

## Telephone Types Acceptable for EVV Use

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### What kind of telephone service is suitable for use with Electronic Visit Verification?

Electronic Visit Verification (EVV) uses the home landline telephone of the individual/member receiving services. For purposes of the Health and Human Services Commission EVV initiative, an **acceptable home landline telephone service**, is defined as a phone line that is provided only at a single specified address (the individual's home) and cannot be used away from that location without contacting a third party to transfer the service to a new specified location. These home landline telephone services may be provided through traditional copper cables, digital subscriber line (DSL), coaxial cable, fiber optic lines, and other transmission methods physically connected to the individual's home.

**IMPORTANT:** Phone service provided over a cellular, satellite, or other mobile network is **not** acceptable. Portable alternative phone services that use voice over internet protocol (VoIP) (examples include MagicJack and Vonage) are also **not** acceptable.

**The list provided below based on inquiries, does not serve as a comprehensive list of "Acceptable Home Landlines. Please refer to definition above for further guidance.**

| <b>HHSC Electronic Visit Verification (EVV) Initiative</b>  |   |
|---|---|
| <b>Phone Type</b>   | <b>Is this phone type approved for EVV use?</b> |
| Wired phone connected to a phone jack in the wall   | YES   |
| Non-wired phone with base connected to a phone jack in the wall (i.e., cordless phone)  | YES   |
| Home telephone service where the phone cannot be disconnected and used at a different address/location. This includes phone service through the local: <ul style="list-style-type: none"> <li>• Cable Internet Provider (e.g., Time Warner, Comcast, AT&amp;T, etc.), and</li> <li>• Digital Voice via Verizon's FiOS (Fiber Optic Service).</li> </ul> | YES   |
| Cellular Phone or Smart Phone<br>(Exception: CDS employers who choose to participate in EVV, can allow their employees to use the employer's personal cell phone)   | NO  |
| All other Voice over Internet Protocol (VoIP) services including: <ul style="list-style-type: none"> <li>• Ooma</li> <li>• MagicJack and MagicJack+</li> <li>• netTalk Duo</li> <li>• Vonage</li> <li>• Skype</li> <li>• GoogleVoice</li> </ul>   | NO  |