



## MEMORANDUM

**TO:** Valued EVV Providers

**FROM:** El Paso Health

**DATE:** 06/25/2024

**RE:** **EVV\_ Reminder about EVV Home Phone Landline Requirements**

The EVV Home Phone Landline Requirements policy requires the use of an approved allowable phone type when a program provider or financial management services agency (FMSA) has selected the member's home phone landline as the clock in and clock out method.

### **Landline Requirements**

The landline must be the member's home phone landline number or a landline in another location that the member frequently receives services, such as a family member's home or a neighbor's home.

- The owner of the landline must give permission to the member and the service provider or Consumer Directed Services (CDS) employee to use the telephone for EVV.
- The phone must be a landline phone. It must not be an unallowable landline phone type.

*\*Fixed Voice over Internet Protocol (VOIP) landlines are considered allowable if the home phone is attached to a member's or CDS employer's address. The internet-based phone line must be assigned to the account owner's address. A non-fixed VOIP landline is not allowable because it is not geographically restricted to a specific address.*

### **Unallowable Landline Phone Type**

An unallowable landline phone type is a mobile phone number or cellular enabled phone number. Phones used to clock in or clock out through the landline method must be a landline phone, and not a cellular phone or device.

Unallowable landline phone types include:

- Cellular phones
- Cellular enabled devices such as tablets and smart watches



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**Note:** Program providers, FMSAs and CDS employers must use the EVV Landline Phone Verification Report in the EVV system to identify an unallowable landline phone type as “mobile.” If the program provider, FMSA, CDS employer or payer identifies an unallowable phone type, action must be taken to remove the unallowable phone type.

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](mailto:ProviderRelationsDG@elpasohealth.com).

### **Resources:**

[EVV Policy 7030 Home Phone Landline](#)

[EVV Policy 10020 EVV Landline Phone Verification Reviews](#)