



Texas Association for
Home Care & Hospice
Leading ★ Advancing ★ Advocating

Administrator Program

Wednesday, November 19, 2025

9:30am-10:30am

CC2. EVV Compliance

Presented by:

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Stephen Abshier, EVV Operations, HHSC



Electronic Visit Verification (EVV) Compliance Updates

**Texas Health and Human Services Commission,
Electronic Visit Verification (EVV) Operations**

Stephen Abshier, EVV Operations

Tracie Teague, EVV Contract Specialist

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Topics



- Overview of EVV Compliance Reviews
- Alternative Device Usage Reviews
- EVV Usage Reviews
- EVV Landline Phone Verification Reviews
- EVV Updates and Reminders
- EVV Contact Information and Resources
- Q&A Session



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Overview of EVV Compliance Reviews

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Purpose of EVV Compliance Reviews



Payers:

- Conduct EVV compliance reviews to ensure compliance with EVV requirements and policies.



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Types of EVV Compliance Reviews



EVV Usage Reviews

- 11010 EVV Usage Reviews

EVV Landline Phone Verification Reviews

- 11020 EVV Landline Phone Verification Reviews

EVV Alternative Device Usage Reviews

- 11050 Alternative Device Compliance Reviews (Policy will be added to the EVV Policy Handbook)

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Alternative Device Usage Reviews

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Purpose of Alternative Device Reduction



HHSC is reducing the use of alternative devices as an approved clock in and clock out method to:

- Modernize the EVV program.
- Increase program integrity.
- Reduce state EVV contract costs.

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Purpose of Alternative Device Usage Reviews



During **Alternative Device Usage Reviews**, payers review the percent of your visit transactions that were recorded when service providers used the alternative device to clock in and clock out to ensure it's an allowable amount for **each state fiscal year quarter**.

Fiscal Year	Begin Date	End Date	Allowable Percent of EVV Visit Transactions
2026	Sept. 1, 2025	Aug. 31, 2026	75%
2027	Sept. 1, 2026	Aug. 31, 2027	50%
2028	Sept. 1, 2027	Aug. 31, 2028	25%
2029	Sept. 1, 2028	Forward	5%

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Alternative Device Visit Transaction



An Alternative Device Visit Transaction is defined as a visit transaction generated in the EVV system when the service provider clocks in or clocks out using an alternative device.

- The Alternative Device Visit Transaction Percentage is not factored into the EVV Usage Score.
- If a clock in or clock out on a visit transaction is captured using an alternative device, the visit transaction will count toward your alternative device usage for the alternative device compliance reviews.

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EVV Usage Report Update



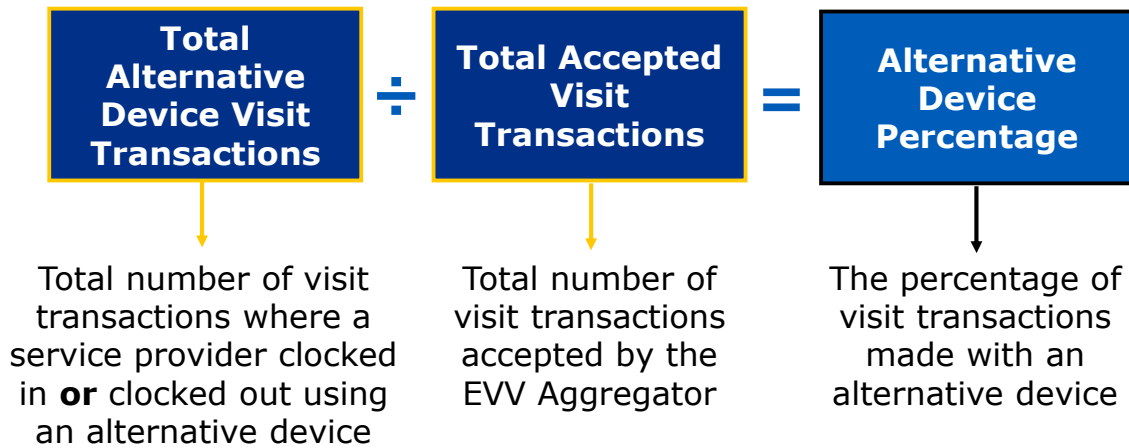
- The updated EVV Usage Reports for program providers and CDS employers are now available in the EVV Portal.
- The Alternative Device Usage percentage is now included in the EVV Usage report and the EVV CDS Employer Usage report.



