

# EVV Active Proprietary System Operator Workgroup Minutes

<b>Date</b>	Nov 19th, 2025
<b>Time Duration</b>	1:00 P.M. CST to 2:30 P.M. CST
<b>Webinar Link Location</b>	<a href="https://attendee.gotowebinar.com/register/2765996765905565269">https://attendee.gotowebinar.com/register/2765996765905565269</a> Webinar Only
<b>Contact</b>	For questions related to this meeting, please contact: <a href="mailto:EVV_PSO@tmhp.com">EVV_PSO@tmhp.com</a> / <a href="mailto:EVVPSO@hhs.texas.gov">EVVPSO@hhs.texas.gov</a>

## Attendees/Invitees

<b>EVV Active PSO Workgroup</b>	
Wed, Nov 19, 2025 12:47 pm CST	
<hr/>	
Registrants	<b>1029</b>
Attendees	<b>269</b>
Attendance Rate	<b>26%</b>

## 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](mailto:evv_pso@tmhp.com) and HHSC EVV PSO at [evvpso@hhs.texas.gov](mailto:evvpso@hhs.texas.gov).

## Agenda

### 1. Welcome/Introductions

Note: The agenda is subject to change.

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](mailto:EVV_PSO@tmhp.com).

#### Materials and Resources

1. [HHSC EVV webpage](#)
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 15 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

- 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 15 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

- **September 2025**
  - [EVV Alternative Device Policy Reminder for PSOs](#) – 09/08/2025
  - [EVV Active PSO Workgroup September 24, 2025, Agenda](#) – 9/18/2025

Note: The agenda is subject to change.



- [EVV Active PSO Workgroup September 24, 2025, Minutes](#) – 10/10/2025

#### 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:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 15 in the Q&A section of the Minutes.

### 4. Managed Care (MCO) Updates Impacting PSOs

Presenter: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

- [Dual Eligible Integrated Care Demonstration Project | Texas Health and Human Services](#)
  - HHSC has decided to end the Dual Demonstration Program by Dec. 31, 2025. The demonstration counties are listed below:
    - Bexar County (Molina)
    - Dallas County (Molina, Superior)
    - El Paso County (Molina)
    - Harris County (Molina, United Healthcare)
    - Hidalgo County (Molina, Superior)
  - Effective Jan. 1, 2026, Medicare-Medicaid Plan (MMP) members who participated in the Dual Demonstration Program must select a STAR+PLUS MCO in their service area.
  - List of STAR+PLUS MCOs and service areas:
    - [Appendix XXIX, STAR+PLUS Plan Codes and Contract Numbers | Texas Health and Human Services](#)
  - TMHP and GovDelivery notifications
    - [EVV Impacts due to Dual Demonstration Pilot Program Discontinued effective January 1, 2026 | TMHP](#)
    - [EVV Impacts Due to Dual Demonstration Pilot Program Discontinued Jan. 1 | Texas Health and Human Services](#)
- Questions

#### Materials and Resources

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

#### Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 15 in the Q&A section of the Minutes.

## 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 for the month of October

Edit Code	Edit Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	46.07%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	16.85%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	16.33%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	11.18%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	8.11%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.42%
Ex00067C	The EVV Units on the EVV visit do not match the EVV Billed Hours based on the Unit of Measurement.	0.31%
Ex00077A2	The EVV Reason Code1 Description on the EVV visit is not valid for the EVV Reason Code1 on the visit.	0.30%
Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.29%
Ex00059C	The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	0.14%

- 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.

Note: The agenda is subject to change.

- 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 15 in the Q&A section of the Minutes.

## 6. HHSC/AMD System Updates

Presenter: Yvette Walters, HHSC EVV Operations

Duration: 5 minutes

On November 1, 2025, the Texas Medicaid & Healthcare Partnership (TMHP) updated the EVV Usage Report and the EVV CDS Employer Usage Report in the EVV Portal. The updated fields are to help reduce the use of Alternative Devices for EVV Clock In and Clock Out. The new fields show:

The percentage of visits where service providers used an alternative device to clock in and clock out compared to other approved methods.

