HHSC EVV Policy Training Courses Certificates
Now Available Monthly

Background:

Managed Care Organizations (MCOs) are currently performing EVV Usage and EVV Landline Phone Verification compliance reviews, and MCOs are enforcing actions.

Program providers, financial management service agencies (FMSAs), Consumer Directed Support (CDS) employers, and proprietary system operators (PSOs) may have taken the Annual EVV Policy Training Course in the state fiscal year and completing an additional EVV policy training course for non-compliance, may lead to multiple courses taken per state fiscal year.

Although the [HHS Learning Portal webpage](#) allow program providers, FMSAs, PSOs, and CDS employers to complete the EVV Policy training course as frequently as possible, some program providers, FMSAs, CDS employers, and PSOs, identified that their training certificate only displayed the date of the first training course completion during the state fiscal year. Their subsequent course completions reflected the original training date.

Key Details:

Effective March 12, 2026, HHSC updated the EVV policy training courses to a monthly frequency. This change ensures that program providers, FMSAs, CDS employers, and PSOs receive a certificate of completion with a date that reflects the month in which they completed the training course.

The [HHS Learning Portal webpage](#) is updated to show the EVV Policy training courses with current month and year:

- *EVV Policy Training – Webinar Recordings (March 2026)*
- *EVV Policy Training for Program Providers and FMSAs (March 2026)*
- *EVV Policy Training for CDS Employers (March 2026)*.

Next month, the training courses will be identified as April 2026, and going forward this will be the naming convention for EVV policy training courses.

Additional Information:

Payers conduct EVV compliance reviews to make sure program providers, FMSAs, CDS employers and PSOs as defined in the [EVV Policy Handbook 1600, Key Terms](#), follow the EVV requirements and policies.