

## EVV Active Proprietary System Operator Workgroup Minutes

<b>Date</b>	May 28th, 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, May 28, 2025 12:38 pm CDT	
Registrants	<b>1018</b>
Attendees	<b>425</b>
Attendance Rate	<b>42%</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

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](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, any questions and responses related to topic are below.

## 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, any questions and responses related to topic are below.

## 3. General Update – News from webpage related to PSOs

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 5 minutes

- **May 2025**



- [EVV Active PSO Workgroup Information Now Available on EVV Proprietary Systems Web Page](#) - 12/27/2024
- [EVV Active PSO Workgroup | TMHP](#) – 4/18/2025

#### 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, any questions and responses related to topic are below.

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

Presenter: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

- [No updates for this meeting](#)
- [Questions](#)

#### Materials and Resources

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

#### Minutes:

Topic presented, any questions and responses related to topic are below.

### 5. Compliance Updates and Reminders

Presenters: Yatinkumar Akbari, TMHP EVV PSO Operations

Duration: 30 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 all PSOs for April 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.	43.65%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	17.34%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	15.45%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	10.37%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	9.01%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.36%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	1.29%
Ex00034C1	The Member Medicaid ID on the EVV visit is not found in our records.	0.71%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.62%
Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.20%

- 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, any questions and responses related to topic are below.

## 6. HHSC/AMD System Updates

Presenter: Yvette Walters, HHSC EVV Operations

Duration: 5 minutes

- No updates
- Questions

## Minutes:

Topic presented, any questions and responses related to topic are below.

## 7. 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](mailto:EVVPSO@hhs.texas.gov)).

**Minutes:**

Topic presented, any questions and responses related to topic are below.

## 8. PSO Operational Updates

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

- PSO Metrics
- 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, any questions and responses related to topic are below.

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

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

- PSO Onboarding Sessions
  - All 2025 Sessions posted on [TMHP EVV Proprietary System webpage](#)

### Upcoming ORR Sessions

Session	Planning Meeting Date	ORR Start Date	Session Approval Date	Earliest Go-Live Date
2025-3: Expedited	Jul. 1, 2025	Jul. 7, 2025	Aug. 4, 2025	Sept. 1, 2025
2025-4: Standard	Sept. 9, 2025	Sept. 22, 2025	Nov. 28, 2025	Dec. 1, 2025
2025-5: Expedited	Jan. 6, 2026	Jan. 12, 2026	Feb. 9, 2026	Mar. 15, 2026

- As of 05/14/2025, there are 881 operational PSOs and 11 operational PS Vendors.
- The updated [EVV Proprietary Systems Approved by HHSC](#) was published on the TMHP EVV Proprietary Systems webpage.
  - 11 approved proprietary systems.

Note: The agenda is subject to change.



- Updated and published on 04/21/2025.
- 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](mailto:evv_pso@tmhp.com)

#### Minutes:

Topic presented, any questions and responses related to topic are below.

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

Presenter: Sarah Hambrick, HHSC EVV Operations

Duration: 5 minutes

- 89<sup>th</sup> Texas Legislative Session
  - Five days to sine die.
  - Senate Bill 1334 and House Bill 3355.
- Alternative Device Reduction Policies.
  - Policies and compliance standards will publish as a standalone policy document.
  - Will be added to the EVV Policy Handbook in the next revision.
- 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. [Texas Legislature Online](#).

#### Minutes:

Topic presented, any questions and responses related to topic are below.

### 11. Review Future Meeting Dates

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 3 minutes

- Future Meeting Dates:
  - July 30, 2025 – 1:00 pm – 2:30 pm CST
  - September 24, 2025 – 1:00 pm – 2:30 pm CST
  - November 19, 2025 – 1:00 pm – 2:30 pm CST
- Questions

#### Minutes:



Topic presented, any questions and responses related to topic are below.

## 12. Review Action Items

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 2 minutes

- Outstanding action items
- New action items

### Minutes:

Topic presented, any questions and responses related to topic are below.

## 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](mailto:EVV_PSO@tmhp.com)) up to 2 weeks prior to the next meeting.

### Minutes:

Topic presented, any questions and responses related to topic are below.

## 14. Adjournment

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 1 minutes

### Minutes:

Topic presented, any questions and responses related to topic are below.

## 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).**

## 1. EVV Compliance Questions:

*Question:* How do we get in compliance with EVV? And what are the likely reasons why an agency will not be in compliance?

*Answer:*

PSOs are subject to EVV Compliance Reviews, conducted by the payers (HHSC and managed care organizations). PSOs must:

1. Meet the EVV Usage Score requirement of at least 80% each state fiscal year quarter. Run your EVV Usage Report in the EVV Portal to check your EVV Usage Score and take action if the score is below 80%.
2. Ensure service providers use a valid phone type when clocking in and out with the landline method.
3. Ensure service providers use an alternative device to clock in and clock out for the allowable percentage of visits per the [Alternative Device Reduction Schedule](#) for your NPI/API (and Provider Number if HHSC is your payer) each state fiscal year quarter, starting Sept. 1, 2025.
4. Ensure your EVV proprietary system complies with:
  - HHSC policy for EVV proprietary systems.
  - [HHSC EVV Business Rules for Proprietary Systems](#).
  - [1 TAC, Part 15, Chapter 354, Subchapter O, Electronic Visit Verification](#).
  - [Texas Government Code Chapter 532, Subchapter F, Electronic Visit Verification System](#).

