



Electronic Visit Verification Compliance Reviews

Dell Children's Health Plan conducts electronic visit verification (EVV) compliance reviews quarterly to ensure program providers, financial management services agencies (FMSAs) and consumer directed service (CDS) employers are in compliance with EVV requirements and policies set by the Health and Human Services Commission (HHSC). The EVV Usage Score measures manually entered EVV visit transactions and rejected EVV visit transactions. All EVV compliance information can be found in the [EVV Policy Handbook](#).

EVV usage review period schedule:

The EVV usage review period schedule follows the state fiscal year quarters.

Quarter number	Review period and state fiscal year quarters based on date of service	EVV usage review dates
1	September- November	After the visit maintenance time frame has expired from the last date of the specified quarter, Nov. 30.
2	December- February	After the visit maintenance time frame has expired from the last date of the specified quarter, Feb. 28 Or Feb. 29 if during a leap year.
3	March- May	After the visit maintenance time frame has expired from the last day of the specified quarter, May 31.
4	June- August	After the visit maintenance time frame has expired from the last day of the specified quarter, Aug. 31

FY25 quarter Q4 EVV Compliance Reviews

	Total # of providers	Total # above 80%	Total # below 80%
EVV usage review	16	14	2
EVV landline verification review	0		
EVV alternative device usage reviews	N/A		

For any questions, please reach out to shpproviderservices@seton.org.