Temporary Suspension of Visit Maintenance Requirement

Information posted August 5, 2015

If your provider agency implemented the Health and Human Services (HHSC) Electronic Visit Verification (EVV) initiative on or after April 16, 2015, and you have experienced system downtime, delayed distribution of small alternative devices, or other issues with your EVV system or vendor, HHSC is temporarily suspending the requirement to complete visit maintenance.

This suspension is applicable to visits occurring on or after the date the provider agency implemented the HHSC EVV initiative, and extends through the end of the HHSC EVV compliance plan grace period. During this suspension, paper timesheets are sufficient to support any visit that cannot or have not been auto-verified in an HHSC-approved EVV system.

To understand how this temporary suspension may affect you, please read this notice in its entirety at www.dads.state.tx.us/evv/news.cfm.