Important Reminders on Cell Phone Use with Electronic Visit Verification (EVV)

Information posted November 18, 2016

When an attendant provides services to a member in the home or the community, the attendant must use an Health and Human Services Commission (HHSC)-approved EVV system and the member's home landline telephone or an HHSC-approved small alternative device (SAD). SADs must be affixed in the member's home with a zip tie that has the vendor's name printed on it and should never leave the home. Cell phones should never be used to call in and out of the EVV system in place of a landline or when the SAD has not yet been installed in the home.

Important Reminders

- Cell phones do not replace a home landline.
- Cell phones can only be used to call SAD values into the system.
- Any cell phone can be used to call in SAD values into the system except for the member's cell phone.
- Only CDS employers have the option to allow their employees to use the CDS employer's personal cell phone to call in and out of the EVV system.

Questions can be emailed to Electronic_Visit_Verification@hhsc.state.tx.us.