

EVV Active Proprietary System Operator Workgroup Minutes

Date	Mar. 19th, 2026
Time Duration	9:30 A.M. CST to 11:00 A.M. CST
Webinar Link Location	https://attendee.gotowebinar.com/register/5393137971551710813 Webinar Only
Contact	For questions related to this meeting, please contact: EVV_PSO@tmhp.com / EVVPSO@hhs.texas.gov

Attendees/Invitees

- HHSC
- TMHP
- PS Vendors

- Alayacare Cloud
- Arrow by AlayaCare
- Axxess Homecare
- CareSnap
- ContinuLink
- DataLogic
- Direct Care Innovations (DCI)
- Emcentrix
- InMyTeam
- Kantime
- Maxim
- Pediconnect
- Penni
- Raintree Systems Inc.
- Statewise
- Valware
- Visit Verify

EVV Active PSO Workgroup	
Thu, Mar 19, 2026 09:09 am CDT	
Registrants	551
Attendees	215
Attendance Rate	39%

Purpose

- The purpose of the EVV Active PSO Workgroup meeting is to share information between HHSC, TMHP, the operational PSOs and the approved proprietary system vendors that may impact a PSO's daily operations or compliance requirements.
- Topics for this workgroup are limited to operational PSO concerns and questions.
- Questions or concerns related to other PSO topics such as the PSO waitlist and onboarding requirements will be handled separately outside of the workgroup. Non-operational PSO concerns or questions should be emailed to TMHP EVV PSO at evv_pso@tmhp.com and HHSC EVV PSO at evvps@hhs.texas.gov.

Agenda

1. Welcome/Introductions

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 3 minutes

- **Please note that HHSC doesn't allow the use of "chat bots" of any kind, including ones to record the meetings.**
- The [TMHP Active PSO Workgroup](#) Webpage will be updated with the minutes from today's workgroup meeting.
- Due to the large number of participants invited, all participants are muted when the webinar begins and will remain muted throughout the meeting. Participants must submit all questions through the GoToWebinar questions pane.
- Due to our hard limit of 1,000 registrants for the webinar, please do not share or forward this invite or registration link with anyone that is not on the Active PSO Workgroup distribution list. Participation is limited to 2 members per organization. To include additional staff, team members may join the webinar together using one connected call. If you need to make changes to your organizations registered participants, please send an email to EVV_PSO@tmhp.com.

Materials and Resources

1. [HHSC EVV webpage - Updated](#)
2. [HHSC EVV Proprietary Systems Webpage](#)
3. [TMHP EVV Proprietary Systems Webpage](#)
4. [EVV Active PSO Workgroup Webpage](#)

Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 17 in the Q&A section of the Minutes.

2. Action Items Review from Prior Meeting

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 2 minutes

Note: The agenda is subject to change.



- There are no open action items for the Active PSO Workgroup

Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 17 in the Q&A section of the Minutes.

3. General Update – News from webpage related to PSOs

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 5 minutes

- **February 2026**
 - [EVV Active PSO Workgroup - January 15, 2026, Minutes](#) – 2/2/2026

Materials and Resources

1. [HHSC EVV Proprietary Systems Webpage](#)
2. [TMHP EVV Proprietary Systems Webpage](#)
3. [GovDelivery - Sign up to receive EVV email updates](#)

Minutes:

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4. Managed Care (MCO) Updates Impacting PSOs

Presenter: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

- [Options for Medicare and Medicaid Dual Coverage | Texas Health and Human Services](#)
 - HHSC ended the Dual Demonstration Program on Dec. 31, 2025. Each MMP notified its members of the change.
 - HHSC implemented an Integrated Dual-Eligible Special Needs Plan (Integrated D-SNP) model on Jan. 1, 2026. A key goal of the Texas' Integrated D-SNP model is to make sure members with full-benefit dual eligibility (full duals) in STAR+PLUS who have been served in Dual Demonstration Program counties by an MMP will continue to have access to integrated care provided by one plan for both their STAR+PLUS Medicaid benefits and Medicare benefits. Integrated D-SNPs Operating in 2026:
 - Bexar County (Molina Health Plan)
 - Dallas County (Molina Health Plan, Superior Health Plan)
 - El Paso County (Molina Health Plan)
 - Harris County (Molina Health Plan, United Healthcare)
 - Hidalgo County (Molina Health Plan, Superior Health Plan)
 - Recordings and Presentations (links are on the webpage)