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EVV Alternative Device Usage Percentage Calculation



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Example EVV Usage Report (Alternative Device Usage): Program Provider



EVVUSG2019v3.0

EVV Usage Report

Filters :: [Fiscal Year: 2025] :: [Month: September] :: [Medicaid ID:] :: [Service Delivery Op

Payer:

EVV Usage Summary	
EVV System Name	EVV Usage Score
	100%

EVV Usage Details	
Provider Name	EVV Usage Score
	100%

EVV Usage Score: 100%

Total Accepted Visit Transactions	Total Manual Visit Transactions	Total Electronic Visit Transactions	Alternative Device Visit Transactions Percentage	Manual EVV Visit Transaction Score
14	0	14	100%	60%

Total Exported Visit Transactions	Rejected Visit Transactions	Non-Rejected Visit Transactions	Non-Rejected Visit Transactions Percentage	Rejected EVV Visit Transaction Score
14	0	14	100%	40%

Alternative Device Visit Transactions Percentage

Total Alternative Device Visit Transactions: 0
Alternative Device Visit Transactions Percentage: 0%

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Example CDS Employer Usage Report (Alternative Device Usage)



EVVCDSEMPUSG2022v3.0

EVV CDS Employer Usage Report

Filters :: [Fiscal Year: 2025] :: [Month: September] :: [Medicaid ID:] :: [Payer Name: HHSC] :: [Service Deliv

Payer: Health and Human Services Acute Care (HHSC)
EVV System Name:

EVV Usage Details

CDS Employer Name	Option on Form 1722	3
Member Last Name	Member First Name	Medicaid ID
FMSA Name	NPI/API	
EVV Usage Score: 100%		

Total Accepted Visit Transactions	Total Manual Visit Transactions	Total Alternative Device Visit Transactions	Alternative Device Visit Transactions Percentage
14	0	14	100%

Alternative Device Visit Transactions Percentage: 0%

Total Alternative Device Visit Transactions	Alternative Device Visit Transactions Percentage
0	0%

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Review Period Schedule for Fiscal Year 2026: Alternative Device Usage Reviews



Payers may begin reviews anytime after the visit maintenance time frame has expired from the last date of the specified quarter.

Quarter	Quarter Months	Last Date of the Quarter	Date When Payers May Begin Reviews for the Quarter
1	September, October, November 2025	Nov. 30, 2025	March 5, 2026
2	December 2025, January 2026, February 2026	Feb. 28, 2025	June 3, 2026
3	March, April, May 2026	May 31, 2026	September 3, 2026
4	June, July, and August 2026	Aug. 31, 2026	December 4, 2026

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Enforcement Actions: Alternative Device Compliance Standard Not Met



The first occurrence within a 24-month period

The payer will require the program provider or CDS employer to ensure service providers receive training on how to use another approved EVV clock in and clock out method (landline or mobile app) within 20 business days.

For two or more occurrences within a 24-month period

The payer will require the program provider or CDS employer to complete a CAP within 10 business days.

For three or more occurrences within a 24-month period

- **Program providers:** The payer may propose to terminate the contract.
- **CDS employers:** The payer may recommend removal from the CDS option.

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Tips to Stay in Compliance with Alternative Device Usage



Research

- Determine which service providers use an alternative device to clock in and clock out.

Support

- Help service providers transition from the alternative device to another clock in and clock out method.

Train

- Find out if they can use other EVV clock in and clock out methods and provide training on those methods.

Monitor

- Monitor alternative device usage for your NPI/API using the EVV Usage Report (refer to the Alternative Device Visit Transactions Percentage field).

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Other EVV Clock In and Out Methods



Mobile Method

Service providers use an EVV mobile app on their cell phone or tablet, or one issued by the program provider or Financial Management Services Agency (FMSA), to clock in and clock out.



Landline Phone Method

Service providers call from the member's landline phone or another home where the member receives services (family member's or neighbor's home); or a fixed Voice Over Internet Protocol (VOIP) line to clock in and out.

