

Health and Human Services Commission (HHSC)
Electronic Visit Verification (EVV) Vendor Transfer Policy (Revised)
Effective Sept. 1, 2019

Policy

The HHSC EVV Vendor Transfer Policy requires program providers to request a transfer to another HHSC-approved EVV vendor 120 calendar days prior to the desired transfer date. The transfer may occur sooner than 120 days if the program provider and the EVV vendors agree on an earlier date. Program providers must continue to use their current vendor until they have successfully transferred to the selected EVV vendor; including being ready to use the EVV system.

Program providers must complete the EVV Provider Onboarding Form located on the EVV vendor's website and submit the accurate and completed form directly to the selected EVV vendor via email, fax, or electronically.

EVV Vendor Transfer

The 120-day transfer timeframe will ensure adequate time for data transfer, new system setup, training, and other transition activities.

The selected EVV vendor will contact the program provider with additional instructions once they have received the completed form. Your effective transfer date will be the date program providers are ready to begin using the selected EVV system.

Program providers who transfer to a new EVV vendor:

- must follow the EVV Vendor Section Policy.
- will not receive a grace period for EVV compliance.
- may have EVV claims deny if there is no matching accepted EVV visit transactions.
- will be subject to all EVV policy enforcement.

For questions regarding EVV vendor transfer contact the selected EVV vendor or TMHP.