



## Electronic Visit Verification (EVV)

### Program and Service Requirements for Schedules

This document describes the requirements related to using schedules in the Electronic Visit Verification (EVV) system.

**Program providers and financial management services agencies (FMSAs)** are not required to enter schedules into the EVV system (reference [EVV Policy Handbook](#) section [4600 Schedules](#)); however, each Medicaid program has its own requirements related to schedules. Program providers and FMSAs must follow the requirements of their Medicaid program for documenting a service delivery schedule, entering a schedule into the EVV system, and adhering to the schedule.

**EVV vendor systems** allow program providers and FMSAs to use no schedule or select from the following three schedule types:

- **Daily Fixed Schedules** track if service delivery occurs on a specific date, for a specific duration, at a specific time. If service delivery deviates from the schedule, the visit will not auto-verify.
- **Daily Variable Schedules** track if service delivery occurs on a specific date, for a specific duration. If service delivery deviates from the schedule, the visit will not auto-verify.
- **Weekly Variable Schedules** track if service delivery occurs within a specific week and within a total number of scheduled hours for the week. Visits can occur on any day of the week, at any time, for any duration. Any visits that exceed the total scheduled hours for the week will not auto-verify.

Refer to the handbook section [4610 Schedule Types](#) for more information.

**Consumer Directed Services (CDS) employers** cannot enter schedules into the EVV vendor systems. If the CDS employer wants to use schedules in the EVV system or the program requires a schedule, CDS employers must work with their FMSA to determine how schedules will be entered.

**EVV Proprietary System Operators (PSOs)** may use: the HHSC-defined schedule types (Daily Fixed, Daily Variable or Weekly Variable), use no schedules, or use alternate schedule types in their proprietary systems. Contact your EVV PSO to learn about the scheduling options in their EVV system.

Contact your program for questions about their schedule requirements.



For questions related to EVV, refer to the contact guides below:

- [EVV Contact Guide for Program Providers and FMSAs \(PDF\)](#)
- [EVV Contact Guide for CDS Employers \(PDF\)](#)

The charts on the following pages provides HHSC and managed care organization (MCO) programs and service requirements for schedules. Failure to follow program requirements may result in contract enforcement actions.



## HHSC Programs and Service Requirements for Schedules

Program	Services	Are schedules required by the program?	Are schedules required to be entered into the EVV system?	Recommended EVV Schedule Types Based on Type of Service		
				Daily Fixed	Daily Variable	Weekly Variable
1915(k) CFC	CFC PAS, CFC HAB	Yes	Yes	Yes	No	No
PCS provided under the Texas Health Steps Comprehensive Care Program	PCS	Yes	Yes	Yes	No	No
CLASS	In-Home Respite	No	No	Yes	Yes	Yes
CLASS	CFC PAS/HAB	Yes	No	Yes	No	Yes
DBMD	In-Home Respite	No	No	Yes	Yes	Yes
DBMD	CFC PAS/HAB	Yes	No	Yes	No	No
HCBS-AMH	In-Home Respite	No	No	Yes	Yes	Yes
HCBS-AMH	Supported Home Living-Habilitative Support	No	No	Yes	Yes	Yes
HCS	Day Habilitation	No	No	Yes	Yes	Yes
HCS	CFC PAS/HAB	No	No	Yes	Yes	Yes
HCS	In-Home Respite	No	No	Yes	Yes	Yes
PHC/FC/CAS	PAS	Yes	No	Yes	Yes	Yes
TxHmL	Day Habilitation	No	No	Yes	Yes	Yes
TxHmL	CFC PAS/HAB	No	No	Yes	Yes	Yes
TxHmL	In-Home Respite	No	No	Yes	Yes	Yes
YES	In-Home Respite	No	No	Yes	Yes	Yes

\*CDS option – Schedules are not required to be entered into the EVV system; however, CDS employers must follow the program requirements as listed in the table above.



