



Electronic Visit Verification 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 phone.
- 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 application
 - Your home phone
 - EVV alternative device
- Your attendant can't use your personal cell phone to clock in or clock out.
- You must tell your provider agency if your attendant asks you to clock in or clock out of the EVV system for them.

If you use an EVV alternative device, you must allow your provider agency to place the device in your home and it must remain in your home at all times.

- You must tell your provider agency, 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.
 - If a zip tie was used to install the device has been cut, damaged or broken.

You must return the EVV alternative device to your provider agency when you aren't receiving Medicaid services any more. You can ask the agency 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.

If you choose Consumer Directed Services or the Service Responsibility Option, you don't have to use EVV until Jan. 1, 2020.

How do attendants clock in and clock out?

Attendants must use one of the following to clock in and clock out:

- The attendant's mobile device using the EVV mobile application
- Your home landline telephone (but only with your permission)
- An 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 or I don't want my attendant to use my home phone? If you don't have a home phone, or don't want your attendant to use your home phone, tell this to your attendant or nurse as soon as possible. There are two other options.

Option 1

Your attendant may use their mobile device with the EVV mobile application.

Option 2

Your provider agency may order you an EVV alternative device. The device may be placed or installed by using the EVV vendor zip tie in your home. It must be in an area where your attendant can reach it. Once installed, it must remain in your home at all times. A fraud referral may be made to OIG if the device isn't in your home while you are receiving Medicaid services. A fraud referral may affect your ability to get services.

CDS/SRO: If you choose Consumer Directed Services or the Service Responsibility Option, the EVV requirements don't apply until Jan. 1, 2020. Under these two programs, attendants may use the CDS employer's cell phone to clock in and clock out of the EVV system.

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 at home and in the community.

Please contact your provider agency, 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-business-hhs/providerportals/long-term-care-providers/resources/electronic-visit-verification>