



M E M O R A N D U M

TO: Valued EVV Providers

FROM: El Paso Health

DATE: 5/15/2024

RE: Program and Service Requirements Schedules Available in EVV System

Electronic Visit Verification (EVV) policy does not require program providers and financial management services agencies (FMSAs) to enter schedules into the EVV system, however, each program has its own requirements related to schedules. Program providers and FMSAs must follow their program requirements for schedules to determine if they are required to enter a schedule into the EVV system.

You may locate the [Program and Service Requirements for Schedules \(PDF\)](#), under the resources section of the [EVV webpage](#). This document describes requirements related to using schedules in the EVV system.

A PDF version of the document is attached if MCOs would like to update it with their information and/or resources and share with their providers.

Resources:

[evv-prog-service-req-schedules.pdf](#)

Visit the [HHAeXchange Texas Provider Portal Knowledge Base webpage](#) for assistance with scheduling visits in HHAeXchange.

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.