The total number of visit transactions that were completed using alternative devices.

Program providers are responsible for assisting service providers, and CDS employers must support CDS employees as they transition to other approved clock in and clock out methods—such as the mobile method or the landline phone method—to help reduce the use of alternative devices.

### Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 15 in the Q&A section of the Minutes.

## 7. Business Rule Updates

Presenter: Sam Darby, HHSC EVV Operations

Duration: 5 minutes

- Appendix G – EVV Standard System Reports will be updated to reflect the new version of the EVV CDS Employer Usage Report.
  - Adds two new fields that will be used by Payers during Alternative Device Compliance Reviews.
  - No testing is required for EVV Proprietary Systems.
    - Note: Only EVV Proprietary Systems that have PSOs that are FMSAs are impacted by the change to the EVV CDS Employer Usage Report in Appendix G – EVV Standard System Reports.

Note: The agenda is subject to change.

- Questions

#### Materials and Resources

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

#### Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 15 in the Q&A section of the Minutes.

## 8. PSO Operational Updates

Presenter: Naresh Berotte, TMHP EVV PSO Operations

Duration: 5 minutes

#### Important Information

- [\*\*Inactive TMHP User Accounts to Be Deactivated Starting December 15, 2025 – 10/31/2025\*\*](#)
- [\*\*System Maintenance Outage Scheduled for December 5–6, 2025 – 11/4/2025\*\*](#)
- [\*\*EVV Impacts Due to Dual Demonstration Pilot Program Discontinued Effective January 1, 2026 – 11/7/2025\*\*](#)
- 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 part of ongoing compliance efforts, HHSC and TMHP have requested a written attestation letter from all PS Vendors that confirms all PS Texas EVV operations are conducted in the U.S. and access and storage of all Texas Medicaid data is restricted to the U.S. in accordance with Section 2.8.1.2 HHSC Confidential Information of the HHSC Provider Agreement that all program providers and financial management services agencies (FMSAs) must sign through the Provider Enrollment and Management System (PEMS). TMHP is providing a communication

Note: The agenda is subject to change.

with detailed information regarding this document to the Signature Authority email, please work with your PS Vendor for a copy of this document.

- Questions

#### Materials and Resources

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

#### Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 15 in the Q&A section of the Minutes.

## 9. 2025 Operational Readiness Review (ORR) Status Update

Presenter: Naresh Berotte, TMHP EVV PSO Operations

Duration: 5 minutes

- PSO Onboarding Sessions
  - All 2025 and 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
<b>2025-5: Expedited</b>	Jan. 6, 2026	Jan. 12, 2026	Feb. 9, 2026	Mar. 15, 2026
<b>2026-1: Expedited</b>	Mar. 16, 2026	Mar. 30, 2026	Apr. 30, 2026	Jun. 1, 2026
<b>2026-2: Standard</b>	May 14, 2026	May 18, 2026	Jul. 1, 2026	Aug. 1, 2026
<b>2026-3: Expedited</b>	Jul. 20, 2026	Jul. 27, 2026	Aug. 25, 2026	Nov. 1, 2026
<b>2026-4: Standard</b>	Sept. 14, 2026	Sept. 28, 2026	Nov. 11, 2026	Dec. 15, 2026
<b>2026-5: Expedited</b>	Nov. 30, 2026	Dec. 7, 2026	Jan. 11, 2026	Feb. 15, 2026

- As of 11/10/2025, there are 968 operational PSOs and 13 operational PS Vendors.
- The updated [Approved EVV Proprietary Systems](#) is published on the TMHP EVV Proprietary Systems webpage and is scheduled to be updated to include any new PS Vendors or changes on 12/09/2025.
  - 12 approved proprietary systems.
  - Updated and published on 07/22/2025.
- Questions

Note: The agenda is subject to change.



