

**An Important Message from  
The Texas Health and Human Services Commission (HHSC)  
EVV Policy Updates Effective Nov. 1**

HHSC has revised the Electronic Visit Verification - Electronic Verification Methods Policy in the [Policy section of the HHS EVV website](#). The policy:

- Applies to program providers, financial management services agencies, and consumer directed services employers.
- Incorporates the Mobile Application Policy, dated April 1, 2019 and the Allowable Phone Identification Policy, dated September 1, 2019.
- Allows a service attendant or CDS employee to use multiple clock in and clock out methods for a member.
- Provides information on how to document non-EVV relevant time associated with a visit.
- Includes CDS employer and FMSA functions.

[Email HHSC EVV with your questions.](#)