

05/20/2024

EVV Compliance Grace Period Extended for Personal Care Services to Dec. 31, 2024

Background:

HHSC has extended the compliance reviews grace period for [Personal Care Services Required to Use EVV \(PDF\)](#) from May 31 to Dec. 31, 2024, for all program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers.

During the grace period, HHSC and MCOs will not take enforcement action against program providers, FMSAs, and CDS employers who do not meet EVV compliance requirements for EVV Usage and home phone landline reviews.

Key Details:

Payers will continue to conduct EVV Compliance reviews and send compliance notifications.

- Monitor compliance reports monthly, at a minimum.
- Use the EVV system as required.
- Provide system training to attendants/employees as needed.
- Complete all required visit maintenance.
- Train or re-train service providers or CDS employees on clock-in and clock-out methods.
- Establish a process to monitor compliance reports with their CDS employer or FMSA unless they have read-only access in the EVV system (Option 3 on Form 1722).
- Ask questions.

Action:

All MCOs must post the information in this notice as soon as possible to their MCO EVV Website. MCOs should replace any contact information or resources with their information as applicable.

Resources:

[Review section 10000](#) of the [EVV Policy Handbook](#) for more information about EVV

Compliance grace periods.

Contact:

EVVMCO@hhs.texas.gov

Type: Informational

To: MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: EVV