

COVID-19: Temporary EVV Policies and New May 1 Deadline to Select An EVV System

Information posted March 24, 2020

In response to the novel coronavirus (COVID-19), the Health and Human Services Commission (HHSC) issued temporary Electronic Visit Verification (EVV) policies for existing EVV users. HHSC also extended the deadline for selecting an EVV vendor or EVV proprietary system to May 1, 2020 for program providers and financial management services agencies (FMSAs) impacted by the Cures Act.

Existing EVV Users: Temporary Policies for COVID-19

HHSC issued [temporary EVV policies in response to COVID-19](#). The policies are effective March 21, 2020 through April 30, 2020 for program providers currently required to use EVV by state law. HHSC will provide further guidance, as needed.

Cures Act EVV: New May 1 Deadline to Select an EVV System

HHSC extended the deadline to May 1 for [program providers and FMSAs impacted by the Cures Act](#) to select an EVV system and begin the onboarding process. The original deadline was April 1.

Next Steps:

- By May 1, 2020, program providers and FMSAs must select an EVV vendor system or EVV proprietary system and submit the appropriate form to begin the onboarding process. The onboarding process does not have to be complete by May 1.
- [Click here for instructions on how to select an EVV system and begin the onboarding process.](#)

Additional Information

Program providers and FMSAs are encouraged to check the [HHSC EVV webpage](#) and the [COVID-19 Provider Information](#) for up-to-date information about COVID-19 developments impacting EVV and other Texas Medicaid programs.

For questions about the EVV Portal and EVV claims matching, contact evv@tmhp.com.

For questions about EVV vendor systems, contact the appropriate vendor:

- DataLogic Software Inc.: 844-880-2400 or info@vestaevv.com
- First Data Government Solutions: 877-829-2002 or AuthenticareTexasSupport@firstdata.com