



A message from Texas Health and Human Services

## EVV Policy Updates Now Available for the Alternative Device Reduction and Compliance Policy

Texas | Medicaid

The Texas Health and Human Services Commission (HHSC) has posted new and amended policies for alternative device reduction and usage effective September 1, 2025. These new and amended policies are outlined in the [EVV Alternative Device Limitation Policies effective September 1, 2025 \(PDF\)](#), located on the [EVV webpage](#). They will be added to the Electronic Visit Verification (EVV) Policy Handbook in an upcoming handbook revision.

The new and revised policies include:

- Amendments to Section 7030 Home Phone Landline
- Amendments to Section 7040 Alternative Device
- New Section 11050 Alternative Compliance Reviews
- New Section 11060 Failure to Meet the Alternative Device Compliance Standard
- Amendments to Section 14010 EVV Portal Standard Reports
- Amendments to Section 14020 EVV System Standard Reports

These policies are applicable to all program providers, financial management services agencies, proprietary system operators, and CDS employers.

[Email questions to HHSC EVV Operations.](#)