

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

EVV Policy Handbook Revisions Effective June 1

Background:

There will be revisions to the Electronic Visit Verification (EVV) Policy Handbook (see below). These revisions will publish and be effective June 1.

The handbook includes EVV standards and policy requirements for:

- Program providers
- Financial Management Services Agencies (FMSAs)
- Consumer Directed Services (CDS) employers
- Payers such as HHSC and MCOs

EVV Policy Revisions Effective June 1, 2022

The following format is used for the tables below:

- Above each table is an EVV policy name. The tables list the following information about the policy:
 - The left column lists the name of the subsection found in the EVV Policy Handbook.
 - The right column lists the subsection number and revisions found in the EVV Policy Handbook.
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Schedules

Policy Subsection Name	Policy Subsection Numbers and Revisions
Schedules	4600 <ul style="list-style-type: none"> • Defines a schedule • Describes: <ul style="list-style-type: none"> ○ Program provider and FMSA requirements and responsibilities ○ EVV system requirements and functionality with a schedule ○ How an EVV visit transaction matches against a schedule ○ Visit maintenance reduction features ○ Options an EVV PSO may choose from
Schedule Types	4610 – New section <ul style="list-style-type: none"> • Explains when to select the different schedule types (Daily Fixed Schedule, Daily Variable Schedule, Weekly Variable Schedule), including the schedule match criteria.

Visit Maintenance Reduction Features

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance Reduction Features	8100 <ul style="list-style-type: none"> • Explains how visit maintenance reduction features work with selected schedule types. • Removes information about the 24-hour call matching window.

EVV CDS Employer Policies

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV CDS Employer Policies	16000 – New section <ul style="list-style-type: none">• Explains EVV standards and policy requirements for CDS employers.
CDS Option Stakeholders	16010 – New section <ul style="list-style-type: none">• Defines and lists responsibilities for the:<ul style="list-style-type: none">○ FMSA<ul style="list-style-type: none">○ CDS employer○ Designated Representative○ Legally Authorized Representative○ CDS employee○ Member

EVV CDS Employer Policies – *Cont.*

Policy Subsection Name	Policy Subsection Numbers and Revisions
<p>CDS Employer Steps Prior to Using an EVV System</p>	<p>16020 – New section</p> <ul style="list-style-type: none"> • Explains the first three steps a CDS employer must take prior to using an EVV system: <ol style="list-style-type: none"> 1. Complete Form 1722, Employer’s Selection for EVV Responsibilities. 2. Complete required training. 3. Train CDS employees on clock in and clock out methods. • Explains EVV system access for the CDS employer and CDS employee. • Describes CDS employer responsibilities. • Provides information related to schedules.
<p>CDS Employer(s) Using an EVV System</p>	<p>16030 – New section</p> <ul style="list-style-type: none"> • Explains required actions for CDS employers: <ul style="list-style-type: none"> ○ Ensure the CDS employee is using the EVV system. ○ Complete visit maintenance, if applicable. ○ Review and approve time worked after visit maintenance is complete. • Describes visit maintenance (Options 1, 2 and 3). • Describes approving time worked.
<p>Failure to Use an EVV System in the CDS Option</p>	<p>16040 – New section</p> <ul style="list-style-type: none"> • Lists CDS employer responsibilities as it relates to using an EVV system. • Provides information about when an EVV system is not used.

EVV CDS Employer Policies – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
CDS EVV Compliance	16050 – New section <ul style="list-style-type: none">• Explains compliance requirements for CDS employers.
CDS Bonuses and Overtime	16060 – New section <ul style="list-style-type: none">• Provides information about bonuses and overtime.
CDS Complaints	16070 – New section <ul style="list-style-type: none">• Provides contact information for CDS employers who have complaints.

For more information, visit the HHSC [EVV webpage](#).
