The HHSC EVV Vendor Transfer Policy requires program providers and financial management services agencies (FMSAs) to request a transfer to another EVV vendor 120 calendar days prior to the desired transfer date. The transfer may occur sooner than 120 days if the program provider or FMSA and the EVV vendor agree on an earlier date.

Program providers and FMSAs must continue to use their current EVV vendor system until the transfer is complete. The effective transfer date will be the date the transfer is complete and the program provider or FMSA is ready to begin using the new EVV system.

The program provider or FMSA must collect and return all devices supplied by the previous EVV vendor once the program provider or FMSA has transferred to the new EVV system and is ready to begin using the new EVV system.

Information about transferring to or from an EVV proprietary system will be posted to the HHSC EVV Proprietary System webpage when available.

To begin the transfer process, the program provider or FMSA signature authority must complete the EVV Provider Onboarding Form located on each EVV vendor’s website and submit the accurate and completed form directly to the selected EVV vendor via email or fax.

The selected EVV vendor will contact the program provider or FMSA with additional instructions once they have received the completed form.

Program providers and FMSAs who transfer to a new EVV vendor:
- Must follow the EVV Vendor Selection Policy.
- Will not receive a grace period for EVV compliance unless otherwise noted by HHSC.
- May have EVV claims denied if there are no accepted EVV visit transactions in the EVV Aggregator to match the associated EVV claims.
- Will be subject to all EVV policy enforcement.

The 120-day transfer timeframe will ensure adequate time for data transfer, new system setup, training and other transition activities.
Visit Maintenance

When transferring to a different EVV vendor or to a proprietary system, program providers and FMSAs have 60 days from the date of the visit to complete visit maintenance in the EVV system that created the visit. After the 60-day visit maintenance timeframe, program providers and FMSAs must follow the EVV Visit Maintenance Unlock Request Policy.

For questions regarding EVV vendor transfer, contact the selected EVV vendor directly or TMHP at EVV@TMHP.com.