

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

**Update: EVV Compliance Oversight Reviews Delayed for
EVV Usage and Misuse of EVV Reason Codes**

HHSC and managed care organizations will delay compliance oversight reviews for EVV Usage and Misuse of EVV Reason Codes for visits captured in the EVV system with dates of service on or after Sept. 1, 2020.

The [compliance grace period ended on Sept. 1, 2020](#), for EVV Usage and Misuse of EVV Reason Codes for EVV visits with dates of service from Sept. 1, 2019 to Aug. 31, 2020.

Next Steps

- HHSC will notify program providers 90 calendar days before reviews begin for EVV Usage and Misuse of EVV Reason Codes for EVV visits with dates of service on and after Sept. 1, 2020.
- HHSC and MCOs will continue reviews for EVV Landline Phone Verification and Required Free Text.
- Program providers can use the EVV Usage Report, and EVV Reason Code Usage and Free Text Report in the EVV Portal to track these compliance measures.

This information is for program providers who were required to use Electronic Visit Verification by state law prior to the Cures Act Implementation as identified on pages 3 and 4 of the [Programs and Services Required to Use EVV \(PDF\)](#) document.

Program providers can contact their payer or [email HHSC EVV](#) with questions or concerns.