**MCO Programs and Service Requirements for Schedules**

Program	MCO	Services	Are schedules required by the MCO?	Are schedules required to be entered into the EVV system?	Recommended EVV Schedule Types Based on Type of Service		
					Daily Fixed	Daily Variable	Weekly Variable
STAR Health	Superior	CFC PAS/HAB	No	No	Yes	Yes	Yes
		PCS	No	No	Yes	Yes	Yes
STAR Health – Medically Dependent Children Program Covered Services	Superior	In-Home Respite	No	No	Yes	Yes	Yes
		Flexible Family Supports	No	No	Yes	Yes	Yes
STAR Kids	Aetna, Amerigroup, Blue Cross Blue Shield of Texas, Community First Health Plan, Cook Children’s Health Plan, Molina Healthcare Inc., United Healthcare, Superior	CFC PAS/HAB	No	No	Yes	Yes	Yes
		PCS	No	No	Yes	Yes	Yes



Program	MCO	Services	Are schedules required by the MCO?	Are schedules required to be entered into the EVV system?	Recommended EVV Schedule Types Based on Type of Service		
					Daily Fixed	Daily Variable	Weekly Variable
STAR Kids – MDCP Covered Services	Aetna, Amerigroup, Blue Cross Blue Shield of Texas, Community First Health Plan, Cook Children’s Health Plan, Molina Healthcare Inc., United Healthcare, Superior	In-Home Respite	No	No	Yes	Yes	Yes
		Flexible Family Supports	No	No	Yes	Yes	Yes
STAR Kids	Driscoll Children’s Health Plan	CFC PAS/HAB	Yes	No	Yes	No	No
		PCS	Yes	No	Yes	No	No
STAR Kids – MDCP Covered Services	Driscoll Children’s Health Plan	In-Home Respite	Yes	No	Yes	No	No
		Flexible Family Supports	Yes	No	Yes	No	No
STAR Kids	Texas Children’s Health Plan	CFC PAS/HAB	Yes	Yes	No	No	Yes
		PCS	Yes	Yes	No	No	Yes
STAR Kids – MDCP Covered Services	Texas Children’s Health Plan	In-Home Respite	Yes	Yes	No	No	Yes
		Flexible Family Supports	Yes	Yes	No	No	Yes



Program	MCO	Services	Are schedules required by the MCO?	Are schedules required to be entered into the EVV system?	Recommended EVV Schedule Types Based on Type of Service		
					Daily Fixed	Daily Variable	Weekly Variable
STAR+PLUS	Amerigroup, Molina Healthcare Inc., United Healthcare	CFC PAS/HAB	No	No	Yes	Yes	Yes
		PAS	No	No	Yes	Yes	Yes
STAR+PLUS Home and Community Based Services	Amerigroup, Molina Healthcare Inc., United Healthcare	CFC PAS/HAB	No	No	Yes	Yes	Yes
		PAS	No	No	Yes	Yes	Yes
		In-Home Respite	No	No	Yes	Yes	Yes
		Protective Supervision	No	No	Yes	Yes	Yes
STAR+PLUS Medicare-Medicaid Plan	Amerigroup, Molina Healthcare Inc., United Healthcare	CFC PAS/HAB	No	No	Yes	Yes	Yes
		PAS	No	No	Yes	Yes	Yes
		In-Home Respite	No	No	Yes	Yes	Yes
		Protective Supervision	No	No	Yes	Yes	Yes
STAR+PLUS	Superior	CFC PAS/HAB	No	No	Yes	Yes	Yes
		PAS	No	No	Yes	Yes	Yes
STAR+PLUS Home and Community Based Services	Superior	CFC PAS/HAB	No	No	Yes	Yes	Yes
		PAS	No	No	Yes	Yes	Yes
		In-Home Respite	No	No	Yes	Yes	Yes
		Protective Supervision	No	No	Yes	No	No
STAR+PLUS Medicare-Medicaid Plan	Superior	CFC PAS/HAB	No	No	Yes	No	No
		PAS	No	No	Yes	Yes	Yes
		In-Home Respite	No	No	Yes	Yes	Yes
		Protective Supervision	No	No	Yes	No	No

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