EVV Active Proprietary System Operator Workgroup Minutes

Date	July 30th, 2025
Time Duration	1:00 P.M. CST to 2:30 P.M. CST
Webinar Link Location	https://attendee.gotowebinar.com/register/2765996765905565269 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
Wed, Jul 30, 2025 12:13 pm CDT

Registrants	984
Attendees	358
Attendance Rate	36%

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 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

Note: The agenda is subject to change.

- **July 2025**
  - EVV Active PSO Workgroup Information Now Available on EVV Proprietary Systems Web Page - 12/27/2024
  - EVV Active PSO Workgroup | TMHP – 6/23/2025

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

- No updates for this meeting
- 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

Presenters: 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.

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Top 10 Reasons for Rejections (for all PSOs from 5/26/2025 - 7/24/2025)

Edit Code	Edit Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	45.90 %
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	17.25 %
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	16.47 %
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	10.01 %
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	7.37 %
Ex0002C	Provider NPI cannot be validated as active for the visit date.	1.40 %
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.79 %
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	0.32 %
Ex00049C2	No previous record found with this Visit ID for update.	0.25 %
Ex00059C	The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	0.24 %

- 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.
- mailto:evv@hhs.texas.govQuestions

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

- No updates
- Questions

Note: The agenda is subject to change.

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

- No updates
- Questions

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

Minutes:
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8. PSO Operational Updates

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

- Important Information
  - Scheduled System Maintenance Outages From July through October 2025 – 7/7/2025
  - Inactive TMHP User Accounts Will Be Deactivated – 7/2/2025
- 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.*
- Questions

Note: The agenda is subject to change.

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

Minutes:
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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
2025-4: 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 07/17/2025, there are 881 operational PSOs and 13 operational PS Vendors.
- The updated [Approved EVV Proprietary Systems](#) was published on the TMHP EVV Proprietary Systems webpage.
  - 12 approved proprietary systems.
  - Updated and published on 06/17/2025.
- 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:
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10. EVV Policy and Texas Administrative Code (TAC) Rules

Presenter: Sarah Hambrick, HHSC EVV Operations
Duration: 5 minutes

- Legislative Updates
  - No bills for EVV passed.
  - Rider 29. Electronic Visit Verification Fraud Prevention.

Note: The agenda is subject to change.

- Establish specific and restricted criteria for the use of claims match bypass and grace periods.
- These already exist.
- Report to the Legislative Budget Board, Governor, Chair of the Senate Finance Committee and Chair of the House Appropriations Committees.
- 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.
- EVV Policy Handbook.
  - Anticipated revision effective date Sept. 2, 2025.
  - Reminder that a program provider or FMSA approved as a PSO must still follow the FMSA policies.
- 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:
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11. Review Future Meeting Dates

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

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

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.

12. Review Action Items

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

- Outstanding action items

Note: The agenda is subject to change.

- 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.

14.   Adjournment

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

15.   Questions Received during Workgroup

HHSC is working to answer the large volume of questions received during the EVV Active PSO Workgroup. A Q&A document for the webinar will be published on the TMHP Proprietary System – EVV Active PSO Workgroup Webpage once it has been completed. Link to the TMHP Proprietary System Webpage - TMHP EVV Proprietary System - EVV Active PSO Workgroup. Please remember, you may submit your PSO EVV questions to the HHSC EVV PSO mailbox, evvpso@hhs.texas.gov at any time and not wait for a scheduled PSO Workgroup meeting.

Note: The agenda is subject to change.