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EVV Usage Reviews

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Purpose of EVV Usage Reviews



- Payers:
 - ▶ Conduct **EVV Usage Reviews** to make sure service providers are using an EVV clock in and clock out method when providing service delivery to Medicaid members.
 - ▶ Review the **EVV Usage Report** in the **EVV Portal** to determine if a program provider's **EVV Usage Score** was at least **80%** for each state fiscal year quarter.
- The EVV Usage Score measures **manually entered** EVV visit transactions and **rejected EVV visit transactions**.

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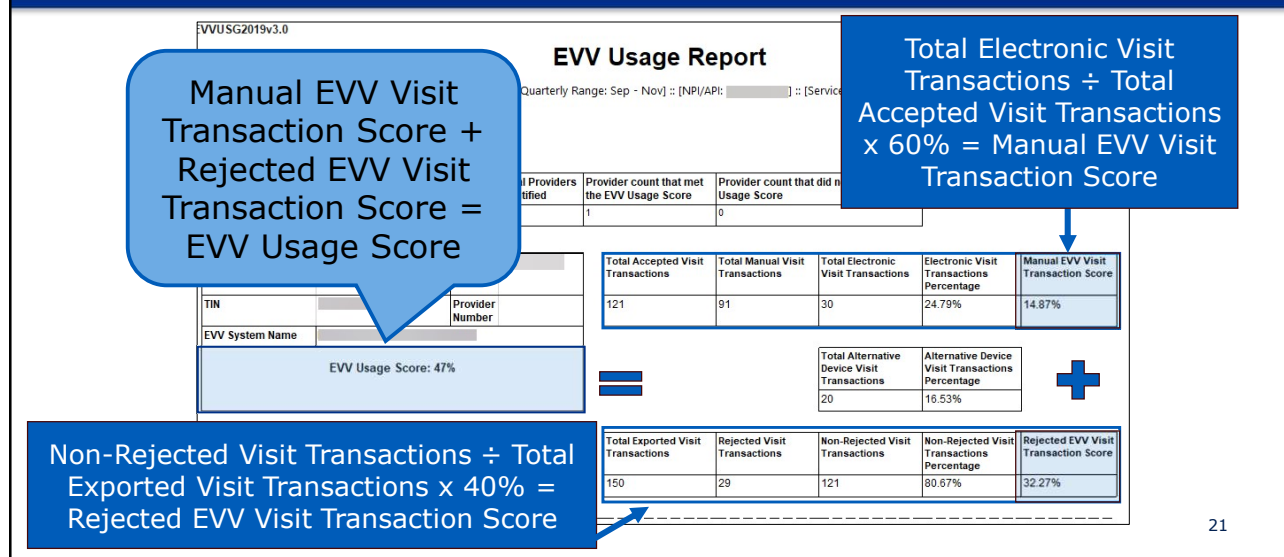
EVV Usage Score Calculation for Program Providers



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EVV Usage Report Example for Program Providers



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EVV Usage Score Calculation for FMSAs



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Example EVV Usage Report: FMSA



EVVUSG2019v2.0

EVV Usage Report

Filters :: [Fiscal Year: 2021] :: [Quarterly Range: Mar - May] :: [NPI/APL:] :: [Service Delivery Option: CDS] :: [EVV Implementation Group:]
 [Care Services (2021)] :: [FMSA: Yes]

Payer:

EVV Usage Summary

EVV System Name	Count that met the EVV Usage Score	FMSA count that did not meet the EVV Usage Score
	25	1

EVV Usage Details

FMSA Name

TIN

EVV System Name

EVV Usage Score: 43%

Total Exported Visit Transactions	Rejected Visit Transactions	Non-Rejected Visit Transactions	EVV Usage Score
58	33	25	43%

