Electronic Visit Verification (EVV)

Learn More About EVV

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What is Electronic Visit Verification (EVV)?

EVV is a computer-based system that electronically documents and verifies service delivery information for certain Medicaid service visits. EVV helps prevent fraud, waste and abuse, while making sure Medicaid recipients receive care that is authorized for them.

Why is EVV required?

The [21st Century Cures Act (Section 12006), or Cures Act,](#) is a federal law passed in 2016 requiring states to implement EVV for Medicaid personal care services (PCS) and home health care services (HHCS) that require an in-home visit. States that do not implement EVV will receive reduced federal Medicaid funding.

How is Texas implementing EVV?

Texas Health and Human Services Commission (HHSC) is implementing EVV in the following two phases:

- 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.

Visit the [HHSC EVV Cures Act web page](#) for more information.

Which programs, services and service delivery options are required to use EVV?

Refer to the following documents for EVV requirements:

- [Personal care services required to use EVV (PDF)](#)

- [Home health care services required to use EVV (PDF)](#)

  ‣ HHSC will continue analyzing the impacted home health care services and may update the document accordingly.

What information does EVV verify?

In alignment with [Texas Government Code section 531.024172](#) and [federal requirements](#), the EVV system must allow for verification of the following critical data elements relating to the delivery of Medicaid services:

- Type of service provided

- Name of the recipient who had the service

- Date and times the provider began and ended the service delivery visit

- Location, including the address and geolocation, where the service was provided

- Name of the person who provided the service

- Other information the commission determines is necessary to ensure the accurate adjudication of Medicaid claims

HHSC categorizes critical data elements as:

- Identification data

- Visit data

How does EVV work?

A service provider or Consumer Directed Services (CDS) employee must use an HHSC-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.

The following are the three approved clock in and clock out methods:

- Mobile method (Smart phone or tablet)

- Home phone landline

- Alternative device

Refer to [section 7000](#) in the [EVV Policy Handbook](#) for more information.

How do I get started with EVV?

Refer to the guides listed below for more information on how to get started with EVV.

- [Program providers (PDF)](#)
- [FMSAs (PDF)](#)
- [CDS employers (PDF)](#)
- [Service providers (PDF)](#)
- [CDS employees (PDF)](#)

Is EVV training provided or required?

Yes, EVV training is required and provided through different methods, such as:

- Computer-based trainings

- Webinars

- Other materials (for example: job aids and frequently asked questions)

The [HHSC EVV Training policy](#) requires program providers, FMSAs, service providers, CDS employers and any staff who performs EVV system operations, to complete required EVV training before using an EVV vendor system or an EVV proprietary system and yearly thereafter.

The [EVV Training Requirements Checklists (PDF)](#) may be used to track training requirements and completion of trainings.

How are EVV updates communicated?

HHSC frequently posts EVV updates in the News section on the [EVV web page](#). Updates include training opportunities, upcoming changes and new resources. Notices are also sent through GovDelivery. GovDelivery is a free subscription management system used by HHSC to deliver new information by email. [Register your email address with GovDelivery](#) to receive EVV updates by email.

Who do I contact if I have questions?

Refer to the following guides for contact information related to EVV:

- [Contact Information Guide for Program Providers and FMSAs (PDF)](#)

- [Contact Information Guide for CDS Employers (PDF)](#)