

*A message from Texas Health and Human Service (HHSC)*

**Guidance Related to DataLogic/Vesta EVV System Outage in December 2020**

HHSC has issued [Guidance Related to the DataLogic/Vesta Electronic Visit Verification System Outage from Dec. 5, 2020 to Dec. 10, 2020 \(PDF\)](#) to program providers, financial management services agencies and consumer directed services employers affected by the outage. The guidance includes information about:

- Visit entry and reason codes
- Claims
- Recoupments
- EVV compliance oversight

The guidance is also available on the [HHS EVV webpage](#).

Email your questions about this notice to [HHSC EVV](#).