

2017 EVV Alerts

Note that not all hyperlinks are valid due to the transformation of DADS content into the HHS website, or a linked letter has been replaced or retired.

2017

Registration has Re-opened for the Jan. 25 EVV Quarterly Stakeholder Meeting

Date posted: January 19, 2017

Due to popular demand, registration has re-opened for the Electronic Visit Verification (EVV) Quarterly Stakeholder meeting Jan. 25, 2017, 9 a.m.-4 p.m. at 701 W. 51st Street in Austin (John H. Winters Human Services Complex). Sign-up is on a first-come, first-served basis. Space is limited, so please limit registration to no more than 2 people from your agency or organization.

Each person attending [must register](#). Exact location details can be found on the [registration site](#).

This stakeholder meeting will provide the following:

- EVV updates
- Panel of experts to answer EVV related questions
- EVV training and EVV Compliance
- Experts from Managed Care Organizations

HHSC EVV approved vendors will also be present.

Questions regarding this EVV Quarterly Stakeholder meeting can be sent to electronic_visit_verification@hhsc.state.tx.us.

Reminder on Required EVV System Data Elements

Date posted: February 2, 2017

Provider agencies must ensure data elements entered into the EVV system are accurate and complete. Missing or incorrect data elements in the EVV system may result in denied claims, recoupment during contract monitoring, contract actions, and/or inaccurate EVV reports.

EVV Vendors will lock visit maintenance until the provider agency enters missing data elements into the system. If the provider has not addressed the missing or inaccurate data elements, the EVV vendor will notify each payor as appropriate for further action.

For a complete list of required data elements, please [visit the EVV FAQs webpage](#).

Questions about this alert can be sent to electronic_visit_verification@hhsc.state.tx.us.

Telephone Service Types Approved for EVV Use

Date posted: February 3, 2017

Electronic Visit Verification (EVV) uses the home landline telephone of the individual receiving services. An **acceptable home landline telephone service** is defined as a phone line that is provided only at a single specified address (the individual's home) and cannot be used away from that location without contacting a third party to transfer the service to a new specified location. These home landline telephone services must be physically connected to the individual's home.

Phone services provided over mobile networks or voice over internet protocol (VoIP) are **not acceptable**.

Visits using any unapproved telephone service type may be denied or subject to recoupment, and contract actions may be taken.

[For a list of acceptable home landlines, please visit the EVV FAQs page.](#)

Questions about this alert can be sent to electronic_visit_verification@hsc.state.tx.us.

Effective April 1: EVV Compliance Score Must be 90%

Date posted: February 22, 2017

Beginning April 1, 2017, providers required to use Electronic Visit Verification (EVV) will be required to meet the minimum EVV compliance score of 90% as outlined in the [EVV Provider Compliance Plan](#).

Providers were required to meet the minimum score of 75% for the first year of compliance from April 1, 2016, through March 31, 2017.

Questions about this alert can be sent to electronic_visit_verification@hsc.state.tx.us.

HHS Seeking Feedback on EVV Vendor Software and Customer Service

Date posted: April 11, 2017

Stakeholders have until April 25 to [take a brief survey](#) on their EVV vendor software system and customer service experience. Responses are voluntary and confidential. Feedback received will help identify areas of improvement and training needs.

[Take Survey](#)