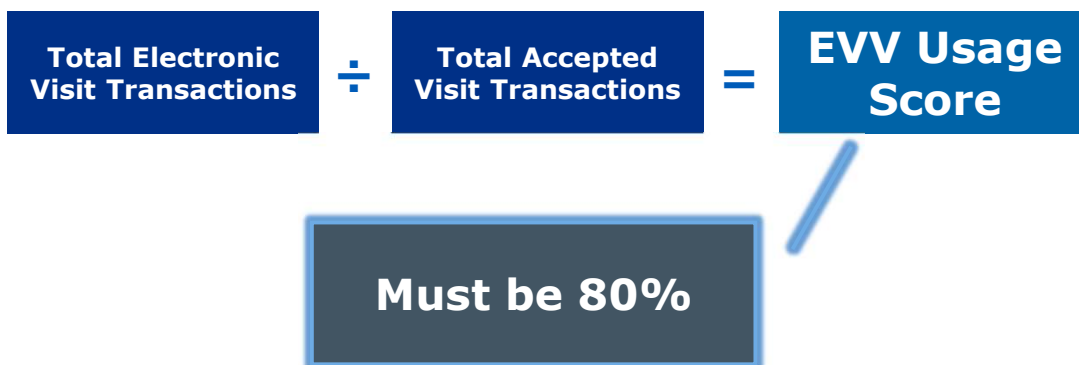
EVV Usage Score Calculation

$$25 \div 58 = 43\%$$

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EVV Usage Score Calculation for CDS Employers



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Example EVV Usage Report: CDS Employers



EVVCDSEMPUSG2022v3.0

EVV CDS Employer Usage Report

Filters :: [Fiscal Year: 2025] :: [Month: September] :: [Medicaid ID:] :: [Payer Name: HHSC] :: [Service Delivery Option: CDS]

Payer: Health and Human Services Acute Care (HHSC)
EVV System Name:

EVV Usage Details	
CDS Employer Name	Option on Form 1722
Member Last Name	Member ID
FMSA Name	

EVV Usage Score Calculation

$14 \div 14 = 100\%$

Total Accepted Visit Transactions	Total Manual Visit Transactions	Total Electronic Visit Transactions	EVV Usage Score
14	0	14	100%

Total Alternative Device Visit Transactions	Alternative Device Visit Transactions Percentage
0	0%

EVV Usage Score: 100%

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Review Period Schedule for Fiscal Year 2026: EVV Usage Reviews



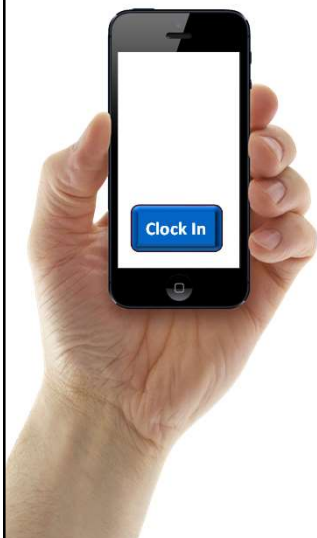
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4	June, July, and August 2026	Aug. 31, 2026	December 4, 2026

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Tips to Stay in Compliance with EVV Usage



Avoid Manual EVV Visit Transactions

Make sure service providers use EVV methods to clock in and clock out, since this:

- Captures visit data electronically in the EVV system.
- Prevents manual entry of visit data in the EVV system.
- Helps ensure the minimum EVV Usage Score is met.

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Tips to Stay in Compliance with EVV Usage (Cont.)



Avoid EVV Visit Transaction Rejections

- Make sure data in the visit transaction is correct, and no data is missing.
- Make sure all identification data is accurate in the EVV system.
- Resolve errors in the EVV system before the visit transaction exports to the EVV Aggregator.

Monitor your EVV Usage Score

- Run the EVV Usage Report in the EVV Portal to check your EVV Usage Score.
- If it's below 80%, determine why and take action to raise the score.

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Enforcement Actions: EVV Usage Score Requirement Not Met



First Occurrence in a 24-Month Period

- Must complete more EVV Policy, EVV System, and EVV Portal Training within 20 business days
- Must retrain service providers on clock in and clock out method

Two or More Occurrences in a 24-Month Period

- The program provider or FMSA must complete a Corrective Action Plan (CAP) within 10 business days.

Three or More Occurrences in a 24-Month Period

- The payer may propose to terminate the contract.

When a program provider or FMSA fails to complete training or CAP requirements, the payer may temporarily withhold Medicaid claims payments until requirements are met.

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Payers Must Do Their Due Diligence Before Enforcing Action



Payers must make sure failure to meet and maintain the compliance score was not because of:

- Payer errors such as late authorizations or missing/incorrect Healthcare Common Procedure Coding System (HCPCS), Modifiers, Service Group or Service Codes.
- A system outage, defect or issue related to the EVV Aggregator, EVV Portal, or the EVV system.
- Natural disasters.

