

**Health and Human Services Commission (HHSC)  
Electronic Visit Verification (EVV)  
Vendor Transfer Policy (Revised)**

Revision 20-1; Effective Jan. 1, 2020

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**Policy**

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The HHSC EVV Vendor Transfer Policy requires program providers and financial management services agencies (FMSAs) to request a transfer to another EVV vendor 120 calendar days prior to the desired transfer date. The transfer may occur sooner than 120 days if the program provider or FMSA and the EVV vendor agree on an earlier date. Program providers and FMSAs must continue to use their current EVV vendor system until they have successfully transferred to the selected EVV vendor. The transfer process includes training on the new EVV system, transfer and verification of visit data elements and completion of all migration tasks necessary to begin using the EVV system.

The program provider or FMSA must collect and return all devices supplied by the previous EVV vendor once the program provider or FMSA has transferred to the new EVV system and is ready to begin using the new EVV system.

Program providers must complete the EVV provider onboarding form located on each EVV vendor's website and submit the accurate and completed form directly to the selected EVV vendor via email, fax, or electronically to initiate the transfer.

Information about transferring to or from an EVV proprietary system will be posted to the [HHSC EVV Proprietary System](#) webpage when available.

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**EVV Vendor Transfer**

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The 120-day transfer timeframe will ensure adequate time for data transfer, new system setup, training and other transition activities. The effective transfer date will be the date the program provider is ready to begin using the selected EVV system.

The selected EVV vendor will contact the program provider with additional instructions once they have received the completed form.

Program providers who transfer to a new EVV vendor:

- Must follow the EVV Vendor Selection Policy.
- Will not receive a grace period for EVV compliance.
- May have EVV claims denied if there are no matching accepted EVV visit transactions associated with the EVV claims.

- Will be subject to all EVV policy enforcement.

For questions regarding EVV vendor transfer, contact the selected EVV vendor or TMHP.