- Nov. 18, 2025 - Dual Demonstration Member Recording | Presentation (PDF)
- Nov. 20, 2025 - Dual Demonstration Provider Recording | Presentation (PDF)

- Use [Appendix XXIX, STAR+PLUS Plan Codes and Contract Numbers | Texas Health and Human Services](#) to identify the STAR+PLUS MCO Plan code
- Notifications
 - [Reminder: EVV Impacts Due to Dual Demonstration Pilot Program Discontinued Jan. 1 | Texas Health and Human Services](#)
- Questions

Materials and Resources

1. [HHSC EVV webpage - Updated](#)
2. [HHSC EVV Proprietary Systems Webpage](#)

Minutes:

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5. Compliance Updates and Reminders

Presenter: Greeshma Somarajan, TMHP EVV PSO Operations
Duration: 5 minutes

- PSOs should note that they are a program provider or FMSA that has been approved to use an EVV proprietary system and are still required to comply with all policies applicable to program providers or FMSAs.
- PSOs are responsible for ensuring their Proprietary Systems are complying with the current Business Rules as noted on the PSO Certification Form that is signed by the Signature Authority. Provider PSOs and FMSA PSOs are responsible for required EVV Training as listed in EVV Training policy (Section 4200 of the EVV Policy Handbook)
 - See [EVV Training Requirements Checklists \(PDF\)](#) for System, Provider and/or FMSA training responsibilities.

Top 10 Reasons for Rejections from February of 2026

Edit Code	Edit Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	51.12 %
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	14.39 %
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	13.05 %

Note: The agenda is subject to change.

Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	9.22 %
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	6.48 %
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	4.08 %
Ex00025B	The Employee EVV User ID on the EVV visit is required if it is a visit maintenance.	0.89 %
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.48 %
Ex00059C	The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	0.16 %
Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.12 %

- The impacted PSOs have been notified and are working with TMHP to correct the issues to remain in compliance with BRs and EVV policy.
- Program providers and FMSAs who verify and submit visits to the EVV Aggregator that reject, can cause decrease in their EVV usage score possibly causing them to drop below the 80% threshold for compliance with EVV Usage.
- Questions

Materials and Resources

1. [Electronic Visit Verification \(EVV\) Visit Transaction Rejection Guide](#)

Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 17 in the Q&A section of the Minutes.

6. EVV Compliance Metrics and Guidelines

Presenter: Tracie Teague, HHSC EVV Operations

Duration: 5 minutes

- Review EVV Usage compliance
- Reminder payers will begin conducting alternative device usage reviews September 2026 for the 3rd quarter of FY 2026 (March – May). Program providers and CDS employers effective 9/1/2025 must limit visits using an alternative device to 75% of their total visits for FY 2026. There will be a 25% reduction each subsequent fiscal year.

Fiscal Year	Begin Date	End Date	Allowable % of Alternative Device Usage
2026	Sept 1, 2025	Aug. 31. 2026	75%

Note: The agenda is subject to change.



2027	Sept 1, 2026	Aug. 31. 2027	50%
2028	Sept 1, 2027	Aug. 31. 2028	25%
2029	Sept 1, 2028	Ongoing	5%

Minutes:

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7. HHSC/AMD System Updates

Presenter: Hetal Desai, HHSC EVV Operations
 Duration: 5 minutes

- No updates.

Minutes:

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8. Business Rule Updates

Presenter: Sam Darby, HHSC EVV Operations
 Duration: 5 minutes

- Criteria when updating the Last Visit Maintenance Date is required:
 - Last Visit Maintenance Date (LVMD) must be updated when one or more of the visit transaction fields listed in SDV-56P are changed.
 - LVMD must also be updated when the System User clears an exception from a visit that did not auto-verify.
 - This includes when the System User enters a manual visit.
 - Refer to SDV-4P and Appendix M.
 - A Reason Code is required when the LVMD is updated on a visit.
 - Refer to SDV-56P.
- EVV Systems must ensure that 98% of the EVV Visit Transactions submitted to the EVV Aggregator are accepted. Impacted PSOs and EVV Systems have been notified and are working to ensure compliance with the Business Rules.
- Questions

Materials and Resources

1. [TMHP PSO Business Rules Webpage.](#)
2. HHSC EVV PSO Mailbox (EVVPSO@hhs.texas.gov).

