



EVV Active Proprietary System Operator Workgroup Minutes

Date	Sep. 17th, 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
Brevy
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, Sep 17, 2026 09:10 am CDT

Registrants	688
Attendees	226
Attendance Rate	33%

Note: The agenda is subject to change.

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

1. Welcome/Introductions

Presenter: Eduardo 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](#)

2. Action Items Review from Prior Meeting

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



- There are no open action items for the Active PSO Workgroup

3. General Update – News from webpage related to PSOs

Presenter: Eduardo Cunha, TMHP EVV PSO Operations

Duration: 5 minutes

August 2026

- [System Maintenance Outage Scheduled for September 20, 2026-8/25/2026](#)
- [Update: Custom Reports Online Portal Application Will Transition to TMHP IAMOnline on August 24, 2026-8/24/2026](#)
- [EVV and LTCOP Training Materials Now Include TMHP IAMOnline Details-8/24/2026](#)
- [System Maintenance Outage Scheduled for August 21, 2026-8/18/2026](#)
- [Custom Reports Online Portal Application Will Not Transition to TMHP IAMOnline on August 3, 2026-8/03/2026](#)
- [MCP and My Account Training Materials Updated to Include TMHP IAMOnline Login Details-8/03/2026](#)

July 2026

- [System Maintenance Outage Scheduled for July 31, 2026-7/31/2026](#)
- [Separate Password No Longer Needed for My Account -7/31/2026](#)
- [TMHP EDI Connectivity Change Rescheduled for September 1, 2026-7/31/2026](#)
- [EVV Impacts: Baylor Scott & White and FirstCare MCOs End Participation in Texas Medicaid Managed Care Effective Aug. 31 -7/21/2026](#)
- [IAMOnline Educational Video Now Available -7/20/2026](#)
- [Providers Must Have a Valid Email Address on Record to Access TMHP Applications Through TMHP IAMOnline-7/20/2026](#)
- [Updates to the Electronic Visit Verification Personal Care Services Bill Codes Table-7/17/2026](#)
- [Attention FMSAs and CDS Employers: Services Added Requiring an EVV Visit-7/17/2026](#)
- [New Login Process for All Texas Medicaid Providers Through TMHP IAMOnline and Provider MFA Registration for Transition Release 4-7/17/2026](#)

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:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 18 in the Q&A section of the Minutes.

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)
 - The plan codes for the Integrated D-SNPs are the same plan codes for the STAR+PLUS MCO. To identify the D-SNP plan code 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)
- Baylor Scott & White and FirstCare MCOs End Participation in Texas Medicaid Managed Care
 - As of Sept 1, 2026, Baylor Scott & White and FirstCare are no longer managed care organizations. Members chose another MCO in their area to continue their services
 - The following plan codes were end dated on Aug. 31, 2026
 - FirstCare, Plan Code 50, Lubbock
 - FirstCare, Plan Code W4, MRSA West
 - Baylor Scott & White, Plan Code C3, MRSA Central
 - Questions

Materials and Resources

1. [Options for Medicare and Medicaid Dual Coverage | Texas Health and Human Services](#)
2. [EVV Impacts: Baylor Scott & White and FirstCare MCOs End Participation in Texas Medicaid Managed Care | Texas Health and Human Services](#)

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 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 August of 2026

Rejection Code	Rejection Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	49.16%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	17.25%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	16.49%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	8.04%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	6.93%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	1.21%
Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.38%
Ex00061C	The EVV Created Date Time is before EVV Visit Date.	0.24%
Ex00067C	The EVV Units on the EVV visit do not match the EVV Billed Hours based on the Unit of Measurement.	0.18%
Ex00018A2	Texas EVV Attendant ID on the EVV Visit is not in a valid format.	0.11%

- The impacted PSOs have been notified and are working with TMHP to correct the issues to remain in compliance with BRs and EVV policy.
- Please note that it is important to Program providers and FMSAs keep Signature Authority contact information current and accurate. If TMHP is unable to reach the Signature Authority regarding BR non-compliance issues, it may result in suspension of visit transmission to the aggregator. Per HHSC EVV policy, HHSC may cancel the provider's use of the EVV Proprietary System without offering an opportunity to correct the non-compliance.
- 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:

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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 18 in the Q&A section of the Minutes.