## 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](mailto:evv_pso@tmhp.com)

## Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 15 in the Q&A section of the Minutes.

## 10. EVV Policy and Texas Administrative Code (TAC) Rules

Presenter: Sarah Hambrick, HHSC EVV Operations

Duration: 10 minutes

- EVV Policy Handbook effective Jan. 2, 2026.
  - Will add:
    - Standalone alternative device policies
    - Rider 29 policies
    - Other miscellaneous revisions and clarifications
- Rider 29, Electronic Visit Verification Fraud Prevention Criteria
  - Requires HHSC to establish specific criteria for using compliance grace periods and claims match bypass
    - HHSC already has these in our operating policy
    - Specifying the criteria in the upcoming EVV handbook revision
  - Legislative report due Feb. 1, 2026
    - Will publish on the [HHSC Reports and Presentations Webpage](#)
  - Review the full Rider in the [2026-27 General Appropriations Act](#), Article II, HHSC, page II-59 (page 185 of the .PDF document)
- Texas Administrative Code Amendments
  - Amending Sections 354.4003, 354.4005, 354.4006 and 354.4013
    - Alternative device compliance enforcement actions
    - Language to reflect the end of the pilot Medicare-Medicaid Plan (MMP) program
    - Plain language revisions (per Senate Bill 14, 89th Legislature, 2025)
  - Adoption effective late summer 2026
  - Opportunities to provide comments on proposed rules
    - Informal comment period on draft rules
      - Two weeks
      - November
      - Will publish on the HHSC "[Comment on Proposed and Draft Rules Proposed Rules](#)" webpage
    - HHSC Executive Council Meeting
      - Tentatively scheduled for mid-April
    - [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

Note: The agenda is subject to change.





- 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](#).
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 15 in the Q&A section of the Minutes.

### 11. Review Future Meeting Dates

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations  
Duration: 3 minutes

- Future Meeting Dates:
  - January 15, 2026 – 9:30 am – 11:00 am CST
  - March 19, 2026 – 9:30 am – 11:00 am CST
  - 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

### 12. Review Action Items

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations  
Duration: 2 minutes

- Outstanding action items
- New action items

### 13. 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.

Note: The agenda is subject to change.

## 14. Adjournment

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations  
Duration: 1 minute

## 15. 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](mailto:EVV_PSO@tmhp.com) or the HHSC PSO Team [evvpso@hhs.texas.gov](mailto:evvpso@hhs.texas.gov).**

**Question 1:** How is the Dual Demonstration Program transition affecting long-term care services, specifically attendant services?

**Answer 1:** The Dual Demonstration program transition affects the MMP members who have Molina, Superior, United, in the 5 counties (Dallas, Bexar, El Paso, Harris, and Hidalgo). To know the specific services that are impacted, please email [Managed\\_Care\\_Initiatives@hhs.texas.gov](mailto:Managed_Care_Initiatives@hhs.texas.gov).

**Question 2:** For the small device reduction, is the 25% applied across all of our clients overall, or is it calculated separately for each insurance provider (MCO)? How can I check how we are doing on the percentage?

**Answer 2:** Each payer (HHSC and the MCOs) will calculate the alternative device usage separately. HHSC will calculate the percent of visit transactions using alternative devices at the provider contract level and per individual CDS employer. Each MCO will calculate the percent of visit transactions using alternative devices by NPI and per individual CDS employer. There is now a field in the EVV Usage Report that shows the Alternative Device Visit Transactions Percentage. You can run this report in the EVV Portal for a monthly or quarterly range to check your percentage.

**Question 3:** Is the new field automatically included in the report?

**Answer 3:** Yes, the two new fields in the EVV Usage Report and the EVV CDS Employer Usage Report are automatically included in the report. There is no change to how program providers or CDS Employers generate the EVV Usage Report or EVV CDS Employer Usage Report.

