a federal requirement that an EVV system must be used when providing the following Medicaid services:

- Effective January 1, 2021, EVV is required for Medicaid personal care services.
- Effective January 1, 2024, EVV is required for Medicaid home health care services.

Accenture, which is also known as The Texas Medicaid and Healthcare Partnership (TMHP), is partnering with HHAeXchange to provide a new, single and state-funded EVV vendor system.

By Oct. 1, 2023, users of the current EVV vendor systems, DataLogic/Vesta and First Data/AuthentiCare, must transition to HHAeXchange if the program provider or financial management services agency (FMSA) is not approved to use a proprietary system. The transition will require trainings.

In addition, the use of alternative devices (ADs) will be reduced for users of HHAeXchange. ADs will only be available in limited quantities for certain circumstances. HHSC will publish a policy this summer that will provide more information.

HHSC is aware of the impacts these changes may cause. HHSC, Accenture and HHAeXchange will continue providing updates, communications and resources as they become available.

For questions or more information about HHAeXchange, email HHAeXchange at TXsupport@hhaexchange.com or visit their website at <https://www.hhaexchange.com/info-hub/texas>.

For general EVV questions or questions about EVV Policy, email HHSC EVV Operations at EVV@hhs.texas.gov. Register your email address to receive EVV notices by email at https://public.govdelivery.com/accounts/TXHHSC/subscriber/new?topic_id=TXHHS_C_247.