

10/02/2023

Electronic Visit Verification (EVV) Alternative Device Policy effective Oct. 1, 2023

Background:

Effective October 1, 2023, The Texas Health and Human Services Commission (HHSC) is amending The EVV Policy Handbook, Section 7040, Alternative Device. HHSC is reducing the use of alternative devices to modernize the EVV program, increase program integrity, and reduce state EVV contract costs. The changes help to align Texas with national EVV practices while still maintaining limited alternative devices for exceptional circumstances.

Key Details:

HHSC posted the updated [Alternative Device Policy](#). The policy includes the following information:

- Limitations on the Number of Alternative Devices Available to program providers and FMSAs from the State provided EVV System Vendor
- Ordering Alternative Devices from the State Provided EVV System Vendor
- Purchasing additional alternative devices from the state provided EVV system vendor.
- Member qualifications for receiving an alternative device
- Installing Alternative Devices
- Malfunctioning Alternative Devices
- Return of Alternative Devices
- Phase Out of Alternative Devices

Action:

Effectively immediately, MCOs are required to educate their members about alternative devices. MCOs must post the alternative device information to their website.

Additional Information:

This policy applies to program providers and FMSAs, who will use the new State EVV vendor, HHAeXchange.

Contact:

EVVMCO@hhs.texas.gov

Type: Action Required; Informational

To: MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: EVV