**Question 4:** Is this Webinar being recorded?

**Answer 4:** We appreciate your question. 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 5:** What is UAT?

**Answer 5:** UAT refers to User Acceptance Testing. PS Vendors must access the UAT environment of the EVV Aggregator every 89 calendar days.

**Question 6:** Are there still slots available for last 2025 session?

**Answer 6:** TMHP has sent out the invitations for 2025: Session 5 and has confirmed participation. Slots for 2026: Session 1 are open for potential PSOs to submit Requests Forms to participate.

**Question 7:** How do we determine who is dual?

**Answer 7:** To determine who is a dual, providers should verify Medicaid eligibility and managed care enrollment using TexMedConnect on the TMHP website at [www.tmhp.com](http://www.tmhp.com). TexMedConnect/Medicaid Eligibility and Service Authorization Verification (MESAV) will show Medicaid eligibility and the managed care segments for Medicaid or MMP managed care member.

**Question 8:** Where can I find that usage report for the alternative device percentage?

**Answer 8:** The EVV Usage Report is available on the TMHP EVV Portal.

**Question 9:** Is there more information on the dual program changes?

**Answer 9:** More information on the dual program changes is available on the [HHSC EVV webpage](#) under [Provider News](#). The link to this is here: [EVV Provider News | Texas Health and Human Services](#); on TMHP's website under News located at this link: [EVV Impacts Due to Dual Demonstration Pilot Program Discontinued Effective January 1, 2026 | TMHP](#); and HHSC will post another GovDelivery notice in the first week of December, please sign up for GovDelivery – and you can email - [Managed\\_Care\\_Initiatives@hhs.texas.gov](mailto:Managed_Care_Initiatives@hhs.texas.gov)

**Question 10:** Why does the EVV system sometimes fail to capture the accurate geo-location of a member's home, showing the wrong distance even when the attendant is inside the home, and how can this issue be corrected?

**Answer 10:** The program provider, FMSA, or CDS Employer will complete visit maintenance to resolve the exception. If the geo-location of the member's home is inaccurate, that geo-location can be corrected to reflect where the member's home is actually located. The service provider's geo-location at clock in and clock out cannot be modified. PSOs should contact their EVV Proprietary System Vendor for guidance on how to correct the geo-location.

**Question 11:** The 25% reduction is based on insurance not a whole?

**Answer 11:** That is correct. The 25% reduction is calculated by each payer, not across the whole. HHSC will calculate the percentage of visit transactions using alternative devices at the provider contract level and per individual CDS employer. Each payer will evaluate the percentage of visit transactions using alternative devices on a quarterly basis, including by NPI and per individual CDS employer.

**Question 12:** If my workspace account is already inactive do I need to send an email to the EVV PSO email account to get it active again?

**Answer 12:** Yes please email [EVV\\_PSO@TMHP.com](mailto:EVV_PSO@TMHP.com) for assistance.

**Question 13:** I am starting my agency and will initiate a HHSC client, hopefully this month. I'm concerned of the deactivation of TMHP. What is it mean to be deactivated?

**Answer 13:** Being deactivated means that your TMHP account will no longer be accessible, you will lose the ability to log in or access EVV and other TMHP systems until the account is reactivated. [Inactive TMHP User Accounts to Be Deactivated Starting December 15, 2025 | TMHP](#) Starting December 15, 2025, the Texas Medicaid & Healthcare Partnership (TMHP) will deactivate provider accounts that have been inactive for one year or more. Providers must log in to their accounts or change their passwords every 90 days to avoid deactivation.

**Question 14:** What email should we use to ask about how the MMP will impact long-term care?

**Answer 14:** [Managed\\_Care\\_Initiatives@hhs.texas.gov](mailto:Managed_Care_Initiatives@hhs.texas.gov)