Electronic Visit Verification
Existing Provider EVV Training Requirements Checklist

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This document provides training checklists for existing program providers and service attendants currently required to use EVV by state law.

Program providers, financial management services agencies (FMSAs) and consumer directed servicers (CDS) employers affected by the Cures Act EVV Expansion should refer to the Cures Act EVV Checklists for training requirements. To confirm EVV-required services by program, refer to pages 1-2 for Cures Act, and pages 3-4 for Existing EVV.

Program providers must keep up-to-date records of training completion for all users of the EVV system because HHSC or a managed care organization (MCO) may request proof of completed training. Do not submit proof of training completion to HHSC, an MCO, or Texas Medicaid & Healthcare Partnership (TMHP), unless requested. For more information about training requirements, refer to the HHSC EVV Training Policy.

EVV Training Requirements if Using an EVV Vendor System (DataLogic/Vesta or First Data/AuthentiCare):

- Program Providers

- Service Attendants

EVV Training Requirements if Using an EVV Proprietary System (purchased or developed by program provider):

- Program Providers

- Service Attendants

Questions?

See the EVV Contact Information Guide (PDF) for a detailed list of topics and points of contact for all EVV-related questions and issues.

Program Providers Using an EVV Vendor System
(DataLogic/Vesta or First Data/AuthentiCare)

EVV Training Requirement	Provided by	Options for Completing Training Requirements
EVV System Training, including Clock In/Clock Out Methods Training – **before using the system**, **and then annually**.	EVV vendor	❐ Complete EVV System Training. Includes Clock In/Clock Out Methods Training. Contact your selected EVV vendor for training opportunities. Refer to the TMHP EVV Vendors webpage for more information about EVV vendors.
EVV Portal Training **–annually**.	TMHP	Complete at least **one** of the following training options: ❐ TMHP EVV computer-based training (CBT) modules 1- 6 on the TMHP Learning Management System. ❐ EVV Portal instructor-led training (ILT) hosted by TMHP. ❐ EVV Portal online webinar training hosted by TMHP. ❐ Other training option approved by TMHP. Contact evv@tmhp.com for training opportunities.
EVV Policy Training **–annually**.	Payer (HHSC or MCO)	Complete at least **one** of the following training options: ❐ HHSC EVV Policy Course – For Programs and Services Currently Required to Use EVV CBT on the HHS Learning Portal. ❐ EVV Policy ILT hosted by your payer. ❐ EVV Policy online webinar training hosted by your payer. ❐ Other training option approved by your payer. Contact HHSC at electronic_visit_verification@hhsc.state.tx.us or your MCO for training opportunities.

Service Attendants Using an EVV Vendor System
(DataLogic/Vesta or First Data/AuthentiCare)

EVV Training Requirement	Provided by	Options for Completing Training Requirements
Clock In/Clock Out Methods Training **– before using the clock in/clock out method**.	Program provider	❐ Complete Clock In/Clock Out Methods Training. Contact your program provider for training opportunities.

Program Providers Using an EVV Proprietary System
(purchased or developed by program provider)

EVV Training Requirement	Provided by	Options for Completing Training Requirements
EVV System Training, including Clock In/Clock Out Methods Training **– before using the system, and then annually**.	Program provider designated training representative	❒ Complete EVV System Training. Includes Clock In/Clock Out Methods Training. Contact your designated training representative for training opportunities.
EVV Portal Training **– annually**.	TMHP	Complete at least **one** of the following training options: ❒ TMHP EVV computer-based training (CBT) modules 1- 6 on the [TMHP Learning Management System](#). ❒ EVV Portal instructor-led training (ILT) hosted by TMHP. ❒ EVV Portal online webinar training hosted by TMHP. ❒ Other training option approved by TMHP. Contact evv@tmhp.com for training opportunities.
EVV Policy Training **– annually**.	Payer (HHSC or MCO)	Complete at least **one** of the following training options: ❒ HHSC EVV Policy Course – For Programs and Services Currently Required to Use EVV CBT on the [HHS Learning Portal](#). ❒ EVV Policy ILT hosted by your payer. ❒ EVV Policy online webinar training hosted by your payer. ❒ Other training option approved by your payer. Contact HHSC at electronic_visit_verification@hhsc.state.tx.us or your MCO for training opportunities.

Service Attendants Using an EVV Proprietary System
(purchased or developed by program provider)

EVV Training Requirement	Provided by	Options for Completing Training Requirements
Clock In/Clock Out Methods Training **– before using the clock in/clock out method**.	Program provider designated training representative	❒ Complete Clock In/Clock Out Methods Training. Contact your designated training representative for training opportunities.