

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

Discontinuation of EVV Free Text Reviews

Key Details:

Effective Aug. 1, 2023, the Texas Health and Human Services Commission (HHSC) discontinued Free Text reviews. HHSC and managed care organizations (MCO) will no longer conduct Electronic Visit Verification (EVV) compliance reviews for required free text.

HHSC no longer requires the documentation of any missing clock in and clock out in the free text field for dates of service on and after August 1. The EVV system now requires missing time not electronically captured to be entered in the Bill Time In and Bill Time Out fields.

Action Items:

New [reason codes effective Oct. 1, 2023](#), require program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers to enter free text only when using the following two reason codes:

- Reason Code 210I – Emergency
- Reason Code 600 - Other

Resources:

Email [HHSC EVV Operations](#) with any questions.