

Existing EVV Users: Best Practices for Temporary EVV Policies for COVID-19

The [Temporary EVV Policies for COVID-19 \(PDF\)](#) allow program providers required to use electronic visit verification:

- 180-calendar days from the date of the visit to complete visit maintenance.
- To submit a claim for an EVV-required service before completing visit maintenance.

HHSC recommends program providers follow the normal EVV claims submission process. To do this, confirm an EVV visit transaction is accepted in the EVV Portal before submitting the claim.

When not possible due to situations affected by COVID-19, program providers should refer to the [Best Practices for Temporary EVV Policies for COVID-19 \(PDF\)](#). This ensures an EVV visit transaction supporting the EVV claim is accepted in the EVV Portal and matches the claim within 180-calendar days from the date of the visit, or the claim may be recouped.

Contact your payer for questions or [email HHSC EVV](#).

[Visit the HHS EVV website for more information.](#)