



Electronic Visit Verification

EVV Policy Handbook Revision Log – March 2025

Health and Human Services Commission (HHSC) published the information below to describe the changes made to the [Electronic Visit Verification \(EVV\) Policy Handbook](#) on March 12, 2025.

Universal Changes

Effective April 1, 2025, the Texas Government Code Section (§)531.024172, Electronic Visit Verification System is moving to new Government Code Chapter 532, Subchapter F, Electronic Visit Verification System, Sections 532.0251 through 532.0259. HHSC is revising all references in the EVV policy handbook to Government Code §531.024172 to reflect the new statute.

In addition, all instances in the EVV policy handbook that refer to another section of the EVV policy handbook now have links directly to the referenced section.

Most policies in the EVV policy handbook that apply to a program provider or financial management services agency (FMSA) still apply when a program provider or FMSA has been approved as a proprietary system operator (PSO). HHSC has started a long-term project to revise the EVV policy handbook to reflect this where appropriate. As this project is not complete, PSOs must ensure they are complying with the EVV policies in the EVV policy handbook for their provider type (program provider or FMSA), as appropriate, even if the EVV policy handbook does not specifically state the policy applies to a PSO. If a PSO is unsure if a program provider or FMSA policy applies, they should contact EVV Operations for clarification.

Language has been revised throughout the EVV policy handbook for clarity.

Graphics and Images

To meet HHS accessibility standards, all graphics and images must have the information imbedded as text so that screen readers are able to recognize words and read them for people are blind or have limited sight. In order to adhere to the accessibility standards, HHSC will no longer use graphics and images policy handbooks.

Because the information in the graphics is also in text, HHSC is deleting the graphics from sections 4000 EVV System and Setup, 6000 EVV Visit Transaction, 12010 EVV Usage Score to eliminate repetition of the policy information. HHSC is deleting section 4410 Data Collection Overview Diagram, and the information has been moved to Section 4400 Data Collection.



1600 Key Terms

Many of the definitions in 1600 Key terms only included a reference to a handbook section and did not define the term. HHSC is adding full definitions to most existing key terms and new definitions have been added for ease of use.

5000 EVV Proprietary System

Texas Medicaid and Health Care Partnership (TMHP) is responsible for processing requests to become a PSO, conducting operational readiness reviews (ORRs), monitoring EVV proprietary system vendor compliance and other activities related to PSOs. HHSC is updating the following Sections to reflect the change in responsibilities.

- 5000 EVV Proprietary System
- 5020 EVV Proprietary System Operator Responsibilities
- 5030 EVV Proprietary System Onboarding Process
- 5040 EVV Proprietary System Operational Readiness Review
- 5050 Success or Failure of the Operational Readiness Review
- 5060 EVV Proprietary System General Operations
- 5070 Access to the EVV Proprietary System

9060 Visit Maintenance Unlock Request

HHSC published amended policies on visit maintenance unlock requests on the EVV website in December 2024 as a standalone policy document. The standalone policies have been incorporated into the handbook.

Updates to grammar and punctuation are not included in the tables below.

Contact EVV Operations at EVV@hhs.texas.gov if you have any questions about the policies in this revision log or the EVV policy handbook.



Section 1000

Policy Subsection Name	Policy Subsection Numbers and Revisions
Electronic Visit Verification Policy Handbook Introduction	1000 <ul style="list-style-type: none">• Adds language indicating that program providers, FMSAs, CDS employers and PSOs must comply with any standalone policies on the EVV webpage.• Corrects format of Texas Administrative Code (TAC) reference.
EVV Overview	1100 <ul style="list-style-type: none">• Adds clarification that geolocation is only captured using the mobile method.
State Laws and Texas Administrative Code	1200 <ul style="list-style-type: none">• Updates the reference to the Texas Government Code to reflect the new EVV statute and adds a link to the online Texas Statutes.• Corrects format of TAC reference.
Federal Law	1300 <ul style="list-style-type: none">• Removes the link to the 21st Century Cures Act.• Adds the Federal EVV statute (Section 1903(I) of the Social Security Act) and a link to the Social Security Act online.
Failure to use an EVV System	1400 <ul style="list-style-type: none">• Corrects format of the TAC reference and adds a link to the EVV TAC.



