

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

**Register for Electronic Visit Verification (EVV) Annual
EVV Policy Training Webinars**

Background:

HHSC will host annual EVV policy training for program providers, financial management services agencies (FMSAs), and Consumer Directed Services (CDS) Employers.

The policy training will cover:

- EVV Policy Handbook Revisions
- EVV Compliance Requirements
- EVV Updates and Reminders
- Interactive Exercises
- Q&A Session

The webinar dates are:

- Oct. 30, 2026; 10:30am – 12:00pm
- Nov. 19, 2026; 2:00pm - 3:30pm
- Dec. 4, 2026; 2:00pm - 3:30pm
- Dec. 17, 2026; 2:00pm - 3:30pm

Key Details:

Attending the webinar will complete the annual EVV policy training requirement for program providers, FMSAs, and CDS employers.

Register for the webinar.

- Oct. 30, 2026: [Annual EVV Policy Training Webinar for Program Providers and FMSAs](#)
- Dec. 4, 2026: [Annual EVV Policy Training Webinar for Program Providers and FMSAs](#)
- Nov. 19, 2026: [Annual EVV Policy Training for CDS Employers](#)
- Dec. 17, 2026: [Annual EVV Policy Training for CDS Employers](#)

The webinar will be recorded and posted to the HHS Learning Portal in the EVV Policy Training – Webinar Recordings course within 2 business days after the session. Credit for annual EVV policy training is obtained by listening to or watching the recording and completing all three steps in the course.

Action:

Beginning Oct. 15, 2026, or earlier (if the MCO prefers), MCOs are to post the upcoming Annual EVV Policy training to their MCO EVV website.

Resources:

Policy or Operational Documents: [Uniform Managed Care Manual Chapter 8.7.1](#), Electronic Visit Verification Requirements, Section XII.B

Questions?

If you have questions, please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.