

Electronic Visit Verification (EVV) is a computer-based system that electronically documents and verifies service delivery for certain Medicaid service visits.

The Texas Health and Human Services Commission (HHSC) requires a service provider or a Consumer Directed Services (CDS) employee who provides one of these services to use EVV to clock in when the service begins and to clock out when the service ends.

A service provider or CDS employee uses one of the following three methods to clock in and clock out:

- The service provider's or CDS employee's personal smartphone or tablet.
- Your home phone landline only if you approve.
- An EVV alternative device, which is a small electronic device placed and kept in your home in an agreed upon location.

The service provider is not permitted to use your personal smart phone or tablet.

The CDS employee may use the CDS employer's smart phone or tablet, if the CDS employer has authorized the CDS employee to use their smart phone or tablet.

Section I – Your Responsibilities

You have the following responsibilities regarding the use of EVV:

- You must allow your service provider or CDS employee to clock in and clock out of the EVV system using one of the methods listed above.
- Do not clock in or clock out of the EVV system for your service provider or CDS employee at any time.
 - Immediately tell your provider agency or CDS employer if your service provider or CDS employee asks you to clock in or clock out of the EVV system for the service provider or employee.
- If your service provider or CDS employee is using an EVV alternative device to clock in and clock out:
 - Immediately tell your provider agency or CDS employer if the EVV alternative device is damaged or removed from your home, or if someone has tampered with the device; and
 - Return the alternative device to your provider agency or CDS employer when you are no longer receiving Medicaid services that require EVV.

Your failure to perform these responsibilities may result in a referral of Medicaid fraud to the HHSC Office of Inspector General.

Reference section 7000 Clock In and Clock Out Methods from the [EVV Policy Handbook](#) for more information.

Section II – Additional Information

- Your personal information in the EVV system is private and confidential and may only be disclosed as allowed by federal and state laws, rules and regulations.
- Your service provider or CDS employee may use your home phone to clock in and clock out of the EVV system only if you approve.
- You can ask for an interdisciplinary meeting or service plan team meeting with your managed care organization's (MCO) service coordinator about concerns using EVV.

If you have a complaint related to EVV, you may submit the complaint to the HHS Office of the Ombudsman:

- by phone at 877-787-8999;
- by fax at 888-780-8099; or
- by mail at:

HHS Office of the Ombudsman

P.O. Box 13247

Austin, Texas 78711-3247

Visit the [HHSC EVV website](#) for more information.

Section III – Frequently Asked Questions (FAQ)

Do I have to participate in EVV?

Yes, if you get services that require EVV. You must allow your service provider or CDS employee to clock in when they begin and clock out when they end services using one of the acceptable methods. EVV is required for certain home and community-based services, such as Personal Service Provider Services, Protective Supervision, Personal Care Services, In-home Respite, Flexible Family Support and Community First Choice.

How do service provider and CDS employees clock in and clock out?

Service providers and CDS employees must use one of the following acceptable methods to clock in and clock out of the EVV system:

- EVV mobile method
- Your home phone (but only with your permission)
- EVV alternative device

You aren't allowed to clock in or clock out of the EVV system for the service provider or CDS employee for any reason. If you clock in or clock out for your service provider or CDS employee, a Medicaid fraud referral may be made to the Office of Inspector General, which may end up affecting your ability to get services.

What if I don't have a home landline or I don't want my service provider or CDS employee to use my home landline?

If you don't have a home landline, or don't want your service provider or CDS employee to use your home landline, tell this to your service provider or CDS employee as soon as possible.

The following are two options available other than your home landline that your service provider or CDS employee may use to clock in and clock out.

Option 1

Your service provider or CDS employee may use their mobile device to clock in and clock out of the EVV system.

Option 2

Your program provider, financial management services agency (FMSA), or CDS employer may order an EVV alternative device for your service provider or CDS employee. The device must:

- Be placed or affixed in your home by your program provider or CDS employer.
- Be in an area where your service provider or CDS employee can reach it.
- Always remain in your home.

Can I receive services in the community with EVV?

Yes. EVV doesn't change the location for where you get services. You can get services in accordance with your service plan and the existing program rules, at home and in the community.

Who do I contact with questions or concerns?

Please contact your provider agency representative or MCO service coordinator if you have any questions or concerns.

Visit the [HHSC EVV website](#) for more information.

Section IV – Acknowledge Statement

I certify:

- ☐ I have read and understand my responsibilities for EVV.
- ☐ I was given an oral explanation of this form and given a copy.

Failure to follow your responsibilities may result in a Medicaid fraud referral or your services may be denied, suspended or terminated.

Signature - Member or Legally Authorized Representative

Date

Signature - Family Member or Caregiver (optional)

Date

Signature – MCO Service Coordinator

Date