Policy Subsection Name	Policy Subsection Numbers and Revisions
Key Terms	<p>1600</p> <ul style="list-style-type: none">• Adds the following key terms:<ul style="list-style-type: none">○ Proprietary System Operator○ EVV Proprietary System Vendor○ Fee for Service○ Legally Authorized Representative (LAR)○ State Provided EVV System Vendor○ Subcontractor○ Texas Medicaid and Healthcare Partnership (TMHP)• Amends the following key terms:<ul style="list-style-type: none">○ Actual Hours○ Bill Hours○ EVV Compliance Reviews<ul style="list-style-type: none">▪ Added a link to Section 11000 EVV Compliance Reviews○ EVV Required Services○ EVV System Administrator○ Program Provider○ Reason Code Description and Reason Code Number<ul style="list-style-type: none">▪ Added a link to Section 10000 Reason Codes• Moves the full definitions of the following terms from the indicated EVV policy handbook sections to Key Terms due to the number of times the terms are used in the EVV policy handbook:<ul style="list-style-type: none">○ Electronic Visit Verification (EVV) was moved from Section 1100 EVV Overview○ EVV Aggregator was moved from Section 6200 EVV Aggregator



Policy Subsection Name	Policy Subsection Numbers and Revisions
Key Terms, continued	1600 <ul style="list-style-type: none">○ EVV Proprietary System was moved from Section 5000 EVV Proprietary System○ EVV Visit Maintenance was moved from Section 9000 Visit Maintenance○ EVV Visit Transaction was moved from Section 6000 EVV Visit Transaction○ Financial Management Services Agency (FMSA) was moved from Sections 2600 Financial Management Services Agency and 17010 CDS Option Stakeholders○ Member was moved from Section 2700 Member○ Payer was moved from Section 2100 Payers○ Program Provider was moved from Section 2500 Program Provider

Section 2000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Stakeholders	2000 <ul style="list-style-type: none">• Adds EVV Proprietary System Vendor to the list of entities that must meet all state and federal EVV requirements.
Texas Medicaid and Health Care Partnership	2200 <ul style="list-style-type: none">• Updates section title to Texas Medicaid & Healthcare Partnership to correct branding.• Adds overseeing the proprietary systems and approval and onboarding new EVV proprietary system vendors to the list of TMHP responsibilities.



Policy Subsection Name	Policy Subsection Numbers and Revisions
Texas Medicaid and Health Care Partnership, continued	2200 <ul style="list-style-type: none">• Adds a note to indicate the user must review and accept the terms and conditions of use of the TMHP website to view the content.
State Provided EVV System Vendor	2300 <ul style="list-style-type: none">• Moves definition of state provided EVV system vendor to Section 1600.• Adds the standalone policies published on the EVV website to the list of regulations the state provided EVV system vendor must follow.• Updates the reference to the Texas Government Code to reflect the new EVV statute and adds a link to the online Texas Statutes.• Adds a link to the EVV policy handbook Section 4100 EVV System Selection.
EVV Proprietary System Operator	2400 <ul style="list-style-type: none">• Adds language stating PSOs must comply with the program provider and FMSA requirements.• Adds the standalone policies published on the EVV website to the list of regulations PSOs must follow.• Updates the reference to the Texas Government Code to reflect the new EVV statute and adds a link to the online Texas Statutes.• Adds a link to the EVV policy handbook Section 5000 EVV Proprietary System.



