Electronic Visit Verification

What is Electronic Visit Verification?

EVV is a computer-based system provided by an HHSC-approved EVV vendor that verifies the occurrence of authorized personal attendant service visits by electronically documenting the precise time a service delivery visit begins and ends. The EVV program replaces paper-based attendant timesheets.

Texas requires EVV for certain Medicaid funded home and community-based services provided through the Health and Human Services Commission and managed care organizations.

What Programs and Services Are Required to Use EVV?

Current Programs and Services Required to Use EVV
See the Current Programs and Services Required to Use EVV on page 3.

The 21st Century Cures Act

Section 12006 of the 21st Century Cures Act will require EVV for all Medicaid personal care services and home health care services. See page 1 for the PCS programs, services, and service delivery options affected by the 21st Century Cures Act.

Consumer Directed Services and Service Responsibility Options

Services being delivered through the consumer directed services and service responsibility options are not required to use EVV. However, the 21st Century Cures Act will require EVV for personal care services delivered through these options.

What Information Does EVV Verify?

Section 531.024172 of the Texas Government Code requires the EVV system verify six different categories of information:
1. Type of service provided;
2. Person receiving the service;
3. Date and time service delivery begins and ends;
4. Location of service delivery;
5. Person providing the service; and
6. Other information HHSC determines necessary to ensure accurate adjudication of Medicaid claims, such as program provider information.

**How Does EVV Work?**

When an attendant provides services to a member in the home or community, the attendant must use one of three HHSC-approved EVV time recording methods to clock in to the HHSC-approved EVV system when service delivery begins and clock out of the EVV system when service delivery ends. The three approved EVV time recording methods are:

1. EVV Mobile Application
2. Member’s Home Phone Landline
3. Alternative Device

**EVV Mobile Application**

An attendant can use the EVV mobile application in the home and community to clock in and clock out of the EVV system when service delivery begins and ends. The EVV mobile application:

- Only records the location when the attendant clocks in and clocks out.
- Cannot track a location before, during, and after the visit.
- Captures the delivery of non-EVV services, such as transportation.
- Requires minimal data usage on the mobile device.

**Member’s Home Phone Landline**

A member may choose to allow an attendant to use their home phone landline to dial a toll-free number, issued by the HHSC-approved EVV vendor, to clock in when service delivery begins and clock out when service delivery ends.
**Alternative Device**

An alternative device is a device provided by the HHSC-approved EVV vendor that displays a numeric code the attendant uses to document the time service delivery begins and a second numeric code to document the time service delivery ends. After service delivery the attendant dials a toll-free number, issued by the HHSC-approved EVV vendor, and enters each numeric code.

**How Do I Get Started with EVV?**

Program providers required to use EVV can begin by:

1. Researching and selecting an HHSC-approved EVV vendor; and

2. Contacting the selected HHSC-approved EVV vendor to begin the onboarding process.

Visit the [Texas Medicaid & Healthcare Partnership](https://www.medicaidpartnership.org) for a list of HHSC-approved EVV vendors.

**Is Training Available?**

EVV training is provided by HHSC, the Texas Medicaid & Healthcare Partnership, managed care organizations, and an HHSC-approved EVV vendor. Training is provided in a variety of formats including:

- Instructor-led training
- Computer-based training
- Webinars
- Other materials such as job aids and frequently asked questions.

For more information about training, visit the [HHSC EVV website](https://www.medicaidpartnership.org).

**Who Do I Contact if I Have Questions?**

Email questions to [Electronic_Visit_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us).