

## 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 Wellpoint and provide EVV-required services to Wellpoint members. Wellpoint 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 EVV required services that implemented with EVV in April 2016 and January 2021 under 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

Quarter	Month and year	Review start date (on or after)
1	September 2023, October 2023, and November 2023	March 15, 2024
2	December 2023, January 2024, and February 2024	June 15, 2024
3	March 2024, April 2024, and May 2024	September 15, 2024
4	June 2024, July 2024, and August 2024	December 15, 2024

### 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)
January 2024	February 1, 2024	July 2024	August 1, 2024
February 2024	March 1, 2024	August 2024	September 1, 2024
March 2024	April 1, 2024	September 2024	October 1, 2024
April 2024	May 1, 2024	October 2024	November 1, 2024
May 2024	June 1, 2024	November 2024	December 1, 2024
June 2024	July 1, 2024	December 2024	January 1, 2025

To review the *HHSC EVV Policy Handbook*, section 10000 EVV Compliance Reviews, please visit [hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/section-10000-evv-compliance-reviews](https://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 [TXEVVSupport@wellpoint.com](mailto:TXEVVSupport@wellpoint.com).

### [provider.wellpoint.com/tx/](https://provider.wellpoint.com/tx/)

Medicaid services provided by Wellpoint Insurance Company to members in the Medicaid Rural Service Area and the STAR Kids program and Wellpoint Texas, Inc. to all other Wellpoint members in Texas.

Medicare-Medicaid Plan services provided by Wellpoint Texas, Inc.

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