Policy Subsection Name	Policy Subsection Numbers and Revisions
Program Provider	2500 <ul style="list-style-type: none">• Adds language stating that a program provider includes a program provider approved as a PSO.• Adds the standalone policies published on the EVV website to the list of regulations a program provider must follow.• Adds a link to the EVV TAC.• Updates the reference to the Texas Government Code to reflect the new EVV statute and adds a link to the online Texas Statutes.
Financial Management Services Agency	2600 <ul style="list-style-type: none">• Adds language stating that an FMSA includes an FMSA approved as a PSO.• Adds the standalone policies published on the EVV website to the list of regulations an FMSA must follow.• Adds a link to the EVV TAC.• Updates the reference to the Texas Government Code to reflect the new EVV statute and adds a link to the online Texas Statutes.
CDS Employer	2800 <ul style="list-style-type: none">• Adds a link to the Section 17000 CDS Employer Policies.

Section 3000

Policy Subsection Name	Policy Subsection Numbers and Revisions
Programs and Services Required to Use EVV	3000 <ul style="list-style-type: none">• Corrects format of Texas Administrative Code (TAC) reference.



Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Service Bill Codes	3100 <ul style="list-style-type: none">• Updates the language to indicate there are two EVV service bill code tables.

Section 4000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV System and Setup	4000 <ul style="list-style-type: none">• Deletes the graphic for Steps 1 through 3 of the EVV system setup process.• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 4100 EVV System Selection○ 4200 EVV Training○ 4300 Credentialing○ 4400 Data Collection○ 4500 Service Authorizations○ 4600 Schedules○ 17020 CDS Employer Steps Prior to Using an EVV System
EVV System Selection	4100 <ul style="list-style-type: none">• Clarifies that a program provider or FMSA, including those approved as a PSO, may be associated with multiple EVV systems.
EVV Proprietary Systems	4120 <ul style="list-style-type: none">• Updates the reference to the Texas Government Code to reflect the new EVV statute and adds a link to the online Texas Statutes.• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 2400 EVV Proprietary System Operator○ 5000 EVV Proprietary System



Policy Subsection Name	Policy Subsection Numbers and Revisions
Select an EVV System	4130 <ul style="list-style-type: none">• Corrects reference to state provided EVV system.• Adds a link to the EVV policy handbook Section 5030 Proprietary System Onboarding Process.• Clarifies language regarding the EVV proprietary system approval process.
EVV Training	4200 <ul style="list-style-type: none">• Corrects references to state provided EVV system.• Clarifies language regarding ongoing training.• Adds proprietary system vendors can provide training on behalf of a PSO.• Moves language indicating that policy training may differ when the payer is an MCO from Section 4230 EVV Training Requirements for CDS Employers.
EVV Training Requirements for Program Providers	4210 <ul style="list-style-type: none">• Grammatical corrections only.
EVV Training Requirements for FMSAs	4220 <ul style="list-style-type: none">• Corrects references to state provided EVV system.
EVV Training Requirements for CDS Employers	4230 <ul style="list-style-type: none">• Moves language indicating that policy training may differ when the payer is an MCO to Section 4200 EVV Training.
Training Requirements for Service Providers and CDS Employees	4240 <ul style="list-style-type: none">• Corrects references to state provided EVV system.



Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Training Registration	4250 <ul style="list-style-type: none">• Corrects references to state provided EVV system.
Credentialing	4300 <ul style="list-style-type: none">• Corrects references to state provided EVV system.• Adds the EVV Proprietary System Vendor as a point of contact.
Data Collection	4400 <ul style="list-style-type: none">• Updates the reference to the Texas Government Code to reflect the new EVV statute and adds a link to the online Texas Statutes.• Adds policy that the EVV system will use the time zone of the member's home for the time and date on EVV visit transactions.• Moves policies on data collection activities from Section 4410.
Data Collection Overview Diagram	4410 <ul style="list-style-type: none">• Deletes section and moves the necessary content to Section 4400.
Service Authorizations	4500 <ul style="list-style-type: none">• Corrects references to state provided EVV system.