The PSO and EVV proprietary system may be subject to periodic verification, system testing and auditing as specified by TMHP. TMHP may not allow the use of an EVV proprietary system if the EVV proprietary system vendor is out of compliance with any EVV requirements. Refer to [5080 Proprietary System Operator Compliance](#) in the EVV Policy Handbook for more information.

To learn more about EVV compliance requirements and tips to meet compliance requirements, you can watch one of the training videos below on the HHS Learning Portal, depending on your role:

- [EVV Compliance Training for Program Providers](#)
- [EVV Compliance Training for FMSAs](#)

*Question:* Can you please restate the monitoring dates for compliance?

*Answer:* Payers conduct EVV Usage Reviews for program providers, FMSAs, and CDS Employers on a quarterly basis. The review period schedule for EVV Usage Reviews is in Section 11010, EVV Usage Reviews, of the EVV Policy Handbook. Payers conduct EVV Landline Phone Verification Reviews at the payer's discretion. The review period schedule for EVV Usage Reviews is in Section 11020, EVV Landline Phone Verification Reviews, of



the EVV Policy Handbook.

*Question:* What happens if an agency stays not compliant with the token usage?

*Answer:* A program provider may have their contract terminated if they continue to fail to meet the standards (this information was provided during the meeting). The full EVV policies for alternative devices will be published on the HHSC EVV website in an upcoming standalone policy document.

## **2. Visit Maintenance & Auto-Verification Questions:**

*Question:* Is there a way to get the statewide average of auto verified EVV visits by PS Vendor?

*Answer:*

This would be considered an Open Records Request under the Texas Public Information Act. Send an Open Records Request to HHSC:

By mail: HHSC Open Records Coordinator

MC-1070

4601 W. Guadalupe Street

Austin, Texas 78751-3146

or

By fax to: 512-424-6586

or

By email to: [OpenRecordsRequest@hhs.texas.gov](mailto:OpenRecordsRequest@hhs.texas.gov)

You may find more information regarding open records on the HHSC Open Records webpage: [Open Records Policy and Procedures | Texas Health and Human Services](#).

## **3. EVV System & Operations Questions:**

*Question:* Who do we email to request our current transaction scores?

*Answer:* Please email EVV Operations at [evv@hhs.texas.gov](mailto:evv@hhs.texas.gov).

*Question:* How is it going to work for the areas that still do not have internet or have a lot of issues with internet signal, etc.?

*Answer:* Effective March 12, 2025, each EVV Proprietary System's mobile method must be able to capture clock in and clock out when internet connection or cellular data is not available. When the Service Provider is in an area without internet connection or in an area with poor internet signal, the Service Provider can use the mobile method to clock in

and clock out.

*Question:* What is CAP?

*Answer:* Corrective Action Plan.

#### **4. EVV Reason Codes Questions:**

*Question:* Is there any Reason code update?

*Answer:* The [EVV Reason Codes](#) that were effective Aug. 1, 2023 are the current EVV Reason Codes.

#### **5. Rejection Code and Error Questions:**

*Question:* Is there a way we can get an Edit Code report like this filtered just for our agency? As a follow up, I think TMHP should provide this to remove bias.

*Answer:* You may visit the EVV Portal to conduct a Search within the 'Visit History Search' tab. There are various search criteria fields you can fill out to produce results. The Visit Date Range (Begin Date and End Date) is required to complete the search. This search will populate detailed results such as if the EVV visit is accepted/rejected, the edit code and description, payer, etc. For more information on how to navigate the EVV Portal, please visit the TMHP LMS to review the published EVV Portal job aids.

*Question:* I am merely stating that MCO's are NOT presenting us with current auths. We are having to enter visits manually due to us not having the Auths. Our scores are going to plummet. How are we supposed to defend ourselves in this situation?

*Answer:* Per [11000, EVV Compliance Reviews | Texas Health and Human Services](#), Before enforcing action, payers must do their due diligence and make sure failure to meet and maintain the compliance score was not because of:

- Payer errors such as:
  - Late authorizations
  - Missing or incorrect HCPCS, Modifiers, Service Group or Service Codes provided by the payer
- A system outage, defect or issue related to the EVV Aggregator, EVV Portal or an EVV Vendor System

- Natural disasters

If you determine that your usage score is below 80% because the MCO failed to provide the authorization timely or the authorization provided was incorrect, please email [evv@hhs.texas.gov](mailto:evv@hhs.texas.gov).

## **6. State Legislation & Changes Questions:**

*Question:* If there is a retro change to a service code. Are we affected by it?

*Answer:* If there's a retroactive change to a service code, it can affect providers. Retroactive changes can impact billing, reporting, and compliance with regulations.

## **7. Additional Clarification Questions:**

*Question:* How do I access the question and answer?

*Answer:* TMHP does not publish recordings of these meetings, however, you may access the minutes from previous meetings on the TMHP PSO EVV web page. Copy and paste this URL into your internet browser: <https://www.tmhp.com/topics/evv/evv-proprietary-systems>

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