

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

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

Background:

Texas Health and Human Services Commission (HHSC) has extended the compliance reviews grace period for Electronic Visit Verification (EVV) Usage and EVV Landline Phone Verification reviews for personal care services. The grace period is extended from May 31 to Dec. 31, 2024.

Key Details:

During the grace period, program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers should:

- Monitor the compliance reports monthly, at a minimum, in the EVV Portal and perform the following:
 - 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.

Payers will continue to conduct EVV compliance reviews and send compliance notifications, however, HHSC and managed care organizations will not take enforcement actions against program providers, FMSAs or CDS employers who do not meet the compliance requirements during the grace period.

Resources:

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

Refer to [Personal Care Services required to use EVV \(PDF\)](#) list.