Policy Subsection Name	Policy Subsection Numbers and Revisions
Schedules	4600 <ul style="list-style-type: none">• Adds policy that visit maintenance must not be completed to change schedule information except for a Weekly Variable Schedule prior to the Weekly Variable Schedule end date.<ul style="list-style-type: none">○• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 4500 Service Authorizations○ 6000 EVV Visit Transaction○ 9000 Visit Maintenance○ 9090 Visit Maintenance Reduction Features 10000 Reason Codes
EVV System Transfer	4700 <ul style="list-style-type: none">• Revises language for clarity.• Adds link to EVV policy handbook Section 4100 EVV System Selection.
How to Transfer to the State Provided EVV System	4710 <ul style="list-style-type: none">• Revises language for clarity.• Adds a link to the EVV policy handbook Section 4100 EVV System Selection.
How to Transfer to an EVV Proprietary System	4720 <ul style="list-style-type: none">• Corrects references to state provided EVV system.• Adds link to EVV policy handbook Section 5000 EVV Proprietary System



Section 5000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Proprietary System	5000 <ul style="list-style-type: none">• Updates the references to the Texas Government Code to reflect the new EVV statute and adds links to the online Texas Statutes.• Revises policy to reflect those activities for the PSO approval process that will be the responsibility of TMHP.• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 2400 EVV Proprietary System Operator○ 5080 Proprietary System Operator Compliance
EVV Proprietary System Operator Responsibilities	5020 <ul style="list-style-type: none">• Updates the references to the Texas Government Code to reflect the new EVV statute and adds links to the online Texas Statutes.• Separates the responsibilities of a PSO and an EVV proprietary system vendor.
EVV Proprietary System Onboarding Process	5030 <ul style="list-style-type: none">• Clarifies the PSO Onboarding Process.• Adds language that PSO is responsible for ensuring an EVV System Administrator who is not an employee of the PSO provides all communications regarding the Go-Live date.



Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Proprietary System Operational Readiness Review	5040 <ul style="list-style-type: none">• Updates the references to the Texas Government Code to reflect the new EVV statute and adds links to the online Texas Statutes.• Removes examples of when Trading Partner Testing (TPT) may be waived.• Adds a link to the EVV TAC.• Adds a link to the EVV policy handbook Section 4130 Select an EVV System.
Success or Failure of the Operational Readiness Review	5050 <ul style="list-style-type: none">• Removes language regarding placement on the public-facing list of approved EVV proprietary systems.• Corrects references to state provided EVV system.
Success or Failure of the Operational Readiness Review	5050 <ul style="list-style-type: none">• Removes language regarding placement on the public-facing list of approved EVV proprietary systems.• Corrects references to state provided EVV system.• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 4000 EVV System and Setup○ 4110 State Provided EVV Systems○ 4130 Select an EVV System○ 4700 EVV System Transfer



Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Proprietary System General Operations	5060 <ul style="list-style-type: none">• Adds language stating the PSO must ensure all EVV system users receive the appropriate training.• Adds a statement that PSOs must comply with any standalone policies on the EVV webpage.• Adds policy that PSOs must offer one or more of the approved clock in and clock out methods described in Section 7000, and that one of the methods must be the mobile method.• Adds language that requires the PSO to ensure the EVV proprietary system vendor meets all deadlines and requirements of ongoing EVV system maintenance.• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 7000 Clock In and Clock Out Methods○ 9000 Visit Maintenance○ 9050 Visit Maintenance Time Frame
Access to the EVV Proprietary System	5070 <ul style="list-style-type: none">• Clarifies policy language.



Policy Subsection Name	Policy Subsection Numbers and Revisions
Proprietary System Operator Compliance	5080 <ul style="list-style-type: none">• Revises policy to indicate that the EVV Portal is the location of the reports used for compliance reviews.• Adds language that HHSC will take certain actions if a PSO's chosen EVV proprietary system vendor is not in compliance with the Proprietary System Business Rules or HHSC policies.• Adds language that requires the PSO ensure the EVV proprietary system vendor correct any noncompliance within the timeframe specified by HHSC.• Deletes the language regarding removal of the PSO from the list of EVV proprietary systems.• Adds a link to the EVV policy handbook Section 11000 EVV Compliance Reviews.