Minutes:

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9. PSO Operational Updates

Presenter: Naresh Berotte, TMHP EVV PSO Operations

Duration: 5 minutes

Important Information

- **[System Maintenance Outage Scheduled for April, May, and June of 2026 – 3/3/2026](#)**
- **Important:** All VPN connectivity for batch submitters will be disabled on August 1, 2026.
 - *Trading partner testing will be available beginning April 1, 2026, through July 31, 2026. During this time, batch submitters must verify successful connectivity and migrate to the new SFTP method. For questions about trader partner testing, submitters can contact ediconnectivitysupport@tmhp.com.*
- Visits conducted using the Mobile Method must track Geo-location at Clock in and clock out. Please see Business Rule EVM-10P below:
 - *EVM-10P: EVV System must capture Geo-location only at clock in and clock out through mobile methods. Mobile method must not allow for persistent tracking. EVV System must not allow a System User to alter Geo-location data captured through the mobile method.*
- Vendor Reminder: Please keep the UAT testing environment active through periodic logins.
 - **Note: As per the State’s policy, TMHP secure file transfer protocol (SFTP) accounts must be used to transmit EVV visit transactions every 89 calendar days to remain active. Program provider or FMSA must ensure the PS vendor has an active SFTP account. Failure to submit a test EVV visit transaction or access the system within 90 days may result in your account being deactivated and may cause a delay to reestablish connectivity and to complete the connectivity phase of the ORR.*
- As a reminder, all PSOs are responsible for informing TMHP and HHSC if their selected PS Vendor becomes noncompliant with EVV policy for the access, storage, and operations of Texas Medicaid Data that are restricted to the U.S.
- Questions

Materials and Resources

1. [EVV Proprietary Systems | TMHP](#)
2. TMHP PSO Mailbox: evv_pso@tmhp.com

Minutes:

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10. Geo-Location Tips

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations
 Duration: 5 minutes

Below we have some helpful tips for providers to capture accurate geo-location when using the mobile method.

- Contact your EVV Proprietary System vendor for instructions on how to correct geolocation errors in Member profiles.
- Document the situation to include all steps you have taken to correct the incorrect location being provided by the Service Providers Mobile device, for the case manager and your records.
- Use Reason Code 310E, Incorrect service delivery location, when completing visit maintenance. You may choose to use the free text field in 310E for documentation purposes even though it isn't required.
- Instruct service providers to turn on geolocation services on their phone or other mobile device prior to clocking in and clocking out so accurate geolocation can be captured.
- Coordinate with the Service Provider to work with Mobile Phone Service Carrier to see if Carrier can improve the geolocation function for the particular mobile device model.

Minutes:

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11. 2026 Operational Readiness Review (ORR) Status Update

Presenter: Naresh Berotte, TMHP EVV PSO Operations
 Duration: 5 minutes

- PSO Onboarding Sessions
 - All 2026 Sessions are posted on the [TMHP EVV Proprietary System webpage](#).

Upcoming ORR Sessions

Session	Planning Meeting Date	ORR Start Date	Session Approval Date	Earliest Go-Live Date
2026-1: Expedited	Mar. 16, 2026	Mar. 30, 2026	Apr. 30, 2026	Jun. 1, 2026
2026-2: Standard	Apr. 27, 2026	May 18, 2026	Jul. 1, 2026	Aug. 1, 2026

Note: The agenda is subject to change.



2026-3: Expedited	Jul. 20, 2026	Jul. 27, 2026	Aug. 25, 2026	Nov. 1, 2026
2026-4: Standard	Sept. 14, 2026	Sept. 28, 2026	Nov. 11, 2026	Dec. 15, 2026
2026-5: Expedited	Nov. 30, 2026	Dec. 7, 2026	Jan. 11, 2027	Feb. 15, 2027

- As of 3/6/2026, there are 970 operational PSOs and 17 operational PS Vendors.
- The updated [Approved EVV Proprietary Systems](#) is published on the TMHP EVV Proprietary Systems webpage and has been updated to include any new PS Vendors or changes on 12/09/2025.
 - 15 approved proprietary systems.
 - Updated and published on 12/9/2025.
- Questions

Materials and Resources

1. [TMHP EVV Webpage - EVV Proprietary Systems](#)
2. [EVV Proprietary Systems Approved by HHSC \(PDF\)](#)
3. TMHP PSO Mailbox: evv_pso@tmhp.com

Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 17 in the Q&A section of the Minutes.