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EVV Landline Phone Verification Reviews

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Purpose of EVV Landline Phone Verification Reviews



Payers:

- Conduct **EVV Landline Phone Verification Reviews** to make sure service providers using the landline method for clocking in and clocking out are using an allowable phone type.
- Review the **EVV Landline Phone Verification Report** in the **EVV System** to determine if service providers are using allowable phone types when clocking in and clocking out.

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Valid Phone Types When Using the Landline Method



Service providers may call the toll-free number to clock in and clock out from:

- The member's landline.
- A landline in another location where the member frequently receives services.
- A fixed Voice over Internet Protocol (VOIP) landline, if the home phone is attached to the member's address.



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EVV Landline Phone Verification Report Example



EVV Landline Phone Verification									
Visit Date From: 5/1/2024		Visit Date To: 5/31/2024		Report Date: 06/27/2024 10:02 AM CST					
Payer(s): All		CDS Employer: All		Provider: All					
Member ID	Member First Name	Member Last Name	Phone Number	Listed Phone Type	Listed Carrier	Month	NPI/API	Provider Name	Payer
000000000	JANE	SMITH	2223334444	MOBILE	AT&T Wireless	May-2024	9999999999	PROVIDER NAME, LTD	HHSC
000000000	JANE	SMITH	2223334444	MOBILE	T-Mobile USA, Inc.	May-2024	9999999999	PROVIDER NAME, LTD	HHSC
000000000	JANE	SMITH	2225553333	LANDLINE	Time Warner Communications	May-2024	9999999999	PROVIDER NAME, LTD	HHSC
000000000	JANE	SMITH	9182228888	PREPAID	Cricket Wireless - ATT - SVR	May-2024	9999999999	PROVIDER NAME, LTD	HHSC
000000000	JANE	SMITH	2221119999	VOIP	Time Warner Communications	May-2024	9999999999	PROVIDER NAME, LTD	HHSC
000000000	JANE	SMITH	2223334444	MOBILE	Verizon Wireless	May-2024	9999999999	PROVIDER NAME, LTD	HHSC
000000000	JANE	SMITH	2225553333	LANDLINE	Smartcom Telephone, LLC	May-2024	9999999999	PROVIDER NAME, LTD	HHSC
000000000	JANE	SMITH	2223334444	MOBILE	T-Mobile USA, Inc.	May-2024	9999999999	PROVIDER NAME, LTD	HHSC

Allowable:

- Landline
- Fixed VOIP

Unallowable:

- Mobile
- Prepaid
- Non-fixed VOIP

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Identification of an Unallowable Landline Phone Type



When an unallowable phone type is identified, you must:

- Verify and document that the phone type is an allowable phone type; or
- Remove the unallowable landline phone type from the EVV system as the member's home phone landline and make sure a valid landline or another approved clock in and clock out method is used.

In addition, you must follow any actions required by the payer in a notice of noncompliance.

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EVV Landline Phone Verification Reviews: Review Period Schedule



EVV Landline Phone Verification Reviews:

- Are at the payer's discretion.
- May occur any time after the date of the visit if the phone number used to clock in and clock out was captured in the EVV system.

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Enforcement Actions: Landline Phone Verification Requirement Not Met



- The payer will send a notice of noncompliance.
- Program providers and FMSAs have 20 business days to meet required actions in the notice.

If the program provider or FMSA does not meet required actions within 20 business days, the payer may temporarily withhold Medicaid claims payments until compliance is met.

Payers will remove the temporary withholding of Medicaid claims payments within two business days of receiving acceptable documentation as outlined in the notice of noncompliance and described in 7030 Home Phone Landline.

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Tips to Stay in Compliance with EVV Landline Phone Verification



- Do not enter an unallowable landline phone type into the EVV system as the member's home phone landline.
- Make sure the landline phone number listed in the member's profile is current.
- If the member frequently receives services in an alternate location (family member's home or neighbor's home), make sure the alternate number is also in the profile.
- Make sure the service provider clocks in and out using an allowable phone type.
- Monitor the EVV Landline Phone Verification Report and take action if you identify an unallowable phone type on the report.

