



**Aetna Better Health of Texas
PROVIDER NOTIFICATION
Qualifications and Ordering an EVV Alternative Device Policy**

Key Details:

HHSC has updated the alternative device policy [notice posted on July 17](#). In addition to allocating free alternative devices to 7.5% of the program providers or Financial Management Services Agencies (FMSAs) census (rounded to the nearest whole number), HHSC is allowing the purchase of additional alternative devices for qualifying members.

A qualified member using the agency option, or the service responsibility option (SRO), is an individual:

who does not have a landline or does not allow the service provider to use their landline; and whose service provider does not have a smartphone or tablet.

A qualified member using the consumer directed service (CDS) option is an individual:

who does not have a landline or does not allow the service provider to use their landline; whose service provider does not have a smartphone or tablet; and who does not allow the CDS employee to use their smart phone or tablet.

The cost of each alternative device is \$12 (includes shipping) plus applicable sales tax.

How to Request a Free Alternative Device

Program providers and FMSAs, if not already completed, are required to submit the Provider Onboarding Form prior to submitting the Alternative Device Ordering Form.

1. [HHAeXchange Provider Onboarding Form](#)
2. [Alternative Device Ordering Form](#)

HHSC has supplied HHAeXchange the census numbers that will be used for distribution. If a program provider or FMSA has a shortage, and a request for an alternative device is pending, then HHAeXchange will fulfill the additional alternative device requests to maintain the 7.5% threshold.

Once forms are submitted, HHAeXchange will process the request within 5 business days.

Orders placed before Sept. 1 will be delivered mid-September.

Orders placed Sept. 1 through Sept. 30 will be delivered no later than Oct. 15.

How to Purchase Additional Alternative Devices?

Program providers and FMSAs may purchase additional alternative devices for qualifying members. The cost of each alternative device is \$12 (includes shipping) plus applicable sales tax.

Program providers and FMSAs must complete and submit the [HHAeXchange Paid Alternative Device Order Form](#).

If there is available inventory, HHAeXchange will ship the ordered alternative device(s) within five business days. If there is not enough inventory, HHAeXchange will notify the program provider or FMSA that a back order has been placed and to expect their alternative device(s) as soon as they become available.

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)