



**Aetna Better Health of Texas
PROVIDER NOTIFICATION
EVV Compliance Grace Period Ends Dec. 31**

Effective Jan. 1, 2025, the payers, HHSC and managed care organizations (MCOs), will begin EVV Usage reviews to ensure state-required personal care services and home health care services, are in compliance with EVV requirements and policies.

Payers will begin contract or enforcement action for dates of service on or after Jan. 1, 2025, for program providers, financial management services agencies and CDS employers who do not meet EVV compliance requirements for EVV Usage and home phone landline reviews.

Resources:

Review [section 11000](#) of the [EVV Policy Handbook](#) for more information about EVV Compliance grace period.

Contact:

[EVVMailbox at EVVMailbox@AETNA.com](mailto:EVVMailbox@AETNA.com)

Sincerely, Provider Experience Aetna Better Health of Texas

STAR (Medicaid)

Bexar area: 1-800-248-7767 (TTY: 711)

Tarrant area: 1-800-306-8612 (TTY: 711)

STAR Kids

Dallas and Tarrant areas: 1-844-787-5437 (TTY: 711)