

**Health and Human Services Commission (HHSC)**  
**Electronic Visit Verification (EVV)**  
**Allowable Phone Identification Policy (Revised)**  
**Effective Sept. 1, 2019**

---

---

**Policy**

---

---

The EVV Allowable Phone Identification Policy requires the use of an approved allowable phone type when a program provider has selected the member's home phone landline as the clock in and clock out method.

---

---

**Allowable Phone Types**

---

---

- Wired phone connected to a phone jack in the wall
- Cable internet provider; such as but not limited to:
  - AT&T
  - Comcast
  - Grande
  - Spectrum (Time Warner)
- Non-Fixed Voice over Internet Protocol (VoIP) that are portable alternative phone services that use VoIP; such as but not limited to:
  - MagicJack
  - Vonage
- Fixed VoIP

---

---

**Unallowable Phone Types**

---

---

- Mobile phone carrier; such as but not limited to:
  - AT&T
  - Boost Mobile
  - Cricket Wireless
  - Metro PCS
  - Sprint
  - Straight Talk
  - Spectrum (Time Warner)
  - T-Mobile
  - Verizon
  - Virgin Mobile
- Cellular-enabled device or tablet; such as but not limited to:
  - iPad Tablet
  - Galaxy Tablet
  - Smart Watch

---

---

## **Unallowable Phone Type Monitoring**

---

---

The program provider must monitor the phone type usage when the clock in and clock out method is the member's home phone landline using the *EVV Landline Phone Verification Report*.

When an unallowable phone type is identified on the *EVV Landline Phone Verification Report*, the program provider must take one of the actions listed below within twenty business days from receipt of a written notice from HHSC or MCO:

- Use an allowable phone type.
- Select a different EVV call in and call out method:
  - EVV mobile method, or
  - EVV alternative device.
- Submit supporting documentation to HHSC or MCO showing the phone number identified is not an unallowable phone type.

### **Compliance**

If a program provider fails to take appropriate action when using an unallowable phone type within twenty business days from receipt of a written notice from HHSC or MCO, enforcement action(s), including recoupment of the claim(s) associated with the visit(s) identified in the written notice, may result.

Refer to the EVV Compliance Oversight Reviews policy for additional information.

---

---

## **EVV Landline Phone Verification Report**

---

---

The *EVV Landline Phone Verification Report* located in the EVV vendor system is used to identify the phone type used when the clock in and clock out method is the member's home phone landline. This report is available for up-to-date monitoring of unallowable phone types.

If you require assistance in locating or generating the *EVV Landline Phone Verification Report*, contact your EVV vendor.