



The Texas Health and Human Services Commission (HHSC) is amending the Electronic Visit Verification (EVV) Policy Handbook. The following amendments and additions have been made:

- The amendments to Section 7030 Home Phone Landline update the documentation required for removing an unallowable landline from the member's profile in the EVV system.
- The amendments to Section 7040 Alternative Device update the policy on the limitation on the use of alternative devices.
- New Section 11050 Alternative Device Compliance Reviews describes the method for calculating Alternative Device Usage and the procedures for Alternative Device Compliance Reviews.
- New Section 11060 Failure to Meet the Alternative Device Compliance Standard describes the enforcement actions for failure to meet the Alternative Device Usage Score requirements.
- The amendments to Section 14010 EVV Portal Standard Reports update the information included in the EVV CDS Employer Usage Report and the EVV Usage Report.
- The amendments to 14020 EVV System Standard Reports update the information included in the EVV CDS Employer Usage Report.

These revisions will be effective Sept. 1, 2025, and will be added to the EVV Policy Handbook in a later revision.

HHSC is limiting the number of visit transactions that a program provider (including those approved as a proprietary system operator (PSO)) or CDS employer may make using an alternative device. Beginning Sept. 1, 2028, going forward, a program provider, a program provider approved as a PSO or a CDS employer must limit the number of visit transactions made using an alternative device to 5% of their total visit transactions.

The reduction of the use of alternative devices will be implemented over a three-year period beginning Sept. 1, 2025, and measured on a quarterly basis. The schedule for reducing alternative device usage is:



Fiscal Year	Begin Date	End Date	Allowable % of Visit Transactions Made With an Alternative Device
2026	9/1/2025	8/31/2026	75%
2027	9/1/2026	8/31/2027	50%
2028	9/1/2027	8/31/2028	25%
2029	9/1/2028	Forward	5%

Beginning Sept. 1, 2025, program providers, program providers approved as a PSO, and CDS employers must not use the alternative device method for more than 75% of their EVV visit transactions per quarter.

Payers will monitor for compliance with the EVV alternative device standards on a quarterly basis. A program provider, program provider approved as a PSO or CDS employer who exceeds the allowable percentage of EVV visit transactions during a quarter using an alternative device may be subject to sanctions, up to and including contract termination or removal from the CDS Option.

Informational compliance reviews for alternative device usage will begin with Quarter 1 of fiscal year 2026 (covering September, October, and November 2025).

Payers will not take any enforcement action based on the Quarter 1 and Quarter 2 informational compliance reviews. Beginning in Quarter 3 of fiscal year 2026 (covering March 2026, April 2026 and May 2026), Payers may take enforcement action against any program provider, program provider approved as a PSO or CDS employer who exceeds the allowable percentage of EVV visit transactions during the review quarter.

Program providers and program providers approved as a PSO may want to look at ways to reduce alternative device usage such as purchasing other mobile devices as backup methods that can support the EVV system mobile application.

CDS employers may want to look into purchasing mobile devices that can support the EVV system mobile application their FMSA uses to record their EVV visits. As a reminder, CDS employers have the option to use part of their budget for CDS employee equipment expenses.

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## Policy

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### 7030 Home Phone Landline



Revision 25-1; Effective March 12, 2025

The service provider or CDS employee may use the member's landline to call the state provided EVV system vendor's or PSO's toll-free number to clock in and clock out if the member agrees. If the member does not allow the service provider or CDS employee to use their landline or if the member's landline is frequently unavailable for the service provider or CDS employee to use, the service provider or CDS employee must use another approved clock in and clock out method.

### **Landline Requirements**

- Program providers and FMSAs must follow the instructions from the vendor or EVV PSO to set up the landline.
- The landline must be the member's home phone number or a landline in another location where the member frequently receives services, such as a family member's home or a neighbor's home.
  - The landline owner must give permission to the member and the service provider or CDS employee to use the phone for EVV.
- The phone must be a landline phone. It must not be an unallowable landline phone type. See Unallowable Landline Phone Type below.
  - A voice over internet protocol (VoIP) phone is allowable as a landline phone if it is a dedicated phone that requires fixed equipment at a specific address.

