



MEMORANDUM

TO: Valued EVV Providers

FROM: El Paso Health

DATE: 1/13/2025

RE: EVV Compliance Grace Period Ends Dec. 31

Effective Jan. 1, 2025, the payers, HHSC and MCOs, will begin EVV Usage reviews to ensure state-required personal care services and home health care services, are in compliance with EVV requirements and policies.

Payers will begin contract or enforcement action for dates of service on or after Jan. 1, 2025, for program providers, financial management services agencies (FMSAs) and CDS employers who do not meet EVV compliance requirements for EVV Usage and home phone landline reviews.

Usage Score Impacts Reminder:

- Creating a new visit would be a manual visit, which negatively impacts the usage score of CDS employers.
- Deactivating a visit and creating a new one would also count against their score, because they're manually creating another visit.
- Downward adjustments of visits do not count against their compliance score.

Review [section 11000](#) of the [EVV Policy Handbook](#) for more information about EVV Compliance grace period.

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.