

EVV Visit Maintenance Policy Now Available

The [Electronic Visit Verification Visit Maintenance Policy \(PDF\)](#) is now available on the [HHSC EVV webpage](#). The policy is effective July 1, 2021 and:

- Requires the program provider, Financial Management Services Agency or Consumer Directed Services employer to ensure each EVV visit transaction is complete, accurate and validated.
- Incorporates the Visit Maintenance: Last Visit Maintenance Date Policy.
- Incorporates the Visit Maintenance Unlock Request Policy.
- Includes the new visit maintenance time frame of 95 calendar days (previously 60 calendar days) from the date of service delivery.