

EVV Active Proprietary System Operator Workgroup Minutes

Date	May. 21st, 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, May 21, 2026 09:18 am CDT	
Registrants	559
Attendees	212
Attendance Rate	38%

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 evvps0@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

- **March 2026**
 - [System Maintenance Outages Scheduled in April, May, and June of 2026](#) - 3/03/2026
 - [EVV System Daylight Saving Time Change](#) - 3/05/2026
 - [Issue Identified with Certain Newly Issued Texas Medicaid PCNs Starting With "9"](#) - 3/13/2026
 - [EVV Policy Handbook Revisions](#) - 3/16/2026
 - [Medicaid PCNs Starting With "9"—Prior Authorization and Acute Care Claims Submissions](#) - 3/20/2026
 - [Trading Partner Testing for Updated EDI Transaction Process to Begin May 1](#) - 3/30/2026
- **April 2026**
 - [EVV Active PSO Workgroup - March 19, 2026, Minutes](#) - 4/08/2026
 - [Public Comment Period for Proposed EVV Rule Updates](#) - 4/09/2026
 - [Coming Soon: New Login Process for All Texas Medicaid Providers Through TMHP IAMOnline and Provider MFA Registration](#) - 4/09/2026
 - [HHSC has published IL 2026-09 Nursing Pre-Assessment Services Billing Requirements](#) - 4/17/2026
 - [Inactive TMHP User Accounts Deactivated After 90 Days](#) - 4/22/2026
 - [Updated EVV Policy Handbook and Revision Log](#) - 4/23/2026
 - [Cancellation of System Maintenance Outage Scheduled for May 2026](#) - 4/23/2026
- **May 2026**
 - [Trading Partner Testing Environment for Updated EDI Transaction Process Is Now Available](#) - 5/01/2026

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](#)
 - Integrated D-SNPs Began Operating on Jan. 1, 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)
- Use [Appendix XXIX, STAR+PLUS Plan Codes and Contract Numbers | Texas Health and Human Services](#) to identify the STAR+PLUS MCO Plan code
- Phase II (approx. Jan. 1, 2027)
- Questions

Materials and Resources

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

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 April of 2026

Note: The agenda is subject to change.

Edit Code	Edit Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	48.94%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	15.09%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	15.03%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	11.22%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	6.43%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.44%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.74%
Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.42%
Ex00067C	The EVV Units on the EVV visit do not match the EVV Billed Hours based on the Unit of Measurement.	0.40%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	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 a 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

- 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.

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: 15 minutes

- EVV Business Rules for Proprietary Systems, v4.0
 - Review of upcoming changes.
 - Targeted publication date for this revision is late August 2026.
 - Compliance for operational PSOs:
 - New certification form.
 - Each PSO will receive a new customized certification form from TMHP following the publication of the Business Rules.
 - PSOs will need to sign and return the certification form by the specified due date.
 - Certification form re-submissions for PSOs will be in late 2026 to early 2027. More information on specific dates will be provided later.
 - Feedback / Questions: [PSO Comments and Questions on v4.0 of PSO Business Rules](#)
- Questions

Materials and Resources

1. [TMHP PSO Business Rules Webpage](#)
2. [Presentation – Review of Upcoming PS Business Rule Changes](#)
3. 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

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.*
- **Notice:** The Provider Web Service was modified to increase the length of data element Legal Entity Name to 77 characters and the data element length for DBA name to 100 characters to match PEMS source data; [Appendix D – EVV Master Provider Web Service Version 4.0](#).
 - Any Legal Entity Names and DBA names longer than 50 characters must be truncated to populate the EVV visit transaction properly.
 - Please note that these updates do not change the field lengths in the [Appendix C – EVV Visit Transaction Layout Version 4.0](#): PROVIDER_LEGALNAME and PROVIDER_DBA remain limited to 50 characters.
 - TMHP will notify PS vendors when the visit transaction file will be updated to accommodate the PEMS data element lengths.
 - Any system issues resulting from this change should be reported to TMHP.
- 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.
 - All operational PS vendors signed a new EVV Proprietary System Vendor Attestation Form that states the PS vendor will comply with the same offshoring requirements that PSOs must comply with as noted in the HHSC Provider Agreement.
 - PSOs may ask their PS vendor for a copy of their signed EVV PS Attestation Form.
- Quick reminder that HHSC and TMHP cannot arbitrate internal business operation issues that are a result of contract disputes between a PSO and their PS vendor. HHSC and TMHP have no insight into the terms and conditions in agreements between PSOs and PS vendors. Operational issues resulting from noncompliance with business rules and EVV policies may be addressed by HHSC and TMHP.
 - All program providers and FMSAs are informed that they are responsible for the continued performance of the EVV Proprietary System and are responsible for all compliance with EVV business rules and policies.
 - Program providers and FMSAs are also responsible for any data transfers from their previous EVV System, including validating the correctness of the data as outlined in Section [4700 EVV System Transfer](#) of the [EVV Policy Handbook](#)
- 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

Note: The agenda is subject to change.