12. EVV Policy and Texas Administrative Code (TAC) Rules

Presenter: Sarah Hambrick, HHSC EVV Operations
 Duration: 10 minutes

- EVV Policy Handbook Revision Log
 - Publication pending website update
- Texas Administrative Code Amendments
 - Adoption effective late summer 2026
 - Opportunities to provide comments on proposed rules
 - HHSC Executive Council Meeting
 - April 23, 2026
 - [Texas Register](#)
 - Statutorily required comment period
 - 31 calendar days (date pending)
 - Link will publish on the HHSC "[Comment on Proposed and Draft Rules Proposed Rules](#)" webpage
 - Sign up for Rules Coordination Office GovDelivery notices.
 - HHS Rulemaking
 - HHSC Executive Council
 - Public Meetings and Events
- Questions



Materials and Resources

1. [HHSC EVV webpage](#) (note the new webpage).
2. [HHSC EVV Policy Handbook](#).
3. [HHSC EVV Texas Administrative Code](#).
4. [HHSC EVV Texas Government Code](#).
5. [HHSC Executive Council](#).
6. [Texas Register](#)

Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 17 in the Q&A section of the Minutes.

13. Review Future Meeting Dates

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 3 minutes

- Future Meeting Dates:
 - May 21, 2026 – 9:30 am – 11:00 am CST
 - July 16, 2026 – 9:30 am – 11:00 am CST
 - September 17, 2026 – 9:30 am – 11:00 am CST
 - November 19, 2026 – 9:30 am – 11:00 am CST

14. Review Action Items

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 2 minutes

- Outstanding action items
- New action items

15. Discussion on Future Agenda Items

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 1 minute

- Request agenda topics for next meeting.
- Workgroup members may submit their suggestions for agenda topics to the EVV PSO Mailbox (EVV_PSO@tmhp.com) up to 2 weeks prior to the next meeting.

16. Adjournment

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 1 minute

17. Questions Received during Workgroup

If you have unanswered questions or would like clarification on a response, please send your questions to TMHP PSO Team EVV_PSO@tmhp.com or the HHSC PSO Team evvpsa@hhs.texas.gov.

Question 1: Are we able to print Agenda and PowerPoint for Webinar?

Answer 1: Please note that TMHP webinars are not recorded. However, you may access the meeting minutes, which include key topics discussed as well as the Questions and Answers from the webinar, on the TMHP PSO EVV webpage. To access, please copy and paste this URL into your internet browser: <https://www.tmhp.com/topics/evv/evv-proprietary-systems>.

Question 2: Can the same attendant clock in & out at the same time for Client A and Client B (companion case)?

Sample:

Client A: clock in 9am clock out 12 pm

Client B: clock in 9am clock out 12:30pm

Answer 2: If the attendant and both clients are in the same location at the same time and the program policy allows one attendant to service both clients at the same time, this is allowable. The attendant must choose the proper service location for both clients. Please see Section 7070 of the EVV Policy Handbook for more information and examples of how to ensure the visit transactions are recorded correctly.

Question 3: Can the attendant work from 7pm to 10:30pm or is this too late for CAS, PHC and FC programs?

Answer 3: EVV does not cover any policy on what hours an attendant may work; this is a program policy. Contact program policy for information on when an attendant may work. The clock in and clock out times must reflect the *actual service delivery times* and be recorded via an approved method (mobile, landline, or Alt device). Texas EVV rules require that service providers or CDS employees *must use an HHSC-approved clock in/clock out method* to record visit start and end times whenever they begin and finish providing EVV-required services. They must capture time accurately for each visit.

Question 4: Where do we find out our percentage of EVV Visit Transaction uploads? Is it a part of the EVV Usage report?

Answer 4: The EVV Usage Report provides information about the number of exported EVV visit transactions, the number of accepted EVV visit transactions, and the number of rejected EVV visit transactions.

Question 5: Could you provide an example of a Last Visit Maintenance Date (LVMD)? I want to make sure I'm understanding the concept correctly and not overthinking it.

