TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
TMHP A STATE MEDICAID CONTRACTOR

EVV Active Proprietary System Operator Workgroup Minutes

Date	Jan. 15th, 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

EVV Active PSO Workgroup
Thu, Jan 15, 2026 08:56 am CST

Registrants	386
Attendees	224
Attendance Rate	58%

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 evvpso@hhs.texas.gov.

Agenda

Note: The agenda is subject to change.

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
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

- 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

- **December 2025**
  - EVV Active PSO Workgroup - November 19, 2025, Minutes – 12/8/2025

Note: The agenda is subject to change.

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 17 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 - Options for Medicare and Medicaid Dual Coverage | Texas Health and Human Services
    - o HHSC has decided to end the Dual Demonstration Program on 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)
    - o The MMP plans operating under the MCO in the demonstration counties (listed above) transitioned to an Integrated D-SNP plan.
    - o Effective Jan. 1, 2026, Medicare-Medicaid Plan (MMP) members who participated in the Dual Demonstration Program should have selected a STAR+PLUS MCO in their service area. If the MMP member did not select a different MCO in the demonstration counties, then the member was automatically enrolled in the Integrated D-SNP.
    - o List of STAR+PLUS MCOs and service areas:
        - Appendix XXIX, STAR+PLUS Plan Codes and Contract Numbers | Texas Health and Human Services
    - o TMHP and GovDelivery notifications
        - EVV Impacts due to Dual Demonstration Pilot Program Discontinued effective January 1, 2026 | TMHP
- Questions

Materials and Resources
1. HHSC EVV webpage
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 <u>are still required to comply with all policies applicable to program providers or FMSAs.</u>
- 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 11/15/2025 to 12/15/2025

Edit Code	Edit Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	48.99%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	14.99%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	14.39%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	10.54%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	8.33%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.00%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.67%
Ex00025B	The Employee EVV User ID on the EVV visit is required if it is a visit maintenance.	0.52%
Ex000126B	The EVV Rounded Actual Hours on the EVV visit is missing.	0.30%
Ex00067C	The EVV Units on the EVV visit do not match the EVV Billed Hours based on the Unit of Measurement.	0.28%

- 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

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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

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.

7.   HHSC/AMD System Updates

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

No updates.

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.

8.   Business Rule Updates

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

  • Questions

Materials and Resources
  1.   TMHP PSO Business Rule Webpage.
  2.   HHSC EVV PSO Mailbox (EVVPSO@hhs.texas.gov).

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.

9.   PSO Operational Updates

Note: The agenda is subject to change.

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** – 12/9/2025
- Visits conducted using the Mobile Method must capture 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 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

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 Geo-location 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 Geo-location services on their phone or other mobile device prior to clocking in and clocking out so accurate Geo-location can be captured.
- Coordinate with the Service Provider to work with Mobile Phone Service Carrier to see if Carrier can improve the Geo-location 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 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
2025-5: Expedited	Jan. 6, 2026	Jan. 12, 2026	Feb. 9, 2026	Mar. 15, 2026
2026-1: Expedited	Mar. 16, 2026	Mar. 30, 2026	Apr. 30, 2026	Jun. 1, 2026

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2026-2: Standard	May 14, 2026	May 18, 2026	Jul. 1, 2026	Aug. 1, 2026
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 12/9/2025, 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 has been updated to include any new PS Vendors or changes on 12/09/2025.
  - 12 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 publication delayed
  - Now effective Jan. 15, 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 the first week of February
  - 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

Note: The agenda is subject to change.

- o 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)
- o Adoption effective late summer 2026
- o 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 .
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:
  - o January 15, 2026 – 9:30 am – 11:00 am CST
  - o March 19, 2026 – 9:30 am – 11:00 am CST
  - o May 21, 2026 – 9:30 am – 11:00 am CST
  - o July 16, 2026 – 9:30 am – 11:00 am CST
  - o September 17, 2026 – 9:30 am – 11:00 am CST
  - o November 19, 2026 – 9:30 am – 11:00 am CST

14. Review Action Items

Note: The agenda is subject to change.

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 evvpso@hhs.texas.gov.

Question 1: When is compliance review starting?

Answer 1: Regarding Alternative Device Compliance Reviews, payers may begin reviews any time after the visit maintenance time frame has expired from the last date of the specified quarter. Payers will begin conducting Alternative Device Compliance Reviews for Q3 of Fiscal Year 2026, which includes the months of March 2026 – May 2026. The reviews will begin on September 3, 2026 (after the 95-day visit maintenance period).

Question 2: What Percentage is needed to be in compliance EFF 2026 with the new mobile method?

Answer 2: The compliance is for alternative device usage. For fiscal year 2026, which goes from Sept. 1, 2025, through Aug. 31, 2026, providers and CDS employers must not have more than 75% of their visit transactions made using an alternative device. There are no limits on using the mobile method.

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Question 3: What should agencies do when we have issues such as the Verizon blackout yesterday?

Answer 3: If a service provider is using the mobile method to clock in and clock out, the service provider can clock in and clock out without internet or cellular connection. If a service provider was unable to clock in or clock out of the EVV system, then program providers, FMSAs and CDS employers must manually enter the EVV visit, along with an EVV reason code, within 95 days from the date of service delivery.

Question 4: Where can we find the alternative device percentage on TMHP website?

