

**Health and Human Services Commission (HHSC)**  
**Electronic Visit Verification (EVV)**  
**Mobile Application Policy**  
**Effective April 1, 2019**

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**Policy**

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The EVV mobile application is a standard option for clocking in and clocking out of the EVV vendor systems for service providers and their attendants.

The EVV mobile application records the following:

- The location of the clock in and clock out
- The date of the visit
- The precise clock in and clock out time of the visit

HHSC-approved EVV vendors provide a mobile application for clocking in and out of the EVV system that must comply with the following:

- Only records the location when the attendant clocks in and clocks out
- Cannot track the location before, during, and after the visit
- Cannot use minutes from the user's cellular plan
- Cannot store Protected Health Information (PHI)

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**EVV Mobile Application Requirements**

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**Clock In and Clock Out Requirements**

- The attendant uses the EVV mobile application to *clock in* before starting authorized services in the home or community.
- The attendant uses the EVV mobile application to *clock out* once the authorized services are completed in the home or community.
- The mobile device must be operational to use the mobile application. Failure to keep the mobile device operational will result in the attendant not being able to clock in and clock out. Not clocking in or clocking out of the EVV system is a failure to use the EVV system.

**User Requirements**

- The EVV mobile application may be used by the attendant if they live in the same home or apartment complex as the member.
- An attendant must not use the member's mobile device to access the mobile application.
- Users must not share login credentials used to access the mobile application.
- Users must only access the mobile application using their own login credentials.

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## **EVV Mobile Application Specifications**

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### **Mobile Device Specifications**

- Device must use the Apple iOS or Android operating system.
- Device must not be rooted or jailbroken.
  - Rooting is the process of getting around Android's security architecture and gaining access to the Android operating system code.
  - Jailbreaking is the process of removing the limitations put in place by a device's manufacturer.

Please contact the EVV vendor for a full list of mobile device specifications.