



Electronic Visit Verification (EVV)

Provider Compliance Requirements

October 2026

EVV Provider Compliance Requirements



EVV Compliance Reviews:

- EVV Usage
- EVV Landline Phone Verification
- Alternative Device Usage

EVV Provider Compliance Requirements



EVV Usage

- **Overall purpose:** Ensure program providers, FMSAs and CDS employers are in compliance with the 12000, Usage webpage in the EVV Policy Handbook and using an EVV system as required.
- The EVV Usage Score measures **manually entered** EVV visit transactions and **rejected** EVV visit transactions.
- The EVV usage score Must be at least **80%** each state fiscal year quarter to remain compliant

EVV Provider Compliance Requirements



EVV Usage

- Providers, FMSAs, and CDS employers (option 1) are responsible for entering any missed EVV visit transactions within 95 days of the date of service.
- **Relevant Reports:**
 - EVV Usage Report (available in the EVV Portal)
 - EVV CDS Employer Usage Report (available in the EVV Portal)
- Superior reviews EVV usage scores quarterly and issues notifications with enforcement action when non-compliance is identified.

EVV Provider Compliance Requirements



EVV Landline Phone Verification

- **Overall purpose:** Ensure program providers, FMSAs, and CDS employers are in compliance with the Home Phone Landline policy in the EVV Policy Handbook.
- Phones used to clock in or clock out through the **landline method** must be a valid phone type to meet the compliance requirement.

EVV Provider Compliance Requirements



EVV Landline Phone Verification

- **Unallowable landline phone types include:**
 - Cellular phones
 - Voice over internet protocol (VOIP) phones that do not require fixed equipment at a specific address

Allowable landline phone types include:

- Landline phones
- Fixed location VOIP phones

EVV Provider Compliance Requirements



EVV Landline Phone Verification

- **Relevant Reports:**
 - EVV Landline Phone Verification Report (available in EVV System)
- Superior reviews EVV landline phone verification reports quarterly and issues notifications with enforcement action when non-compliance is identified

EVV Provider Compliance Requirements



EVV Alternative Device Usage

- **Overall purpose:** Ensure visit transactions recorded with an alternative device are within the allowable percentage each state fiscal year quarter per the [Alternative Device Reduction Schedule](#)
- Beginning Sept. 1, 2025, the schedule on the reduction in the number of visit transactions that a program provider, FMSA or CDS employer may make using an alternative device began the reduction.
- From Sept. 1, 2028, going forward, a program provider, FMSA or CDS employer must not make more than 5% of their visit transactions using an alternative device.

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EVV Alternative Device Usage

- **Relevant Reports:**
 - EVV Usage Report (available in the EVV Portal)
 - EVV CDS Employer Usage Report (available in the EVV Portal)
- Superior reviews EVV alternative device usage quarterly and issues notifications with enforcement action when non-compliance is identified.

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The following changes took effect on January 1, 2024:

- The EVV compliance reviews grace period for EVV Usage and EVV Landline Phone Verification reviews ended on Dec. 31, 2024.
- Program Providers, FMSAs, and CDS employers are encouraged to review their EVV Usage and Landline Phone Verification Reports monthly to ensure compliance with EVV requirements.
- **The following changes took effect January 30, 2026:**
 - EVV compliance grace periods ended per policy.

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