Answer 4: Information on the Alternative Device Limitation Policy can be found on the HHSC EVV webpage, under the Policies section or in Section 7040 of the EVV Policy Handbook. You can run the EVV Usage Report in the EVV Portal to view your Alternative Device Visit Transactions Percentage to make sure you're in compliance.

Question 5: Are these meetings required for a PSO?

Answer 5: These meetings are not mandatory for PSOs. They are intended to be a forum for PSOs and PS Vendors to receive updated information and for PSOs to share questions and concerns they may need to get answered. Participation by each PSO is limited due to the number of approved PSOs and the meeting limitations of 1,000 participants.

Question 6: Will future meetings scheduled this year be the same?

Answer 6: Information in each future meeting will be based on new updates related to Proprietary Systems at that time.

Question 7: We are already an approved PSO, are there any billing changes?

Answer 7: Please keep up to date with the latest EVV Service Bill Code Tables available on HHSC's EVV Web page. If you have any specific billing or EVV claim questions, please contact the PSO EVV mailbox at evv_pso@tmhp.com

Question 8: Will my agency be given credit for attending? How will we be notified?

Answer 8: There will be an attendance report reviewed by meeting organizers. Attendance is not mandatory so there is not a certificate of attendance. The meetings are intended to be a forum for PSOs and PS Vendors to receive updated information and for

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PSOs to share questions and concerns they may need to get answered.

Question 9: Is this going to be six webinars in total or is it one only but in different dates? I didn't get that right when I signed up for the webinars.

Answer 9: There is only one registration form for all six sessions. Registering once signs attendees up for all six meetings. Once you've registered, you'll receive an email from customercare@gotowebinar.com that will direct you to a confirmation page and give you details about the meetings. Be sure to follow the instructions provided and add the meetings to your calendar.

Question 10: Will you be sharing the questions and answers in the follow up email or live here?

Answer 10: Questions are being answered now and those that can't be answered live will be answered after the meeting has ended. Once all questions are answered, the Q&A Document will be published on the TMHP Proprietary System Webpage.

Question 11: For a cell phone company phase-out, which code is used to verify EVV?

Answer 11: If the service provider's mobile device wasn't available, and you must manually enter the visit, use Reason Code 210-B Mobile device not available. Work with the service provider to ensure another EVV clock in and clock out method can be used, if possible.

Question 12: Those that have problems clocking in at their location and they cannot buy a new phone at this time. What do you suggest we can do?

Answer 12: Have the service provider or CDS employee contact the proprietary system vendor for assistance with the mobile app. If it is indeed an issue with the cell phone the service provider or CDS employee may use a landline to clock in and clock out. The service provider or CDS employee may also use another mobile device (such as a tablet) if the mobile app can be used on that device. Contact the proprietary system vendor for assistance with the type of mobile devices that are able to use their mobile app.

Question 13: If a member has escort can they clock out using community?

Note: The agenda is subject to change.

Answer 13: If Escort is an approved task and the service provider ends the visit in the community while providing Escort task, the service provider may clock out using the Mobile Method and use the location of community for the clock out.

Question 14: If a member does not have escort, can they clock out using community on the mobile app?

Answer 14: Escort is not the only authorized task that may require the service provider to be in the community. Tasks such as shopping or laundry may also require the service provider to be in the community. Community is a required location for the Mobile Method or Application for clock in and clock out. The accuracy in use of Community for a clock in or clock out situation would depend on the Program rules or requirements that the Member is receiving services through.

Question 15: If we want to switch EVV vendor, would we have to start the whole process again regarding the PSO registration?

Answer 15: Please contact TMHP at evv_pso@tmhp.com and provide information about which EVV System you want to switch to. Requirements for your specific transition will be provided, including if you need to submit a new EVV Proprietary System Request Form and be assigned to a scheduled ORR session.

Question 16: If a client is on a 5-day plan and has a doctor's appointment on Friday, can their attendant work on Saturday, even though Saturday isn't part of their schedule?

Answer 16: If the member's service plan requires a Monday – Friday schedule, the program provider should consult with the case manager or case worker to determine what steps are necessary to change the day services are delivered. If it is a daily fixed schedule type or daily variable schedule type in the EVV system the program provider must use visit maintenance to add reason code 110-A, Service delivery differs from schedule to resolve the auto-verification exception and allow the EVV visit transaction to be submitted to the EVV Aggregator.

Question 17: If a provider accidentally clocks in under 'Community' in the mobile app and isn't authorized for that service, how should this error be corrected in the visit verification process?

Answer 17: If the service provider clocks in or clocks out using the mobile method and selects community as the location the geolocation recorded for the visit would need to be validated by the program provider or FMSA for its actual location. If the geolocation is

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actually in the community and that location is not authorized by the program the member is receiving services through, the visit may not be changed. That visit would be subject to Program rules related to an inappropriate visit provided in an unauthorized location. If the location recorded for the clock in is actually the "members home" or the "family home" then the provider or FMSA could do visit maintenance to change the service delivery location from "community" to either "member home" or "family home" to match the geolocation recorded. An appropriate reason code would be added at the time of the visit maintenance to explain the visit maintenance completed.

Question 18: If a member stays at a family member's home for more than 10 days, would our agency be out of compliance since the provider is delivering services outside the member's primary residence?

Answer 18: If the service provider or CDS employee clocks in or clocks out with the mobile app, and they are beyond the geo-perimeter selected by the PSO, the service provider or CDS employee must select an allowable service delivery location in the mobile app. One of the service delivery location options is Family Home.