



## Electronic visit verification compliance reviews for state fiscal year 2025 and calendar year 2025

### Texas | Medicaid

Electronic visit verification (EVV) compliance reviews monitor providers contracted with Wellpoint and provide EVV-required services to Wellpoint members. Wellpoint follows all requirements for the EVV compliance reviews as outlined in the *HHSC EVV Policy Handbook* and providers will be reviewed based on the schedules below.

Reviews for state fiscal year (SFY) 2025 and calendar year 2025 will include EVV visit transactions for EVV-required services that were implemented with EVV in April 2016, January 2021, and January 2024, under the Agency Model service option, Consumer Directed Services (CDS), Service Responsibility Option (SRO) for Personal Care Services (PCS), and Home Health Care Services (HHCS).

EVV compliance review schedule for SFY 2025 for:

- *EVV usage reviews*: Meet the minimum EVV usage score

Quarter	Month and year	Review start date (on or after)
1	September 2024, October 2024, and November 2024	March 15, 2025
2	December 2024, January 2025, and February 2025	June 15, 2025
3	March 2025, April 2025, and May 2025	September 15, 2025
4	June 2025, July 2025, and August 2025	December 15, 2025

EVV compliance review schedule for calendar year 2024 for:

- *EVV landline phone verification reviews*: Ensure valid phone type is used

Month and year	Review start date (on or after)	Month and year	Review start date (on or after)
January 2025	February 1, 2025	July 2025	August 1, 2025
February 2025	March 1, 2025	August 2025	September 1, 2025
March 2025	April 1, 2025	September 2025	October 1, 2025
April 2025	May 1, 2025	October 2025	November 1, 2025
May 2025	June 1, 2025	November 2025	December 1, 2025
June 2025	July 1, 2025	December 2025	January 1, 2026

To review the *HHSC EVV Policy Handbook*, section 11000 *EVV Compliance Reviews*, please visit <https://hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/11000-evv-compliance-reviews>.

<https://provider.wellpoint.com/tx>

Coverage provided by Wellpoint Insurance Company or Wellpoint Texas, Inc.  
TXWP-CD-078380-25 | February 2025

Electronic visit verification compliance reviews for state fiscal year 2025 and calendar year 2025

Page 2 of 2

If you have questions regarding this notice, please send an email to [TXEVVSupport@wellpoint.com](mailto:TXEVVSupport@wellpoint.com).