

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

EVV System Daylight Savings Time Change

On Nov. 3, the state provided EVV system, HHAeXchange, and EVV proprietary systems, will automatically adjust for Daylight Savings Time. This means that the actual hours and billable time for EVV Visits recorded during the time change will increase by one hour in the EVV systems.

For manual visits, the actual time should be recorded in the EVV system based on when the service provider started and ended delivery of services. The EVV system will automatically account for the daylight savings time change.

No action is required from program providers, financial management services agencies, or CDS Employers.

Additional Questions?

Please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.