Section 6000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Visit Transaction	6000 <ul style="list-style-type: none">• Deletes the graphic for Steps 4 through 7 of the EVV system setup process.• Deletes the graphic for Steps 8 through 10 of the EVV system setup process.• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 4000 EVV System and Setup○ 4400 Data Collection



Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV System	6100 <ul style="list-style-type: none">• Corrects references to state provided EVV system and an EVV proprietary system vendor.• Adds a link to the EVV policy handbook Section 13020 Claims Matching.

Section 7000

Policy Subsection Name	Policy Subsection Numbers and Revisions
Clock In and Clock Out Methods	7000 <ul style="list-style-type: none">• Adds policy that one of the approved clock in and clock out methods offered by the PSO must be the mobile method, and if the PSO only offers one method it must be the mobile method.• Adds an exception to the policy regarding providing no-cost access to clock in and clock out methods relating to alternative devices.• Revises language to reflect an EVV proprietary system vendor may charge the PSO for access to a specific clock in and clock out method.• Clarifies language regarding the PSO's entry of a service authorization when using an approved clock in and clock out method.• Adds language regarding the entry of a service authorization in the state provided EVV system and auto-verification.• Adds link to EVV policy handbook Section 4400, Data Collection.



Policy Subsection Name	Policy Subsection Numbers and Revisions
Manually Entered EVV Visits	7010 <ul style="list-style-type: none">• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 4400 Data Collection○ 12000 Usage
Mobile Method	7020 <ul style="list-style-type: none">• Adds languages specifying the member's home is the physical address where the member resides.• Clarifies the policy regarding the use of the mobile method when there is no internet or cellular connection.
Home Phone Landline	7030 <ul style="list-style-type: none">• Clarifies the language regarding the use of the member's landline for clocking in and clocking out.• Adds language stating that a voice over internet protocol (VOIP) phone is allowable only if it requires fixed equipment at a physical address.• Specifies that the service delivery for an alternate location is limited to a family member's home or a neighbor's home.• Adds language that a VOIP phone that does not require fixed equipment at a physical address is not an allowable landline phone.• Adds a link to the EVV policy handbook Section 11020 EVV Landline Phone Verification Reviews.



Policy Subsection Name	Policy Subsection Numbers and Revisions
Alternative Device	7040 <ul style="list-style-type: none">• Corrects references to state provided EVV system and an EVV proprietary system vendor.• Removes language regarding the future phase out of alternative devices.• Adds language regarding the reduction of alternative devices beginning September 1, 2025, including the schedule for the reduction over the next four fiscal years.• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 1400 Failure to use an EVV System○ 4400 Data Collection○ 5060 EVV Proprietary System General Operations○ 7010 Manually Entered EVV Visits
EVV Services Delivered Outside the Member's Home	7060 <ul style="list-style-type: none">• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 1400 Failure to use an EVV System○ 11010 EVV Usage Reviews
Multiple EVV Visit Transactions	7070 <ul style="list-style-type: none">• Deletes the table with allowable visit transactions in certain circumstances.• Adds language regarding overnight shifts and overlapping EVV visits including examples of allowable visits.



Section 8000

Policy Subsection Name	Policy Subsection Numbers and Revisions
Calculation of Bill Hours	8000 <ul style="list-style-type: none">• Adds a link to the EVV policy handbook Section 13020 Claims Matching.
Bill Time In and Bill Time Out	8010 <ul style="list-style-type: none">• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 7010 Manually Entered EVV Visits○ 9000 Visit Maintenance○ 10000 Reason Codes
Bill Hours	8030 <ul style="list-style-type: none">• Adds a link to the EVV policy handbook Section 8020 Rounding.