2026-2: Standard	May 14, 2026	Apr. 27, 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 5/7/2026, there are 999 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 4/1/2026.
 - 15 approved proprietary systems.
 - Updated and published on 4/1/2026.
- 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
 - Revision Log Updated April 17, 2026
 - GovDelivery sent April 23, 2026
- Texas Administrative Code Amendments
 - Adoption effective late summer 2026
 - Public comment period closed May 4, 2026
 - GovDelivery from EVV Operations sent April 9, 2026
 - Sign up for Rules Coordination Office GovDelivery notices.
- Questions

Materials and Resources

1. [HHSC EVV webpage](#)
2. [HHSC EVV Policy Handbook](#).
3. [HHSC EVV Texas Administrative Code](#).

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:
 - 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: Regarding nursing - this only applies to MDCP and Star Plus, correct? Will this ever branch out to CCP or PDN hours?

Answer 1: STAR Kids, STAR Health, STAR+PLUS, and STAR+PLUS MDCP, have Nursing as a Home Health Service that requires the use of EVV system. The use of EVV is not required for PDN and at this time HHSC does not have plans to branch out EVV for PDN or CCP.

Please refer to the EVV HHCS Service Bill Code Table located on the EVV webpage:
[Electronic Visit Verification \(EVV\) | Texas Health and Human Services](#)

Question 2: Question about rejection reasons - was the Description for Rejection Code Ex00043C changed? We received one that said "The Member's MCO Plan code on the EVV visit could not be validated based on the provided combination of Member Medicaid ID, Visit Date, or EVV HCPCS Code/EVV Modifier. Can you explain what would trigger a HCPCS/Modifier based rejection?

Answer 2: Yes, this rejection code description changed recently. A HCPCS/Modifier based rejection means that the HCPCS code and/or Modifier is incorrect. Refer to the [EVV Home Health Care Services Bill Codes Table](#) or the [EVV Personal Care Services Bill Codes Table](#) on the [HHSC EVV website](#) to confirm you're using the correct EVV-relevant Healthcare Common Procedure Coding System (HCPCS) code and modifier combinations. If further assistance is needed, please contact the TMHP EVV Mailbox (evv@tmhp.com) and we will be happy to assist you.

Question 3: Where can we print these informative slides (Presentation – Review of Upcoming PS Business Rule Changes)?

Answer 3: These will be provided with the minutes on Section 8, Materials and Resources: [Presentation – Review of Upcoming PS Business Rule Changes](#).

Question 4: What type of supporting documentation are you referring to? LP requested additional information.

Answer 4: Program providers, FMSAs, and CDS Employers must document service delivery information for manually entered EVV visit transactions, see Section 1400, Failure to use and EVV System in the EVV Policy Handbook. Also, refer to your specific program policy requirements for additional service delivery documentation that is required for manually entered visits.

Question 5: Do we need to document alternate addresses if attendant is using Mobile App - GPS and coordinates/location is identified as consistently at Family Home? Alternate addresses are needed for LL but what about Mobile APP coordinates?

Answer 5: No, an address is not required for family home service delivery location if the mobile method is used to clock in and clock out at that service delivery location. EVV Systems may optionally include that address if it is available from the member profile.

Question 6: EVV GPS - Missed visit functionality - how do we sign up for this feature? Be so great vs marking visits as 0 as it effects our score.

Answer 6: PSOs are not required to offer missed visit functionality, missed visit reporting, or reporting for GPS Signal Out of Range exceptions. Discuss this with your proprietary system vendor if you are interested in these features.

Question 7: Is it ok to verify a visit when it is more than 1/4 mile from member's home, if member was in the "Community" or "Family home"?

Answer 7: If the service provider selects "Family Home", "Neighbor Home", or "Community", the EVV System will not compare the geolocation of the clock in or clock out to the "Member Home" geolocation to ensure it is within the EVV Allowed Geo-Perimeter. If the service provider meant to select "Family Home", "Neighbor Home", or "Community" but accidentally selected "Member Home" they can modify the service delivery location to be the correct service delivery location value when completing visit maintenance to resolve that auto-verification exception.

Question 8: If an attendant clocks in, but doesn't clock out, and it automatically says 11:59pm as clock out, can we do maintenance on it and put in the end of shift time as clock out time?

Answer 8: Yes, as long as the actual clock out time was before 11:59pm. Edit the Bill Time Out field to reflect service delivery and select the most appropriate Reason Code. Per [8010 Bill Time In and Bill Time Out](#) in the EVV Policy Handbook, you cannot change the bill time into a value before the original clock in time and must not change the bill time out value to a time after the original clock out time.

Question 9: On the "overlapping visit rule" can you explain how a patient is seen for 2 different services at the same time at 2 different locations? I could understand a patient having PDN and therapy at the same time but that would be at the same location, so I do not understand the "different" location on the table. Can you provide an example?

Answer 9: Yes, one service would be delivered with the member, and the second service would be delivered not in person. Certain waiver services may be delivered not in person if allowed on the member's authorization (example: member is at home receiving a nursing service while an attendant is in the community completing a shopping task).

Question 10: Will there be an ORR session required for BR v4.0? And if so, do we have a timeframe of when that will happen?