Program Providers and FMSAs are responsible for initial setup and maintenance of the landline in the EVV system. The program provider or FMSA must:

- Enter the member's landline number in the EVV system before the service provider or CDS employee can use the landline to clock in and clock out.
- Enter one or more landline numbers if the member frequently receives services in an alternate location.
- Use the EVV Landline Phone Verification Report to verify the landline number in the EVV system.
- Make sure the landline number(s) listed in the member's profile are current.
  - If the member frequently receives services in an alternate location, the service delivery location and service delivery address



must be associated with the member's profile. The service delivery location for a landline in an alternate location is restricted to the **Family Home** or **Neighbor Home** options.

The program provider or FMSA must update the member's profile in the EVV system if the landline number used to clock in and clock out does not match.

### **Unallowable Landline Phone Type**

An unallowable landline phone type is a mobile phone number or cellular enabled phone number. Phones used to clock in or clock out through the landline method must be a landline phone, and **not** a cellular phone or device.

Unallowable landline phone types include:

- Cellular phones
- Cellular enabled devices such as tablets and smart watches
- VoIP phone that does not require fixed equipment at a specific address

Numbers from phone carriers that provide mobile phone services only will always be identified as an unallowable phone type.

**Note:** If the service provider or CDS employee wants to use a cell phone or tablet, they must use the mobile method.

### **Identification of an Unallowable Landline Phone Type**

Program providers, FMSAs and CDS employers must use the EVV Landline Phone Verification Report in the EVV system to identify an unallowable landline phone type as mobile. Payers also use this report to conduct EVV Landline Phone Verification Reviews. Refer to [11020 EVV Landline Phone Verification Reviews](#).

Action must be taken if the program provider, FMSA, CDS employer or payer identifies an unallowable phone type.

### **Program Provider Required Actions**

When an unallowable phone type is identified, program providers must:

- Verify and document that the phone type is an allowable phone type; or



- Remove the unallowable landline phone type from the EVV system as the member's home phone landline and make sure a valid landline or another approved clock in and clock out method is used.

Program providers must follow any actions required by the payer in a notice of noncompliance.

### **FMSA and CDS Employer Required Actions**

When an unallowable phone type is identified, FMSAs must tell the CDS employer that the phone number is an unallowable landline phone type and:

- Work with the CDS employer to verify and document that the phone type is an allowable phone type; or
- Remove the unallowable landline phone type from the EVV system as the member's home phone landline and work with the CDS employer to make sure a valid landline number or another approved clock in and clock out method is used.

When an unallowable phone type is identified, CDS employers must take one of the following actions:

- provide documentation to the FMSA that demonstrates the current landline number is an allowable phone type;
- provide a valid landline number to the FMSA; or
- choose another approved clock in and clock out method for the CDS employee to use and inform the FMSA of the new method.

FMSAs and CDS employers must follow any actions required by the payer in a notice of noncompliance.

### **Documentation**

When requested by the payer, program providers and FMSAs must provide documentation to:

- demonstrate that the phone number is from an allowable phone type; or
- demonstrate that the service provider or CDS employee no longer uses an unallowable landline phone type.



Examples of documentation from an external source that shows the phone number is an allowable landline phone type may include screenshots or printouts from:

- White Pages
- Free carrier look-up service
- Reverse phone lookup

If the phone number is from an unallowable phone type, program providers and FMSAs must provide documentation that shows the service provider or CDS employee no longer uses an unallowable landline phone type.

Acceptable documentation includes:

- A screenshot of the member profile that shows another approved clock in and clock out method is used. If an alternative device has been chosen those visit transactions will count towards the maximum allowable percentage for alternative device usage.

## **7040 Alternative Device**

Revision 25-2; Effective Sept. 2, 2025

An alternative device is an approved electronic device that allows a service provider or CDS employee to clock in and clock out of the EVV system from the member's home.

A program provider, including a program provider approved as a proprietary system operator (PSO), CDS employer or service provider must explain to the member the purpose of the alternative device and how the alternative device works.

The alternative device produces codes that identify the precise date and time service delivery begins and ends. Codes from alternative devices provided by the state provided EVV system vendor expire seven days from the date of the EVV visit. Codes from alternative devices must be entered into the EVV system before they expire by calling a toll-free number or using the mobile device application provided by the state provided EVV system vendor.



The service provider or CDS employee may use any phone type, such as a landline or mobile phone, to call the toll-free number and enter the alternative device codes. A service provider **may not** use a member's mobile phone.

A CDS employee **may** use a CDS employer's mobile phone with the CDS employer's permission.

