

September 12, 2023

## QUALIFICATIONS AND ORDERING AN EVV ALTERNATIVE DEVICE POLICY

### SUMMARY OF NOTIFICATION:

The purpose of this notice is to inform MCOs that the EVV Alternative Device Policy is updated.

### KEY DETAILS:

HHSC has updated the alternative device policy [notice posted on July 17](#). In addition to allocating free alternative devices to 7.5% of the program providers or Financial Management Services Agencies (FMSAs) census (rounded to the nearest whole number), HHSC is allowing the purchase of additional alternative devices for qualifying members.

A qualified member using the agency option, or the service responsibility option (SRO), is an individual:

- who does not have a landline or does not allow the service provider to use their landline; and
- whose service provider does not have a smartphone or tablet.

A qualified member using the consumer directed service (CDS) option is an individual:

- who does not have a landline or does not allow the service provider to use their landline;
- whose service provider does not have a smartphone or tablet; and
- who does not allow the CDS employee to use their smart phone or tablet.

The cost of each alternative device is \$12 (includes shipping) plus applicable sales tax.

### How to Request a Free Alternative Device

Program providers and FMSAs, if not already completed, are required to submit the Provider Onboarding Form prior to submitting the Alternative Device Ordering Form.

1. [HHAeXchange Provider Onboarding Form](#)
2. [Alternative Device Ordering Form](#)

HHSC has supplied HHAeXchange the census numbers that will be used for distribution. If a program provider or FMSA has a shortage, and a request for an alternative device is pending, then HHAeXchange will fulfill the additional alternative device requests to maintain the 7.5% threshold.

Once forms are submitted, HHAeXchange will process the request within 5 business days.

- Orders placed before Sept. 1 will be delivered mid-September.
- Orders placed Sept. 1 through Sept. 30 will be delivered no later than Oct. 15.

### **How to Purchase Additional Alternative Devices?**

Program providers and FMSAs may purchase additional alternative devices for qualifying members. The cost of each alternative device is \$12 (includes shipping) plus applicable sales tax.

Program providers and FMSAs must complete and submit the [HHAeXchange Paid Alternative Device Order Form](#).

If there is available inventory, HHAeXchange will ship the ordered alternative device(s) within five business days. If there is not enough inventory, HHAeXchange will notify the program provider or FMSA that a back order has been placed and to expect their alternative device(s) as soon as they become available.

### **ADDITIONAL INFORMATION:**

This policy applies to program providers and FMSAs, who will use the new State EVV vendor, HHAeXchange.