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EVV Updates and Reminders

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Dual Demonstration Pilot Program Update



[EVV Impacts Due to Dual Demonstration Pilot Program Discontinued](#)

[Jan. 1 | Texas Health and Human Services](#): Applies to you, if your payer is an MCO and your members participate in the Medicare-Medicaid Plans (MMPs) in the FIVE counties below:

- Bexar County: Molina Healthcare of Texas
- Dallas County: Molina Healthcare of Texas and Superior Health Plan
- El Paso County: Molina Healthcare of Texas
- Harris County: Molina Healthcare of Texas and United Healthcare
- Hidalgo County: Molina Healthcare of Texas and Superior Health Plan

[Managed Care Service Areas Map](#)

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EVV Policy Handbook Updated in September 2025



- HHSC will be adding the EVV Alternative Device Limitation policy to the [EVV Policy Handbook](#).
- The standalone policy is published on the HHSC EVV webpage. [EVV Alternative Device Limitation Policies effective Sept. 1, 2025 \(PDF\)](#)
- Updates are listed by section in the [EVV Policy Handbook September–Sept. 2, 2025, revisions](#) on the HHSC EVV webpage.

Electronic Visit Verification Policy Handbook

[Printer-friendly version](#)

Pages in this section:

- 1000, Electronic Visit Verification Policy Handbook Introduction
- 2000, EVV Stakeholders
- 3000, Programs and Services Required to Use EVV
- 4000, EVV System and Setup
- 5000, EVV Proprietary System
- 6000, EVV Visit Transaction
- 7000, Clock In and Clock Out Methods
- 8000, Calculation of Bill Hours
- 9000, Visit Maintenance
- 10000, Reason Codes
- 11000, EVV Compliance Reviews
- 12000, Usage
- 13000, EVV Claims
- 14000, Reports
- 15000, EVV Optional Services and Non-EVV Services
- 16000, Fraud Waste and Abuse
- 17000, EVV CDS Employer Policies
- EVV Appendices
- EVV Forms
- EVV Revisions
- EVV Contact Us

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EVV Contact Information and Resources

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EVV Websites and Contact Information



HHSC

- [HHSC EVV webpage](#)
- [EVV Contact Information Guide for Program Providers and FMSAs \(PDF\)](#)
- evv@hhs.texas.gov
- evvpso@hhs.texas.gov

Texas Medicaid & Healthcare Partnership (TMHP)

- [TMHP EVV webpage](#)
- evv@tmhp.com
- evv_pso@tmhp.com

HHAeXchange

- [Texas EVV Vendor Information Center](#)
- txsupport@hhaexchange.com

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Questions?

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Thank You



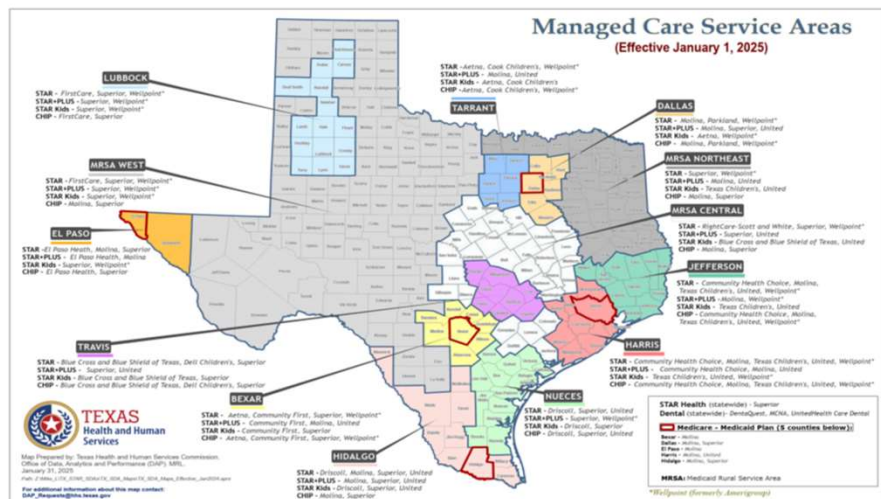
evv@hhs.texas.gov



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Managed Care Service Areas Map



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