**Note:** A PSO may offer different types of alternative devices. All alternative devices must support the collection of critical data elements. HHSC must approve any alternative device used by the PSO before use. Refer to [5060 EVV Proprietary System General Operations](#) and [4400 Data Collection](#).

The alternative device must always remain in the member's home even during an evacuation. If the alternative device does not remain in the home, visit transactions may be subject to recoupment and the payer may make a Medicaid fraud referral to the HHS Office of the Inspector General.

The program provider or FMSA, including a program provider or FMSA approved as a PSO, must make sure the alternative device is returned to the appropriate entity when the equipment is no longer used.

### **Limitations on the Number of Alternative Devices Available to Program Providers and FMSAs from the State Provided EVV System Vendor**

HHSC limits the number of free alternative devices each program provider and FMSA may order from the state provided EVV system vendor for assignment to members. The number of free alternative devices available to each program provider or FMSA is calculated based on the program provider or FMSA's member census and is capped at the greater of one alternative device or 7.5% of their member census.

Examples of the calculation of the number of free alternative devices a program provider or FMSA may order are:

- A program provider or FMSA with a census of 1,525 members will be able to order up to 114 free alternative devices available for assignment to members, which would be  $1,525 \times 7.5\% = 114.4$ , rounded to 114.
- A program provider or FMSA with a census of 1,956 members will be able to order up to 147 free alternative devices available for assignment to members, which would be  $1,956 \times 7.5\% = 146.7$ , rounded to 147.



- A program provider or FMSA with a census of eight members will be able to order one free alternative device for assignment to a member, which would be  $8 \times 7.5\% = 0.6$ , rounded to one.
- A program provider or FMSA with a census of five members will be able to order one free alternative device for assignment to a member, which would be  $5 \times 7.5\% = 0.4$ , rounded to zero; however, each program provider or FMSA will have access to at least one free alternative device.

HHSC may periodically review and adjust the number of free alternative devices each program provider or FMSA may order, as necessary.

**Note:** The limitation policy on the number of alternative devices does not currently apply to program providers or FMSAs who have been approved as a PSO.

Program providers and FMSAs who use the state provided EVV system may, if they choose, purchase additional alternative devices from the state provided EVV system vendor. The state provided EVV system vendor will set the purchase price for the additional alternative devices.

Program providers and FMSAs must develop internal policies on the equitable distribution of both free and purchased alternative devices.

If a member is eligible for an alternative device but does not receive one based on the FMSA's internal policies, a CDS employer may choose to use funds from the Employer Support Services portion of their budget to purchase an alternative device.

### **Ordering Alternative Devices from the State Provided EVV System Vendor**

Program providers and FMSAs who use the state provided EVV system may only order an alternative device when the member meets certain criteria. The criteria apply if a program provider or FMSA uses one of the free alternative devices or purchases an alternative device from the state provided EVV system vendor.

Before a program provider or FMSA orders an alternative device, they must make sure the member or CDS employer meets certain criteria to be assigned an alternative device. For members who use the Agency Option or Service



Responsibility Option (SRO), an alternative device may be assigned to a member if:

- the member's service provider does not have a smartphone or tablet; and
- the member does not have a landline or does not allow the service provider to use their landline.

For members who use the CDS option, an alternative device may be assigned to a CDS employer if:

- the CDS employee does not have a smartphone or tablet;
- the CDS employer does not have a landline or does not allow the CDS employee to use their landline; and
- the CDS employer does not allow the CDS employee to use their smart phone or tablet.
  - **Note:** If the CDS employer purchased or pays for a landline, smartphone or tablet with CDS funds from their Employer Support Services budget, they may not refuse to allow the CDS employee to use the smartphone or tablet.

Program providers and FMSAs should submit a request to order an alternative device per the state provided EVV system vendor's ordering process on the HHAeXchange website within five business days of determining a member meets the criteria. They must follow the state provided EVV system vendor's process for ordering an alternative device.

The state provided EVV system vendor has five business days to process and ship the alternative device to the requestor upon receipt of a complete order, up to the total number of alternative devices available for a program provider and FMSA. Depending on the shipping method, it may take additional days to deliver the order.

Program providers, FMSAs on behalf of CDS employers or CDS employers may use the state provided EVV system vendor's electronic ordering method to:

- order a new or replacement alternative device;
- track orders for the alternative device;
- manage, assign and unassign alternative devices; and



- manage shipping addresses.

