

Health and Human Services Commission (HHSC)
Electronic Visit Verification (EVV) Vendor Selection Policy (Revised)
Effective Sept. 1, 2019

Policy

The HHSC EVV Vendor Selection Policy requires program providers to select an HHSC-approved EVV vendor within 30 business days of receiving a contract with HHSC or an MCO. Program providers must begin using an EVV system prior to submitting an EVV claim(s). EVV claim(s) will be denied if there is not a matching accepted EVV visit transaction.

The program provider's signature authority and, if applicable, the Provider EVV System Administrator must complete, sign, and date the EVV Provider Onboarding Form located on the EVV vendor's website and submit the accurate and completed form directly to the selected EVV vendor via email, fax, or electronically.

EVV Vendor Selection

The program provider must take into consideration time needed for new system setup, training, and other onboarding activities to ensure they are using an EVV system prior to submitting a claim.

The selected EVV vendor will contact the signature authority and the Provider EVV System Administrator via email with an acknowledgment statement within one business day from receipt of the EVV Provider Onboarding Form.

If the form is complete, the EVV vendor will contact the Provider EVV System Administrator within five business days of receipt of the completed form to initiate the EVV provider onboarding process and schedule an appointment. All required EVV system trainings must be completed prior to the appointment. Additional users who will be given access to the EVV vendor system will also be required to complete the EVV vendor system trainings prior to gaining access.

For questions regarding EVV vendor selection, please contact the selected EVV vendor or TMHP.