



**BlueCross BlueShield  
of Texas**

# Revised Electronic Visit Verification (EVV) Policy Handbook Now Available

Blue Cross and Blue Shield of Texas (BCBSTX) is sharing information from Texas Health and Human Commission (HHSC)

Nov. 15, 2021

## What's New

The [Electronic Visit Verification Policy Handbook](#) was revised.

## Action Now

The handbook's policies are effective **Nov. 1, 2021** and include EVV standards and policy requirements for:

- Program providers
- Financial Management Services Agencies (FMSA)
- Consumer Directed Services employers (CDS)
- Payers such as HHSC and BCBSTX

The handbook replaces policies previously on the [HHSC EVV webpage](#). See [EVV Policy Handbook Revisions – November 2021 \(PDF\)](#) for differences between previous published policies and the revised handbook.

The following computer-based training courses on the [EVV Training page of the HHS Learning Portal](#) now reflects the revised EVV Policy Handbook:

- Initial EVV Policy Training for CDS Employers
- EVV Policy Training for Program Providers and FMSAs

Use the applicable checklist within [EVV Training Requirements Checklist \(PDF\)](#) for EVV training requirements and completion options.

## Questions

For questions, please submit via email [BCBSTX\\_EVV\\_Questions@bcbstx.com](mailto:BCBSTX_EVV_Questions@bcbstx.com)