If a clock in or clock out method is not available for use before the delivery of an alternative device, the service provider or CDS employee must document the EVV visit and submit service delivery documentation to the program provider or FMSA according to program policy. The program provider, FMSA, CDS employer or PSO must manually enter visit data in the EVV system within the visit maintenance time frame. Refer to Section [7010, Manually Entered EVV Visits](#).

## **Installing Alternative Devices**

The program provider, including program providers approved as a PSO, CDS employer, service provider or CDS employee must:

- ask the member where to place the alternative device in the member's home. The alternative device must:
  - be in a location where it is always accessible to the service provider or CDS employee;
  - be placed in a location that will not result in damage to the alternative device;
  - not be placed in a location that may be dangerous to a member or cause damage to the member's home; and
- install the alternative device by placing the device in the member's home for use by the service provider or CDS employee.

## **Malfunctioning Alternative Devices**

The service provider or CDS employee must tell the program provider, CDS employer or PSO immediately if the alternative device malfunctions or fails to generate codes.

Alternative devices that malfunction will be replaced by the state provided EVV system vendor free of charge if it is determined the issue with the alternative device is out of the control of the program provider, FMSA, CDS employer or member. The malfunctioning alternative device must be returned before the replacement is shipped. Contact the state provided EVV system vendor to request a replacement.

When the service provider tells the program provider, PSO or the CDS employee tells the CDS employer the alternative device has malfunctioned:



- The service provider or CDS employee must use another clock in and clock out method to document the EVV visit per program requirements or submit service delivery documentation to the program provider, FMSA, CDS employer or PSO for manual entry of an EVV visit. If the program provider, FMSA, CDS employer or PSO creates a manual visit transaction because of a malfunctioning device they should use Reason Code 210-F, Alternative device not available. Refer to [1400 Failure to use an EVV System](#).
- The program provider, FMSA or CDS employer that uses the state provided EVV system must contact the state provided EVV system vendor to report the malfunctioning device and order a replacement alternative device within five business days of being notified the device is malfunctioning.
- A program provider or FMSA approved as a PSO must order a replacement alternative device within five business days of being told the device is malfunctioning.

If the alternative device is lost or damaged because of deliberate action or negligence of the member, service provider or CDS employee, the program provider or FMSA may be charged for a replacement. HHSC, TMHP and the state provided EVV system vendor are not responsible for lost or damaged alternative devices.

If the alternative device is damaged or lost by a member, the program provider, FMSA, CDS employer or PSO must request a meeting as required by program policy to discuss the use of the alternative device with the member. The program provider, FMSA or PSO must document in the member's case file each time the alternative device is damaged or lost.

If the program provider, FMSA, CDS employer or PSO fails to complete the actions required for a lost or damaged device, they may be responsible for the lost or damaged alternative device.

## **Return of Alternative Devices**

The program provider or FMSA must return the alternative device to the state provided EVV system vendor when they no longer need a device for a specific member, such as when the member no longer needs an alternative device, or they transfer to a new program provider or FMSA.



It is the responsibility of the program provider or FMSA to get the device back from the member and they must not charge the member for the return of the alternative device.

### **Limitation of the Use of Alternative Devices**

Program providers, program providers approved as PSOs and CDS employers must limit the number of visit transactions made using an alternative device to 75% of their total visit accepted transactions beginning Sept. 1, 2025. There will be a 25% reduction each subsequent fiscal year.

Beginning Sept. 1, 2028, all program providers, program providers approved as PSOs and CDS employers must limit the number of visit transactions made with an alternative device to 5% of their total visit transactions. Exceeding the allowable limit of visit transactions made using an alternative device may result in adverse actions. Refer to [11050 Alternative Device Compliance Reviews](#) and [11060 Failure to Meet the Alternative Device Compliance Standard](#).

The schedule for reducing alternative device usage is:

<b>Fiscal Year</b>	<b>Begin Date</b>	<b>End Date</b>	<b>Allowable % of Visit Transactions Made With an Alternative Device</b>
2026	Sept. 1, 2025	Aug. 31, 2026	75%
2027	Sept. 1, 2026	Aug. 31, 2027	50%
2028	Sept. 1, 2027	Aug. 31, 2028	25%
2029	Sept. 1, 2028	Forward	5%

### **11050 Alternative Device Compliance Reviews**

Payers will review EVV Alternative Device usage quarterly, after the visit maintenance period has ended, consisting of the entire three months of data for the quarter being reviewed.



