

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

**Reminder: EVV Compliance Grace Period for PCS and HHCS**

**Key Details:**

The compliance reviews grace period for EVV Usage and EVV Landline Phone Verification reviews for personal care services (PCS) and home health care services (HHCS) is from **June 1, 2023, to Dec. 31, 2024.**

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 (MCOs) will not take enforcement actions against program providers, FMSAs or CDS employers who do not meet the compliance requirements during the grace period.

**Note:** *This notice is applicable to EVV compliance reviews only, which entail landline phone and usage reviews. Program providers, FMSAs, and CDS employers must continue to use EVV as required by their respective program requirements and are subject to reviews and recoupments conducted by HHSC Compliance Monitoring areas as well as reviews conducted by MCOs.*

**Additional Information:**

As a reminder, the **Claims Bypass** ended on March 31, 2024. What that means is that claims requiring an EVV visit for dates of service on or after April 1, 2024, must have an EVV visit on file before submission to receive payment.

**Resources:**

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

Programs and services required to use EVV are listed here:

- [PCS \(PDF\)](#)
- [HHCS \(PDF\)](#)