

May 22, 2023

ELECTRONIC VISIT VERIFICATION COMPLIANCE REVIEWS FOR STATE FISCAL YEAR 2024 AND CALENDAR YEAR 2024

Electronic visit verification (EVV) compliance reviews monitor providers who are contracted with Community Health Choice and provide EVV-required services to our members. Community follows all requirements for the EVV compliance reviews as outlined in the *HHSC EVV Policy Handbook* and providers will be reviewed based on the schedules below.

Reviews for state fiscal year (SFY) 2024 and calendar year 2024 will include EVV visit transactions for the Agency Model service option, Consumer Directed Services (CDS) and Service Responsibility Option (SRO).

EVV compliance review schedule for SFY 2024 for:

- **EVV usage reviews:** Meet the minimum EVV usage score
- **EVV required free text reviews:** Document required free text

Quarter	Month and Year	Review Start Date (on or after)
1		
2		
3		
4		

EVV compliance review schedule for calendar year 2024 for:

- **EVV landline phone verification reviews:** Ensure valid phone type is used

Month and Year	Review Start Date (on or after)

Month and Year	Review Start Date (on or after)

To review the *HHSC EVV Policy Handbook, section 10000 EVV Compliance Reviews*, please visit <https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/section-10000-evv-compliance-reviews>.

If you have questions regarding this provider notice, please send an email to EVVProvider@CommunityHealthChoice.org.