

An Important Message from

The Texas Health and Human Services Commission (HHSC)

90-Day Notice of EVV Compliance for State-Required Personal Care Services Providers

Effective Dec. 1, 2021, the payers, HHSC and managed care organizations, will begin Electronic Visit Verification Usage reviews to ensure State-required Personal Care Services providers are in compliance with EVV requirements and policies. State-required Personal Care Services are those that implemented EVV in 2016 prior to the federal EVV requirements and are listed on Pages 1 and 2 of [Personal Care Services Required to Use EVV \(PDF\)](#).

Payers will begin contract or enforcement action for dates of service on or after Sept. 1, 2020, for program providers who do not meet EVV Usage compliance requirements. Payers will use the EVV Usage Report located in the EVV Portal for EVV Usage reviews.

Grace Period

- State-required Personal Care Services providers received an EVV Usage grace period for dates of service Sept. 1, 2019 through Aug. 31, 2020.
- There was no grace period for the EVV Landline Phone Verification Review or the EVV Reason Code Required Free Text Review. Payers will continue to conduct these reviews.

Email questions to uhc_cp_prov_relations@uhc.com.