

Providing CHIP and Medicaid services to Tarrant, Denton, Parker, Wise, Hood and Johnson

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Compliance Review

Health and Human Services and Cook Children's Health Plan conduct Electronic Visit Verification (EVV) compliance reviews to ensure Providers, Financial Management Services Agencies and Consumer Directed Services employers are complying with EVV requirements and policies.

For more information, review Section 10000 EVV Compliance Reviews of the [EVV Policy Handbook](#).

EVV Consumer Directed Services Option

Visit the EVV Consumer Directed Services Option webpage for related resources and information.

EVV Policy Handbook Revisions

- [November 2021](#)

Policy Guidance and Temporary Policies

- Can always be found on the [HHSC EVV website](#)

Reminders

HHSC Email Updates

- HHSC Electronic Visit Verification Mailbox: EVV@hhs.texas.gov
- HHSC EVV Proprietary Systems Mailbox: EVVPSO@hhs.texas.gov

21st Century Cures Act Updates

Effective January 1, 2023, EVV will be required for Medicaid home health care services. Visit the [21st Cures Act webpage](#) for additional information.

Note: Federal law allows states to request a one-year extension to January 1, 2024.

EVV Training Resources

- [EVV Training Requirements Checklist](#)
- [EVV Training Resources](#)
- EVV Policy Training
 - [HHS Learning Portal](#)
- [TMHP EVV Training](#)
 - [EVV Portal Training and Resources](#)
- EVV Vendor System Training
 - [DataLogic Software, Inc/Vesta](#)
 - [First Data Government Solutions/AuthentiCare](#)
- [November 2021 EVV Portal and Training Updates](#)
 - [Email TMHP with questions about these updates](#)

Visit Maintenance Unlock Request

An EVV Visit Maintenance Unlock Request allows a Provider, FMSA and CDS employer the opportunity to correct data element(s) on an EVV visit transaction(s) after the visit maintenance time frame has expired.

Providers, FMSAs and CDS employers must follow the instructions on the EVV Visit Maintenance Unlock Request spreadsheets.

- Request must include a contact name, email address and phone number
- Requests must be sent securely
 - Requests not sent securely will result in a Health Insurance Portability and Accountability Act (HIPAA) violation and the request will be denied

EVV Visit Maintenance Unlock Request Spreadsheets

- [EVV Visit Maintenance Unlock Request for Program Providers and FMSAs \(Excel\)](#)
- [EVV Visit Maintenance Unlock Request for CDS Employers \(Excel\)](#)

EVV Future Updates

For EVV updates, Providers, FMSAs and CDS employers can refer to CCHP EVV web page, the HHSC EVV web page, and the TMHP EVV web page. Providers, FMSAs and CDS employers should also sign up for EVV alerts using GovDelivery. For questions or concerns, Providers, FMSAs and CDS employers can refer to the EVV Contact Information Matrix for the correct contacts by topic.

- [CDS Employer EVV Contact Information Guide \(PDF\)](#)
- [Program Provider and FMSA EVV Contact Information Guide \(PDF\)](#)

EVV Portal Access

For information on how to access and use the EVV Portal, refer to the following tools:

- [EVV Aggregator and EVV Portal](#)
- [EVV Portal Job Aid](#)

For questions, email CCHPEVV@cookchildrens.org.

Additional News Links

[EVV Proprietary System Approval Process Update and 2022 ORR Sessions](#)

[HHSC Publishes the Importance of Following EVV Rules and Policy Guidance for CDS Employers](#)

Questions

How can we help you? If you need assistance, please email CCHPEVV@cookchildrens.org.