

Amend **CSSB 1** (house committee printing) in Article II of the bill, on page II-91, by adding the following appropriately numbered rider and renumbering subsequent riders accordingly:

\_\_\_\_. Communications on EVV issues to home and community care providers. From the funds appropriated above, HHSC shall report to home and community care providers the total hours providers were not reimbursed due to the EVV system being unavailable, malfunctioning, or not accessible for home and community support providers to timely submit hours for payment. HHSC shall make this report by the 10th day of each month for the prior month.

HHSC shall also ensure that an EVV provider respond to home and community care providers' requests for service within 24 hours from the time the home and community care providers made the initial requests for service. HHSC shall also ensure that an EVV respond to a request for service via a telephone call from a live person, not an automated response.