7. HHSC/AMD System Updates

Presenter: Sneha Bonthi, 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 18 in the Q&A section of the Minutes.

8. Business Rule Updates

Presenter: Sam Darby, HHSC EVV Operations

Duration: 20 minutes

- EVV Business Rules for Proprietary Systems, v4.0 (BR v4.0)
 - Review of changes.
 - New BR v4.0 documents were published on the TMHP EVV Proprietary Systems Business Rules webpage on 8/24/2026.
 - Approved PS vendors must comply with BR v4.0 by 3/31/2027.
 - TMHP sent emails to approved PS vendors to confirm their compliance with BR v4.0.
 - All BR compliance confirmations must be returned to TMHP by the due date on the TMHP email, but no later than 3/31/2027.
 - Compliance for operational PSOs:
 - Each PSO will receive a new customized Certification Form from TMHP.
 - More information on specific dates will be provided in the coming months.
 - The PSO Signature Authority must sign and return the Certification Form by the specified due date.
 - The due date will be listed in the email from TMHP.
 - Please make sure that names and contact information for Signature Authority are current in the EVV Proprietary System



Request Form. If updates are required, contact TMHP PSO Operations.

- TMHP will send out the new Certification Forms in groups. Please don't reach out to TMHP unless you haven't received your new form by 1/11/2027
- Compliance Reminders – PS vendors and PSOs
 - Each entity must comply with BR v4.0 by 4/1/2027
 - Failure to return a signed PSO Certification Form or PS vendor compliance confirmation email may result in:
 - Temporary restriction for submitting EVV visits to the Aggregator,
 - Prohibition of the PS vendor's ability to onboard new PSOs through the Expedited Path,
 - Revocation of a PSO's approval to use the PS.
- 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:

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9. PSO Operational Updates

Presenter: Naresh Berotte, TMHP EVV PSO Operations

Duration: 5 minutes

Important Information

- [System Maintenance Outage Scheduled for July, August, and October of 2026 – 6/15/2026](#)
- <https://www.tmhp.com/news/2026-07-06-updates-electronic-visit-verification-personal-care-services-bill-codes-table>
- Questions

Materials and Resources

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

Minutes:

Topic presented; if there are any questions related to this topic, they are addressed under Topic 18 in the Q&A section of the Minutes.

10. Geo-Location Tips



Presenter: Eduardo 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. Training Updates

Presenter: Trenice Brown, HHSC EVV Training Specialist
Duration: 5 minutes

- **HHS Learning Portal Course Refresh**
 - The EVV policy courses located in the HHS Learning Portal have been reset per HHSC's monthly course refresh. Certificates of completion should now reflect the month of September.
 - Reminder: Complete the course prior to accessing the certificate of completion
- Materials
 - [EVV Training Requirements Checklist \(PDF\)](#)
 - [HHS Learning Portal](#)
 - [TMHP Learning Management System](#)
 - [EVV Visit Transaction Rejection Guide](#)
- Questions

Minutes:



Topic presented; if there are any questions related to this topic, they are addressed under Topic 18 in the Q&A section of the Minutes.

12. 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
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 9/4/2026, there are 1015 operational PSOs and 18 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 9/1/2026.
 - 12 approved proprietary systems.
 - Updated and published on 9/1/2026.
- 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 18 in the Q&A section of the Minutes.

13. EVV Policy and Texas Administrative Code (TAC) Rules

Presenter: Sarah Hambrick, HHSC EVV Operations
Duration: 10 minutes

- [Texas Administrative Code Amendments](#)
 - [Adoption published in the Texas Register Aug 7, 2026](#)
 - HHSC's responses to comments
 - Go to "Previous Issues" of the Texas Register and select the August 7 issue
 - HTML version



- PDF version
 - Amendment adopted and published Aug 13, 2026
 - 1 TAC Chapter 354, Subchapter O
 - §354.4003, Definitions
 - §354.4005, Personal Care Services that Require the Use of EVV
 - §354.4006, Home Health Care Services that Require the Use of EVV
 - §354.4013, HHSC and MCO Compliance Reviews and Enforcement Actions
- 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 18 in the Q&A section of the Minutes.

