

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

EVV Reminder Related to EVV System Outages

Background:

On Friday, July 19, 2024, due to the CrowdStrike Global IT issue, you may have experienced issues using your EVV system to clock in and clock out when providing services requiring EVV.

Key Details:

If a service provider (attendant, CDS employer, nurse or therapist) was unable to clock in or clock out of the EVV system, then program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers must manually enter the EVV visit, along with a reason code, within 95 days from the date of service delivery.

EVV Reason Code

When entering a manual visit due to the July 19 CrowdStrike outage, select this reason code, number and description:

Reason Code: No Electronic Clock In or Clock Out

Number: 210

Description: J – EVV system down

The list of [EVV Reason Codes \(PDF\)](#) and a quick reference guide with examples of [When to Use Reason Code Numbers and Descriptions \(PDF\)](#) is found on the [EVV webpage](#).

Action Items:

Reminder

Claims matching for all EVV required services began April 1, 2024. If a claim is submitted for an EVV required service, a valid EVV visit must be on file before the claim is approved.

Resources:

[Email EVV Operations](#)