



## Electronic Visit Verification (EVV) Introduction for Service Providers

### EVV Basics

EVV is a computer-based system that electronically documents and verifies service delivery information, such as date, time, service type and location for certain Medicaid service visits. As required by [federal](#) and [state](#) law, a service provider must use the EVV [vendor system](#) or an HHSC-approved EVV [proprietary system](#) to electronically document the delivery of an EVV service.

### Getting Started

Service Providers must accomplish the following before using an EVV system:

#### Step 1

Complete training on clock in and clock out methods provided by the program provider using materials provided by the EVV vendor or PSO.

#### Step 2

The service provider may begin to use the EVV system once the program provider has completed the entry of all identification data.

### Using an EVV System

The following explains the use of EVV system as a service provider:

#### Note 1

Service provider must use an approved clock in and clock out method to begin and end service delivery when providing EVV services to a member in the home or the community.

#### Note 2

The approved methods to clock in and clock out are:

[Mobile](#) – Service providers use an application provided by the EVV vendor or PSO to clock in and clock out. Via this application, service providers may use:

- Their own personal smart phone or tablet
- A smart phone or tablet issued by the program provider
- Service providers *must not use* a member's personal smart phone or tablet

[Home Phone Landline](#) – Service providers may use the member's landline (if the member agrees) for clocking in and clocking out of the EVV system. They do this by calling the EVV vendor's or PSO's toll-free number.

[Alternative device](#) – An alternative device is an electronic device that allows a service provider to clock in and out of the EVV system from the member's home.

[Multiple clock in and clock out methods](#) – Service providers may use multiple clock in and clock out methods. For example: *A service provider clocks in using a home phone landline and clocks out using the mobile method.*

#### Caution 1

In the event the EVV system is unavailable, the service provider must document service delivery information and submit documentation to the program provider for manual entry of an EVV visit.

#### Caution 2

Service providers may experience a delay in payment or inaccurate payments if the EVV system is not used correctly.

**Questions?** The program provider is the first point of contact for most questions from a service provider. The [HHSC EVV Policy Handbook](#) describes EVV policy in detail and there may be helpful topics within.

**Questions about this Guide** For questions specific to this guide, please send an email to [evv@hhs.texas.gov](mailto:evv@hhs.texas.gov).



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