Section 9000

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance	9000 <ul style="list-style-type: none">• Moves definition of Visit Maintenance to Section 1600 Key Terms.
Required Visit Maintenance	9010 <ul style="list-style-type: none">• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 1400 Failure to Use an EVV System○ 6000 EVV Visit Transaction



Policy Subsection Name	Policy Subsection Numbers and Revisions
Auto-Verification	9020 <ul style="list-style-type: none">Revises policy to indicate that an EVV vendor system may allow a service provider to clock in and clock out when there is no service authorization in the system.Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">4400 Data Collection4610 Schedule Types10000 Reason Codes
EVV System Validation	9030 <ul style="list-style-type: none">Adds a link to the EVV policy handbook Section 14010 EVV Portal Standard Reports.
Visit Maintenance Time Frame	9050 <ul style="list-style-type: none">Changes 95 days to 95 calendar days for clarification.
Visit Maintenance Unlock Request	9060 <ul style="list-style-type: none">Replaces the previous policies for visit maintenance unlock requests with the stand-alone policy effective November 12, 2024, as published on the EVV website.
Last Visit Maintenance Date	9080 <ul style="list-style-type: none">Updates the data fields that, when changed, will result in a new visit maintenance date.



Section 10000

Policy Subsection Name	Policy Subsection Numbers and Revisions
Reason Codes	10000 <ul style="list-style-type: none">• Adds a link to the EVV policy handbook Section 8000, Calculation of Bill Hours.

Section 11000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Compliance Reviews	11000 <ul style="list-style-type: none">• Adds a link to the EVV policy handbook Section 4240 Training Requirements for Service providers and CDS Employees
EVV Usage Reviews	11010 <ul style="list-style-type: none">• Removes language stating that payers use the EVV CDS Employer Usage Report in the EVV System to determine the EVV Usage Score for each Medicaid member that selects the CDS option.
EVV Landline Phone Verification Reviews	11020 <ul style="list-style-type: none">• Adds links to the EVV policy handbook Section 7030 Home Phone Landline.

Section 12000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Usage Score	12010 <ul style="list-style-type: none">• Deletes the graphic for calculating the EVV Usage Score for program providers.• Deletes the graphic for calculating the EVV Usage Score for FMSAs.• Deletes the graphic for calculating the EVV Usage Score for CDS employers.



Section 13000

Policy Subsection Name	Policy Subsection Numbers and Revisions
Claims Submission	13010 <ul style="list-style-type: none">• Adds a link to the EVV policy handbook Section 13020 Claims Matching.
Claims Matching Process	13030 <ul style="list-style-type: none">• Clarifies the policy regarding unit matching for multiple visits.

Section 14000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Portal Standard Reports	14010 <ul style="list-style-type: none">• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 11000 EVV Compliance Reviews○ 12000 Usage
EVV System Standard Reports	14020 <ul style="list-style-type: none">• Adds links to the following EVV policy handbook sections:<ul style="list-style-type: none">○ 11000 EVV Compliance Reviews○ 12000 Usage

Section 15000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Optional Services and Non-EVV Services	15000 <ul style="list-style-type: none">• Adds a link to the EVV policy handbook Section 1400 Failure to use an EVV System.



Section 17000

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV CDS Employer Policies	17000 <ul style="list-style-type: none">• Corrects format of Texas Administrative Code (TAC) reference.• Adds a link to the EVV policy handbook Section 16000 Fraud, Waste and Abuse.
CDS Option Stakeholders	17010 <ul style="list-style-type: none">• Moves definition of CDS employee to the EVV policy handbook Section 1600 Key Terms.
CDS Employer Steps Prior to Using an EVV System	17020 <ul style="list-style-type: none">• Clarifies the language regarding Option 1 CDS employers.• Clarifies the language regarding Option 2 CDS employers.• Clarifies the language regarding Option 3 CDS employers.
CDS Employer(s) Using an EVV System	17030 <ul style="list-style-type: none">• Adds a link to the EVV policy handbook Section 17020 CDS Employer Steps Prior to Using an EVV System.