

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

Reminder - Compliance Review Grace Period Ends Dec. 31

The compliance reviews grace period for **EVV Usage** and **EVV Landline Phone Verification** reviews for, personal care services and home health care services, will end on **Dec. 31, 2024**. Beginning **Jan. 1, 2025**, program providers, financial management service agencies (FMSAs) and Consumer Directed Services (CDS) employers, that do not fully comply with the EVV usage and landline review requirements will be subject to enforcement actions.

Payers conduct EVV compliance reviews to make sure program providers, FMSAs and CDS employers are in compliance with EVV requirements and policies.

Payers will conduct reviews and initiate contract or enforcement action if the program providers, FMSAs or CDS employers do not meet any of the following EVV compliance requirements:

- Usage Reviews
 - Meet and maintain the minimum EVV Usage Score of 80%.
 - Ensure staff is properly trained and consistently using EVV to record visits.
- Landline Reviews
 - Payers will review landline reports generated from the EVV systems to determine compliance with the EVV Landline requirements.
 - Program providers and FMSAs must ensure the phone number entered in the EVV system is a valid landline for members and CDS employers who have chosen to use a landline for clocking in and clocking out.

Next Steps:

Program Providers, FMSAs, and CDS employers are encouraged to review their EVV Usage Reports monthly to ensure compliance with EVV requirements.

- Program providers and FMSAs can generate EVV Usage reports from the TMHP EVV Portal.
- Option 1 and Option 2 CDS employers can generate EVV Usage reports directly from their EVV system.
- Option 3 CDS employers must request a copy of their EVV Usage report from their FMSA.

Resources:

[Review section 11000](#) of the [EVV Policy Handbook](#) for more information about EVV Compliance Reviews.

Questions?

Contact HHSC EVV Operations at evv@hhs.texas.gov for questions.

Please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.