The alternative device usage is calculated by dividing the total number of visit transactions made with an alternative device by the total number of accepted visits.

*Note that if a clock-in or a clock-out on a visit transaction includes an alternative device method, then the visit transaction will be counted against your alternative device usage for the alternative device compliance reviews.*

HHSC is in the process of adding the alternative device usage score to the EVV Usage report and the EVV CDS Employer Usage report. The review evaluates the percentage of visit transactions conducted during a quarter using alternative devices. If the percentage exceeds the established limit, program providers and CDS employers may be subject to enforcement described in Section 11060 Failure to Meet the Alternative Device Compliance Standard.

Each Payer will evaluate the percentage of visit transactions using alternative devices on a quarterly basis.

- HHSC will calculate the percent of visit transactions using alternative devices at the provider contract level and per individual CDS employer
- Each MCO will calculate the percent of visit transactions using alternative devices by NPI and per individual CDS employer

### **Monitoring and Reporting**

For **program providers (including those approved as a PSO)**, the payers will use the EVV Usage Report in the EVV Portal to determine the EVV Alternative Device Usage Score for each program provider's contract with HHSC and the MCOs.

For **CDS employers**, the payers will use the EVV CDS Employer Usage Report in the EVV Portal to determine the EVV Alternative Device Usage Score for each Medicaid member that selects the CDS option with HHSC or an MCO.

HHSC will be adding the alternative device usage data to the EVV Usage Report and the EVV CDS Usage Report and will send a notice when the report is updated.



## **11060 Failure to Meet the Alternative Device Compliance Standard**

When a program provider, program provider approved as a PSO or CDS employer exceeds the allowable percentage of EVV visit transactions made using an alternative device in a state fiscal year quarter, the payer may send a notice of noncompliance to enforce one or more of the following progressive enforcement actions based on the number of occurrences within a 24-month period:

- For the first occurrence within a 24-month period, the payer will require the program provider, program provider approved as a PSO or CDS employer to ensure service providers or CDS employees receive training on how to use another approved EVV clock in and clock out method (landline or mobile application) within 20 business days of receipt of the notice of noncompliance.
  - The payer must review the visit transactions to determine if the program provider, program provider approved as a PSO or CDS employer has exceeded the allowable percentage of EVV visit transactions made using an alternative device for the following quarter from the date of the notice of noncompliance, which requires EVV training.
    - If the program provider, program provider approved as a PSO or CDS employer has not exceeded the allowable percentage of EVV visit transactions made using an alternative device, no further action will be taken by the payer for the compliant quarter.
    - If the program provider, program provider approved as a PSO or CDS employer has exceeded the allowable percentage of EVV visit transactions made using an alternative device, the payer may document and request a corrective action plan (CAP).



- When there are two or more occurrences within a 24-month period, the payer will require the program provider, program provider approved as a PSO or CDS employer to complete a CAP within 10 business days of receipt of the notice of noncompliance.
  - The payer must review the visit transactions to determine if the program provider, program provider approved as a PSO or CDS employer has exceeded the allowable percentage of EVV visit transactions made using an alternative device for the following quarter from the date of implementation of an accepted CAP.
    - If the program provider, program provider approved as a PSO or CDS employer has not exceeded the allowable percentage of EVV visit transactions made using an alternative device no further action will be taken by the payer for the compliant quarter.
    - If the program provider, program provider approved as a PSO or CDS employer has exceeded the allowable percentage of EVV visit transactions made using an alternative device, the payer may initiate contract termination.
- When there are three or more occurrences within a 24-month period, the payer may propose the following:
  - **For program providers** and program providers approved as a PSO, payers may propose contract termination. Payers cannot terminate a contract unless:
    - The payers have followed the above progressive enforcement actions.
    - The program provider or program provider approved as a PSO has exceeded the allowable percentage of EVV visit transactions made using an alternative device for a total of three quarters, nine months, within a 24-month period.
  - **For CDS employers**, the payer may recommend removal from the CDS option.
    - The payers have followed the above progressive enforcement actions.
    - The CDS employer has exceeded the allowable percentage of EVV visit transactions made using an alternative device for a total of three quarters, nine months, within a 24-month period.



## **Failure to Submit the Corrective Action Plan**

**Program providers and program providers approved as a PSO** who fail to submit a CAP may be placed on a vendor hold until the CAP is submitted and approved.