14. Review Future Meeting Dates

Presenter: Eduardo Cunha, TMHP EVV PSO Operations

Duration: 3 minutes

- Future Meeting Dates:
 - November 19, 2026 – 9:30 am – 11:00 am CST

15. Review Action Items

Presenter: Eduardo Cunha, TMHP EVV PSO Operations

Duration: 2 minutes

- Outstanding action items
- New action items

16. Discussion on Future Agenda Items

Presenter: Eduardo 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.

17. Adjournment

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

18. Questions Received during Workgroup

Question 1: Can you please send a link to the presentation of the changes in the business rules?

Answer 1: This is available in the materials and resources section of the PSO Business Rules topic. The [presentation](#) contains high-level summary of proposed changes as of May 2026. PS Vendors and PSOs should review the [Business Rules v4.0](#) to confirm their EVV System complies with the updated BRs.

Question 2: Are there any recent updates or changes affecting Community Health Choice in Harris County?

Answer 2: Regarding EVV managed care updates, there are no current changes with the MCO, Community Health Choice (CHC), in Harris County. CHC has been a STAR+PLUS MCO in Harris County since 2024.

Question 3: Why does the mobile method require us to correct the clock-in or clock-out when the provider is out with the client completing authorized purchased tasks, such as shopping, laundry, escorting, or walking, and why do these corrections affect our overall score if the provider is still completing their total authorized hours and EVV does not automatically verify these activities? The provider is out with the client completing authorized activities, such as shopping, laundry, escorting, or walking with the client. These activities are included in the provider's authorized services. EVV will not automatically verify these activities.

Answer 3: Not all EVV systems record specific tasks; contact your Proprietary System Vendor to determine if your EVV System has the ability to record tasks. If the attendant is providing authorized services in the community, they must use the mobile application and select "Community" as the service delivery location. If the services begin and end in the member's home the service delivery location will be "Member's Home".

Question 4: Can you please share the Review of Upcoming PS Business Rule Changes?

Answer 4: [Presentation - Review of Upcoming PS Business Rule Changes](#) located under Materials and Resources for 8. Business Rule Updates.

Question 5: Could you please share the links for the EVV/policy training?

Answer 5: [HHS Learning Portal](#) (EVV Policy Training for Program Providers and FMSAs and EVV Compliance Training).

Question 6: How will the Certification Forms be delivered?



Answer 6: TMHP EVV PSO will deliver by Email to the Signature Authority on the PSO's last completed EVV Proprietary System Request Form.

Question 7: Will the vendors be responsible for sending the Certification Forms to the providers, or will TMHP send them directly?

Answer 7: TMHP EVV PSO will send the Certification Form to the Signature Authority listed on the last submitted EVV Proprietary Request Form.

Question 8: What did you say will happen on 10/30/2026?

Answer 8: The upcoming live webinar training for the Annual EVV Policy Training for Program Providers and FMSAs (including PSOs):

- Friday Oct. 30, 2026, 10:30AM-12PM via GoTo Webinar
- Friday Dec. 4, 2026, 2-3:30PM GoTo Webinar

Registration links will be shared through GovDelivery.

Question 9: Hi, I don't know if I heard it right earlier. But we need to undergo training, right? Was it via meeting or self-phased?

Answer 9: Annual EVV Policy Training for Program Providers or FMSAs will be offered in live webinar format. The upcoming live webinar for the Annual EVV Policy Training for Program Providers and FMSAs (including PSOs) are as follows:

- Friday Oct. 30, 2026, 10:30AM-12PM via GoTo Webinar
- Friday Dec. 4, 2026, 2-3:30PM GoTo Webinar

Registration links will be shared by GovDelivery. HHSC also offers self-paced EVV Policy training that can be completed in the [HHS Learning Portal](#).

Question 10: At what percentage do we need to be at right now with mobile app?