Answer 10: The ORR will be certification only. No additional demonstrations, documentation submission, or TPT scenarios are required for operational PS Vendors for BR v4.0. PSOs will be required to re-sign a certification form for BR v4.0. Certification forms will be coming later this calendar year.

Question 11: Are there any instances when a visit can be verified without clock in and/or out and be accepted? Please explain.

Answer 11: No.

Question 12: What was said about login in testing or UAT environment every 89 days?

Answer 12: This notice serves as a reminder that all vendors must log into the testing or UAT environment at least once every 89 days to ensure continued system access.

*Note: As per the State's policy, TMHP SFTP accounts must be accessed every 89 calendar days to remain active. Failure to submit a test transaction or access the system within the 90 days may result in your account being deactivated and may cause a delay to re-establish connectivity and to complete the TPT testing phase of ORR.

Question 13: What is ORR?

Answer 13: Operational Readiness Review: TMHP will assign the program provider or FMSA to an ORR session after reviewing and approving the EVV Proprietary System Request Form. The ORR session is a validation process to determine approval for a PSO. You can refer to Section [5040 EVV Proprietary System Operational Readiness Review](#) in the EVV Policy Handbook for more details.

Question 14: If we use the 310E code do we have to leave the Clock with the wrong location? Or do we have to unlink the wrong clock and place it manually with the 310E Code?

Answer 14: If the service provider selected the wrong service delivery location during clock in or clock out, the service delivery location can be changed to the correct location and the electronic clock in or clock out may remain on the visit transaction.

Question 15: Can you grab the times when a service provider does not have the learned location on? and will RC 310E be used? The clock in and out and it does not show the location of the member, but the provider says that she/he was there and upon review the learned location was off.

Answer 15: If the mobile method fails to capture the geolocation during clock in or clock out, the EVV Visit transaction will not auto-verify and visit maintenance must be

completed to resolve the exception. PSOs can choose the most appropriate reason code to resolve the exception.

Question 16: How many days can a provider clock out of range?

Answer 16: There is not a limit on the number of days where a service provider can clock in or clock out outside of the EVV Allowed Geo-perimeter. If the service provider is repeatedly clocking in or clocking out outside of the EVV Allowed Geo-perimeter, use the tips in the "Geo Location Tips" section to troubleshoot the root cause of the exception. For example, is the member home geo-location accurate? Is the service provider selecting the correct service delivery location? Is the service provider actually at the member's home? Is the service provider's mobile device capturing the geo-location accurately?

Question 17: We are changing PSO vendors and have completed the application in TMHP. How do we sign up for an ORR?

Answer 17: The process requires submitting a new request form. If the form is complete, you will be placed into the first available ORR session. Please monitor your email for any communication requesting additional information or for an invitation that includes the details of your assigned ORR session.

Question 18: All question and answers will be posted in future?

Answer 18: Yes, questions and answers from this workgroup meeting will be posted on the minutes.

Question 19: What if a provider is working their schedule and has not clocked out, but the next provider clocks in and they overlap more than 30 minutes, is that allowed?

Answer 19: Per EVV Policy, when the service dates and times are the same or overlap for each service provider, the visit transactions may not auto-verify. If the visit does not auto-verify, you must perform visit maintenance, so the EVV system will transmit the visit transaction to the Aggregator. Use Reason Code 110 D - Allowable overlapping visits. Program providers and FMSAs must confirm with their program policy if that scenario is allowable or if the two visit transactions must be corrected to remove the overlap.

Question 20: How many days can we confirm with community? What is the limit if there is a limit?

Answer 20: If the member is authorized to receive services in the community, there is not EVV policy regarding limits on how many days the member can receive services in the

community. Contact the member's program policy to determine the program policy requirement for number of days a service can be provided in the community.

Question 21: If provider is outside of range for clock in and clock out and it automatically confirmed, does that matter or is it a problem?

Answer 21: If the service provider was outside of the EVV Allowed Geo-Perimeter and selected member home, the visit transaction must not auto-verify. Please contact EVVPSO@hhs.texas.gov with additional information (the specific visit ID, visit date, and NPI) for research. If the service provider was outside of the EVV Allowed Geo-Perimeter and selected a service delivery location of "Family Home", "Community" or "Neighbor Home", this visit may auto-verify if no other critical exceptions are present.

Question 22: Respite visits automatically confirmed with community is that accepted?

Answer 22: The EVV system will validate, for scheduled visits, if the service delivery location of clock in or clock out matches the scheduled service delivery location. If the service delivery location of clock in or clock out matches the scheduled service delivery location, the visit transaction may auto-verify. Confirm with the member's program policy where respite services may be delivered.

Question 23: If the clock in or out is Community or Family Home but the member does not have Escort or Shopping, does that matter?

Answer 23: Confirm with the member's program policy which locations a service can be delivered.

Question 24: If an attendant clocks in or out while they are on the road, that would not be considered valid — even if they selected Community or Family Home as the location?

Answer 24: The service provider should wait until they reach their destination to clock in or clock out, then report to the program provider, FMSA, or CDS employer that they clocked in early or clocked out late. The program provider, FMSA, or CDS employer should follow the visit maintenance procedures for decreasing the bill hours.