**CDS employers** who fail to submit a CAP may be subject to reassessment of whether the CDS option is suitable. CDS employers should collaborate with their FMSA to develop the CAP.

## **14010 EVV Portal Standard Reports**

Revision 25-2; Effective Sept. 2, 2025

Below are the EVV Portal standard reports available to program providers, including program providers approved as a PSO, FMSAs, including FMSAs approved as a PSO, MCOs and state staff in the EVV Portal.

EVV Portal standard reports include only EVV visit transactions accepted by the EVV Aggregator and are the official reports used for:

- EVV data analysis
- HHSC and MCO EVV Compliance Oversight reviews
- Fraud, waste and abuse reviews
- Enforcement actions
- Contract monitoring
- Recoulement

EVV Portal standard reports have the same information and format regardless of the EVV system the program provider, FMSA or PSO chooses.

### **EVV Service Provider History Report**

- Verifies which service providers and CDS employees provided services to a member for a requested date range.



## **EVV Claim Match Reconciliation Report**

- Identifies claims in which the program provider, FMSA or PSO has updated critical visit field after the initial match that would cause the visit to no longer match the submitted claim.
- Serves as a tool for program providers, FMSAs, PSOs and payers to research claim matching codes.
- EVV01 Report:
  - Identifies claims that received a match code of EVV01 at the time of the claims matching process and received a different match code on the report run date because of updates in critical data fields.
  - Displays the match code the claim would receive on the report run date. These include match codes EVV02, EVV03, EVV04, EVV05, EVV06, EVV07 or EVV08.
- EVV07 or EVV08 Report:
  - Identifies claims that received a match code of EVV07 or EVV08 and an informational match code of EVV02, EVV03, EVV04, EVV05 or EVV06 at the time of the claims matching process.
  - Displays the match code the claim would receive on the report run date. These include match codes EVV01, EVV02, EVV03, EVV04, EVV05 or EVV06.

## **EVV CDS Employer Usage Report**

- Displays the EVV Usage Score and Alternative Device Usage Score for the preceding quarter(s) for each Medicaid member that selects the CDS option with HHSC or an MCO.
  - HHSC is in the process of adding the alternative device usage score to the EVV CDS Employer Usage report. HHSC anticipates the updated report will be available in early 2025.
- Payers use this report to conduct EVV Usage Reviews and EVV Alternative Device Compliance Reviews.
- Allows CDS employers to monitor the EVV Usage Score and EVV Alternative Device Usage Score to confirm compliance with the requirements. Refer to [11000 EVV Compliance Reviews](#), [11050 Alternative Device Compliance Reviews](#), [11060 Failure to Meet the Alternative Device Compliance Standard](#) and [12000 Usage](#).



## **EVV Service Provider Clock In and Clock Out Report**

- Displays the service provider's and CDS employee's:
  - Use of EVV clock in and clock out methods.
  - Total visits worked within a specific date range.
  - Percentage of total visits worked for each clock in and clock out method within a specific date range.

## **EVV Provider Report**

- Displays contract or enrollment data used by the program provider, FMSA or PSO during setup in the EVV system.
- Displays the program provider, FMSA or PSO EVV system onboarding date, start date and end date.

## **EVV Units of Service Summary**

- Displays daily, weekly and monthly totals of services delivered for a Medicaid ID.
- Identifies breaks in service for a Medicaid ID.

## **EVV Usage Report**

- Displays the EVV Usage Score for each program provider, FMSA and PSO by payer for the preceding quarter(s).
- Displays the EVV Alternative Device Usage Score for each program provider and PSO for the preceding quarter(s).
  - HHSC is in the process of adding the alternative device usage score to the EVV Usage. HHSC anticipates the updated report will be available in early 2025.
- Payers use this report to conduct EVV usage reviews. Refer to [11000 EVV Compliance Reviews](#), [11050 Alternative Device Compliance Reviews](#), [11060 Failure to Meet the Alternative Device Compliance Standard](#) and [12000 Usage](#).
- Allows program providers, FMSAs and PSOs to monitor the EVV Usage Score and program providers and PSOs to monitor the EVV Alternative Device Usage Score to confirm compliance with the requirements.



