



1/29/2026

Electronic Visit Verification (EVV) Policy Handbook Revisions Effective Jan. 30, 2026

Background:

This MCO Notice is to inform MCOs and providers that Texas Health and Human Services (HHSC) revised the EVV Policy Handbook and the effective date is Jan. 30, 2026.

Key details:

The revised EVV Policy Handbook:

- Incorporates the stand-alone EVV Alternative Device Limitation Policies, and
- Includes updated information pertaining to EVV Compliance Reviews and Temporary Exceptions to the Claims Matching process in compliance with the 2026-27 General Appropriations Act, Senate Bill (S.B.) 1, 89th Legislature, Regular Session, 2025, (Article II, HHSC, Rider 29).
- Proposed Grace Periods and Claims Matching Policies (attached):
 - Section 11000 EVV Compliance Reviews, Compliance Grace Periods
 - Section 13040 Temporary Exceptions to the Claims Matching Process, Practice Periods

The Proposed Grace Periods and Claims Matching Policies will be included in the EVV Policy Handbook Revision effective Jan. 30, 2026.

New Language for Compliance Grace Periods

HHSC suspended compliance requirements in the past and implemented a grace period under certain circumstances. This was to make sure program providers, financial management services agencies (FMSAs), CDS employers and proprietary system operators (PSOs) could effectively comply with EVV requirements. Payers would not initiate enforcement action if a program provider, FMSA, CDS employer or PSO did not meet the suspended EVV compliance requirements during the compliance grace period.

HHSC no longer implements compliance grace periods, effective Jan. 30, 2026.

If you have questions, need assistance or need further clarification, please contact Dell Children's Health Plan by emailing us at shpproviderservices@seton.org or calling us at 1-512-324-3125, option 4 (TTY 7-1-1).