

**Health and Human Services Commission (HHSC)**  
**Electronic Visit Verification (EVV)**  
**Schedules Policy (New)**

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**Policy**

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Effective Jan. 1, 2020, program providers must enter schedules in the EVV system if program policy or rule requires the use of schedules. Schedules are optional for members who selected the consumer directed services (CDS) option regardless of the program requirement.

The EVV vendor will provide instructions on the use of the EVV system with or without schedules.

Failure to enter a required schedule in the EVV system may result in a contract action such as recoupment of EVV related claim(s). The EVV system will not alert the program provider if a program requires a schedule.

For questions related to schedule requirements, please contact your payer.