



Electronic Visit Verification (EVV)

Program and Service Requirements for Schedules

This document describes HHSC requirements related to using schedules in the Electronic Visit Verification (EVV) system.

Program providers and financial management services agencies (FMSAs) are not required to enter schedules into the EVV system (reference [EVV Policy Handbook](#) section [4600 Schedules](#)); however, each Medicaid program has its own requirements related to schedules. Program providers and FMSAs must follow the requirements of their Medicaid program for documenting a service delivery schedule, entering a schedule into the EVV system, and adhering to the schedule.

EVV vendor systems allow program providers and FMSAs to use no schedule or select from the following three schedule types:

- **Daily Fixed Schedules** track if service delivery occurs on a specific date, for a specific duration, at a specific time. If service delivery deviates from the schedule, the visit will not auto-verify.
- **Daily Variable Schedules** track if service delivery occurs on a specific date, for a specific duration. If service delivery deviates from the schedule, the visit will not auto-verify.
- **Weekly Variable Schedules** track if service delivery occurs within a specific week and within a total number of scheduled hours for the week. Visits can occur on any day of the week, at any time, for any duration. Any visits that exceed the total scheduled hours for the week will not auto-verify.

Refer to the handbook section [4610 Schedule Types](#) for more information.

Consumer Directed Services (CDS) employers cannot enter schedules into the EVV vendor systems. If the CDS employer wants to use schedules in the EVV system or the program requires a schedule, CDS employers must work with their FMSA to determine how schedules will be entered.

EVV Proprietary System Operators (PSOs) may use: the HHSC-defined schedule types (Daily Fixed, Daily Variable or Weekly Variable), use no schedules, or use alternate schedule types in their proprietary systems. Contact your EVV PSO to learn about the scheduling options in their EVV system.

Contact your program for questions about their schedule requirements.



For questions related to EVV, refer to the contact guides below:

- [EVV Contact Guide for Program Providers and FMSAs \(PDF\)](#)
- [EVV Contact Guide for CDS Employers \(PDF\)](#)

The chart on the next page provides program and service requirements for schedules. Failure to follow program requirements may result in contract enforcement actions.



Program and Service Requirements for Schedules

Program	Services	Are schedules required by the program?	Are schedules required to be entered into the EVV system?	Recommended EVV Schedule Types Based on Type of Service		
				Daily Fixed	Daily Variable	Weekly Variable
1915(k) CFC	CFC PAS, CFC HAB	Yes	Yes	Yes	No	No
PCS provided under the Texas Health Steps Comprehensive Care Program	PCS	Yes	Yes	Yes	No	No
CLASS	In-Home Respite	No	No	Yes	Yes	Yes
CLASS	CFC PAS/HAB	Yes	No	Yes	No	Yes
DBMD	In-Home Respite	No	No	Yes	Yes	Yes
DBMD	CFC PAS/HAB	Yes	No	Yes	No	No
HCBS-AMH	In-Home Respite	No	No	Yes	Yes	Yes
HCBS-AMH	Supported Home Living-Habilitative Support	No	No	Yes	Yes	Yes
HCS	Day Habilitation	No	No	Yes	Yes	Yes
HCS	CFC PAS/HAB	No	No	Yes	Yes	Yes
HCS	In-Home Respite	No	No	Yes	Yes	Yes
PHC/FC/CAS	PAS	Yes	No	Yes	Yes	Yes
TxHmL	Day Habilitation	No	No	Yes	Yes	Yes
TxHmL	CFC PAS/HAB	No	No	Yes	Yes	Yes
TxHmL	In-Home Respite	No	No	Yes	Yes	Yes
YES	In-Home Respite	No	No	Yes	Yes	Yes

*CDS Option – Schedules are not required to be entered into the EVV system; however, CDS employers must follow the program requirements as listed in the table above.

**Individuals enrolled in an MCO program – Contact your MCO for instructions on which schedule type to use.