Answer 5: The Last Visit Maintenance Date field on the EVV visit transaction identifies the last date and time visit maintenance was completed. EVV Systems will update the Last Visit Maintenance Date when a field identified in SDV-56P is updated. EVV Systems will also update the Last Visit Maintenance Date when a System User clears an exception on a visit that did not auto-verify. Please see Section 9080, Last Visit Maintenance Date of the EVV Policy Handbook.

Question 6: About the Scheduled System Maintenance, will these affect our providers clocking in and out?

Answer 6: This will not affect clock-in or clock-out functionality at the provider level. The only impact will be on visit submissions from the PS Vendor to the aggregator, and only during the scheduled outage window.

Question 7: Why does the status of a client's Medicaid eligibility on the Medicaid portal often times is not correct or up to date? Also in MESAV?

Answer 7: Please note that MESAV updates daily. If an eligibility or authorization record is not available when first requested, wait 24 hours and submit the electronic request again. If the issue persists after the second attempt, please contact evv_pso@tmhp.com for further assistance.

Question 8: Can a letter be sent explaining the transition from token to Mobile app, so we can show it to the service providers?

Answer 8: PSOs (Providers and/or FMSAs) can use the TMHP news item "[HHSC to Reduce Use of Alternative Devices for EVV Clock In and Clock Out](#)" to help explain to Medicaid Members the need to convert from Alternative Device to another electronic method such as Mobile Method or Landline. It is the responsibility of the PSO (Provider or FMSA) to interact with the Members they serve regarding the Alternative Device Reduction Policy and how it impacts the Members they serve.

Question 9: Who can we call to get correct Medicaid eligibility when needed to confirm their Medicaid is "active"?

Answer 9: You may contact the TMHP PSO mailbox at evv_pso@tmhp.com with Medicaid ID details to check status.

Question 10: We have a patient that has skilled nursing services through TMHP (they do not have an MCO) is there a payor plan code for TMHP or is this field not required when billing directly to TMHP?

Answer 10: A Plan Code is a field that identifies the service area of a managed care plan. This field is not required if the member's payer is not a managed care organization.

Question 11: If an attendant clocks in and outside of the home and does not have escort or shopping task authorized, can the visit still be verified and if so under what reason code would that fall under?

Answer 11: If an EVV required service begins or ends at the home the attendant must use EVV to log the visit. When an EVV required service is delivered outside the home the service provider must use the mobile method and select "Community" as the service delivery location. Whether or not services delivered outside the home are allowable is a program policy and may differ for each program and service. Please contact program policy for further information.

Question 12: How can we schedule a meeting with someone from TMHP so we can go over the aggregator accepted visits? I know it's something our billing department works with, but I want to learn the process and reporting to ensure compliance.

Answer 12: You may contact the TMHP PSO mailbox at evv_pso@tmhp.com with details to your question and visits. We will be happy to assist you and provide education.

Question 13: What was the rule that corresponds to the companion case question that was answered? When can I find that?

Answer 13: It's Section 7070 of the EVV policy Handbook.

Question 14: I could not pre-register for this webinar. How can I get credit for participating in it today?

Answer 14: This workgroup is not mandatory and is held to provide important updates for PSOs and vendors. We appreciate your attendance and the questions you raised.

Question 15: Can you explain if we can use a visit that clock in/out was several miles from the client's home? Can we use it, and mark it as "Community"?

Answer 15: If the service is authorized to be delivered outside in the home and the service does not begin or end in the member's home the location should be marked as community. If the attendant delivered the service to the member's home but failed to clock out while they were in the member's home, you may correct the location and Bill Time In and/or Bill Time Out using visit maintenance. Use Reason Code 210 A - Failure to



clock in, clock out or both. However, all geo location exceptions from the members home should be researched and an explanation provided accordingly.

Question 16: What sections in the EVV handbook were revised? Or will this be covered in the next meeting?

Answer 16: Please refer to this article, [EVV Policy Handbook Revisions | TMHP](#). A GovDelivery notice was also published on 3/13/2026. You may also find a list of the handbook sections that were revised in the "EVV Revisions" section of the EVV Policy Handbook. This list will not provide the details of each revision, just the section number. An EVV Policy Handbook Revision Log for January 30, 2026, revision will be published on the EVV website.