

Health and Human Services Commission (HHSC)
Electronic Visit Verification (EVV)
Training Policy (New)
Effective Sept. 1, 2019

Policy

The HHSC EVV Training Policy requires HHSC and Managed Care Organization (MCO) program providers to complete all required EVV training prior to using an HHSC-approved EVV system and annually thereafter.

Program providers using EVV prior to Sept. 1, 2019 will be required to take the EVV Aggregator, EVV Portal and EVV Policy training on or before Dec. 31, 2019 and annually thereafter. If the current program provider changes EVV vendors, the EVV vendor training must occur prior to using the new HHSC-approved EVV system.

EVV Training Requirements

The program provider must take the following training:

- HHSC-approved EVV vendor training conducted by EVV vendor.
- TMHP EVV Aggregator training conducted by TMHP.
- TMHP EVV Portal training conducted by TMHP.
- EVV Policy training conducted by your payer; HHSC or your MCO.

EVV training is provided in a variety of formats; such as but not limited to:

- Instructor-led training,
- Computer-based training, and
- Webinar format.

EVV vendor access will not be granted until the EVV vendor training has been completed.

For questions regarding EVV training contact:

- EVV vendor for vendor questions.
- TMHP for EVV Aggregator or Portal questions.
- HHSC or your MCO for EVV policy questions.