



M E M O R A N D U M

TO: Valued STAR & STAR+PLUS Providers

FROM: El Paso Health

DATE: 10/15/2024

RE: EVV Policy Handbook Revisions Effective September 12, 2024

HHSC posted the revised EVV Policy Handbook. The Handbook includes new and revised policies and is effective Sept. 12. HHSC provided advance notice, so the entities below may prepare for the implementation of the new policies.

- Program providers
- Financial management services agencies (FMSAs)
- Consumer Directed Services (CDS) Employers

Key Details:

The [Electronic Visit Verification EVV Policy Handbook Revision Log – September 2024](#) lists the policies that have been revised on Sept. 12.

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.