Answer 10: There isn't a requirement for using the mobile app, however there is a limit on the number of transactions created using an alternative device. Effective September 1, 2026, a provider may not have more than 50% of their visit transactions made with an alternative device.

Question 11: Is there a limit or percentage of manually corrected visits that can trigger additional review or audit?

Answer 11: No, there is not a percentage that can trigger additional review or audit. Program providers, financial management service agencies (FMSAs) and CDS employers are expected to maintain an EVV Usage Score of 80%. If a stakeholder falls below that 80% threshold, they may receive a compliance notice from their Payer for failure to maintain the 80% threshold. To summarize, 80% of your EVV visits must be captured systematically. If you are referring to visits captured systematically through a valid clock in and out method, but visit maintenance was



performed on the visit such as downward adjusting time, that would not count against your EVV usage.

Question 12: What is the proper procedure when an attendant cannot clock in or out because the members home have poor cellular service or internet connectivity?

Answer 12: The mobile apps have the capacity to record visits when there is no cellular or internet service. The attendant should follow instructions from the EVV Proprietary System to use the mobile app when there is no cellular or internet service. Once the attendant has a cellular or internet connection the mobile app will automatically upload the visit transaction data.

Question 13: What does TMHP consider sufficient documentation showing that attendants were properly trained on EVV?

Answer 13: Documentation for training completion must include the name of the training, the name of the person who took the training, and the date of the training. Please refer to Section 4200, EVV Training, of the EVV Policy Handbook. PSOs are also responsible for maintaining records for initial and annual EVV System training. HHSC and TMHP do not provide certificates of completion for EVV System training. PSOs must develop and maintain records of staff system training and must provide the documentation when asked.

Question 14: Will the program providers trainings be announced?

Answer 14: Yes, publication of the Annual EVV Policy Training for Program Providers and FMSAs (including PSOs) will be published through GovDelivery.

Question 15: What responsibilities do the client's MCO/caseworker have in supporting agency EVV compliance, particularly when the client's chosen service provider is noncompliant? Additionally, can an IDT meeting be requested to address EVV-related compliance concerns and develop a resolution plan?

Answer 15: MCO service coordinators use form 1718 to inform Medicaid members of their requirements to comply with EVV. The MCO would not typically get involved in attendant non-compliance issues.

Question 16: Are there Sanctions if 50% is not met?

Answer 16: Yes, there are sanctions if a provider exceeds the allowable limit for using an alternative device for recording visit transactions.

- The first time a provider exceeds the alternative device usage limit in a 24-month period, HHSC or the MCO will require the provider to make sure attendants receive training within 20 business days of receipt of the notice of noncompliance.



- If the provider exceeds the alternative device usage limit two or more times in a 24-month period, HHSC or the MCO will require the provider to complete a corrective action plan (CAP) within 10 business days of receipt of the notice of noncompliance.
- If the provider exceeds the alternative device usage limit in a 24-month period, HHSC or the MCO may propose to terminate the provider's contract.

See [Section 11060 Failure to Meet the Alternative Device Compliance Standard](#) of the EVV Policy Handbook.

Question 17: Where can I find the PSO Workgroup Meeting Minutes?

Answer 17: You can find the Minutes on [TMHP Webpage](#).

Question 18: I see the EVV Compliance Training listed each month. Is it all the same, just need to complete once?

Answer 18: Yes, the information on the course is the same each month. HHSC resets the courses monthly to produce up-to-date certificates of completion. Prior to the monthly course reset, certificates displayed older dates (or the initial date that a user may have completed it); for example, if John completed the compliance training once in June 2026 and again (due to a notice of noncompliance) in September 2026, the certificate would show a June date in spite of John taking the training again in September. To correct this issue, HHSC performs monthly course resets, so in the example, after the monthly reset John's certificate would show a new date of September 2026.

The EVV Policy training courses are mandatory; Program Providers and FMSAs (including PSOs) are required to take them annually and may take them when they receive an enforcement action due to the first occurrence of a notice of noncompliance. The EVV Compliance training is an optional course for those who have received a notice of noncompliance; they may take the EVV compliance training instead of the EVV Policy training.