



MEMORANDUM

TO: Valued EVV Providers

FROM: El Paso Health

DATE: 5/29/2024

RE: EVV Compliance Grace Period Extended for Personal Care Services to Dec. 31, 2024

HHSC has extended the compliance reviews grace period for Personal Care Services Required to Use EVV (PDF) from May 31 to Dec. 31, 2024, for all program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers.

During the grace period, HHSC and El Paso Health will not take enforcement action against program providers, FMSAs, and CDS employers who do not meet EVV compliance requirements for EVV Usage and home phone landline reviews.

Key Details:

El Paso Health will continue to conduct EVV Compliance review and send compliance notifications.

- Monitor compliance reports monthly, at a minimum.
- Use the EVV system as required.
- Provide system training to attendants/employees as needed.
- Complete all required visit maintenance.
- Train or re-train service providers or CDS employees on clock-in and clock-out methods.
- Establish a process to monitor compliance reports with their CDS employer or FMSA unless they have read-only access in the EVV system (Option 3 on Form 1722).
- Ask questions.



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

MEMORANDUM

Resources:

[Review section 10000](#) of the [EVV Policy Handbook](#) for more information about EVV Compliance grace periods.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com.