## **EVV Visit Log**

- Displays the hours of service delivered by the service provider or CDS employee to the member by day.
- Includes all EVV accepted visit data sent to the EVV Aggregator for service delivery visits on or after Sept. 1, 2019.
- Displays the:
  - Schedule if applicable.
  - Actual hours.
  - Location.
  - EVV clock in and clock out method for each visit.

## **14020 EVV System Standard Reports**

Revision 25-2; Effective Sept. 2, 2025

Below are the EVV system standard reports available to program providers, including program providers approved as a proprietary system operator (PSO), FMSAs, including FMSAs approved as a PSO, CDS employers, MCOs and state staff in the EVV system.

CDS employers who choose Option 1 or Option 2 on Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities, have access to the EVV system and can get the EVV system standard reports directly. CDS employers who choose Option 3 on Form 1722 must request the reports from their FMSA.

An EVV proprietary system may not offer all the reports listed below as determined by the options they offer in their EVV system, and they may have more reports not listed here. Contact your EVV proprietary system vendor to determine if any additional reports are available.

### **EVV Alternative Device Order Status Report**

- Used to verify and track the status of alternate device orders.
- EVV proprietary systems that do not offer alternative devices as a clock in and clock out method are not required to offer this report.



## **EVV Service Provider History Report\***

- Verifies which service providers and CDS employees provided services to a member for a requested date range.
- EVV proprietary systems that do not have PSOs that are FMSAs are not required to offer this report.
- This report is exported from the EVV Portal, so program providers, FMSAs, PSOs, MCOs and state staff should use the EVV Portal to access this report.

## **EVV CDS Service Delivery Log**

- Displays EVV visit data for CDS employers for a requested date range.
- Data is based only on completed and verified visits from the EVV system.
- EVV proprietary systems that do not have PSOs that are FMSAs are not required to offer this report.

## **EVV CDS Employer Usage Report\***

- Displays the EVV Usage Score and Alternative Device Usage Score for the preceding quarter(s) for each Medicaid member that selects the CDS option with HHSC or an MCO.
  - HHSC is in the process of adding the alternative device usage score to the EVV CDS Employer Usage report. HHSC anticipates the updated report will be available in early 2025.
- Payers use this report to conduct EVV Usage Reviews and EVV Alternative Device Compliance Reviews.
- Allows CDS employers to monitor the EVV Usage compliance requirement. Refer to [11000 EVV Compliance Reviews](#), [11050 Alternative Device Compliance Reviews](#), [11060 Failure to Meet the Alternative Device Compliance Standard](#) and [12000 Usage](#).
- EVV proprietary systems that do not have PSOs that are FMSAs are not required to offer this report.
- This report is exported from the EVV Portal, so program providers, FMSAs, PSOs, MCOs and state staff should not use the EVV system to access this report.



### **EVV Service Provider Clock In and Clock Out Report\***

- Displays the service provider's and CDS employee's:
  - Use of EVV clock in and clock out methods.
  - Total visits worked within a specific date range.
  - Percentage of total visits worked for each clock in and clock out method within a specific date range.
- This report is exported from the EVV Portal, so program providers, FMSAs, PSOs, MCOs and state staff should not use the EVV system to access this report.

### **EVV Landline Phone Verification Report**

- Used to conduct EVV compliance landline phone reviews. Refer to [11000 EVV Compliance Reviews](#).
- Displays the phone number and phone type used for clocking in and clocking out of the EVV system to make sure the home phone landline number is an allowable phone type.
- EVV proprietary systems that do not offer the landline clock in and clock out method are not required to offer this report.

### **EVV Service Delivery Exception Report**

- Shows the number of visits that varied from the schedule or authorization, and the number of visits that were not approved for a requested date range.
- Data must include services regardless of service delivery locations, including home or community location, and GPS coordinates when the mobile method is used to clock in and clock out.

### **EVV Units of Service Summary\***

- Displays daily, weekly and monthly totals of services delivered for a Medicaid ID.
- Identifies breaks in service for a Medicaid ID.
- This report is exported from the EVV Portal, so program providers, FMSAs, PSOs, MCOs and state staff should not use the EVV system to access this report.



### **Non-EVV Relevant Time Logged Report**

- Displays service provider and CDS employee time spent on non-EVV services during each visit for a requested date range.
- EVV proprietary systems that do not have PSOs that deliver non-EVV services are not required to offer this report.

\*These reports are exported from the EVV Portal, so program providers, FMSAs, PSOs, MCOs and state staff should not use the EVV system to access this report.