



Aetna Better Health® of Texas

Telephone Types Acceptable for EVV Use

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.

HHSC Electronic Visit Verification (EVV) Initiative Phone Type	Is this phone type approved for EVV use?
Wired phone connected to a phone jack in the wall	YES
Non-Fixed Voice over Internet Protocol (VoIP) (e.g., Portable alternative phone services that use VoIP, including but not limited to MagicJack, or Vonage) Fixed VoIP	YES
Cable Internet Provider (e.g., Time Warner, Comcast, AT&T, etc.), and Digital Voice via Verizon's FiOS (Fiber Optic Service).	YES
Mobile Phone Cellular-enabled device or tablet	NO
To read the full revised policy Click Here.	

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