



EVV Active Proprietary System Operator Workgroup Minutes

Date	Sep 24th, 2025
Time Duration	1:00 P.M. CST to 2:30 P.M. CST
Webinar Link	https://attendee.gotowebinar.com/register/2765996765905565269
Location	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, Sep 24, 2025 12:45 pm CDT	
Registrants	1017
Attendees	346
Attendance Rate	34%

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



- **September 2025**

- [EVV Alternative Device Policy Reminder for PSOs – 09/08/2025](#)
- [EVV Active PSO Workgroup July 30, 2025, Agenda – 7/28/2025](#)
- [EVV Active PSO Workgroup Minutes 07.30.2025 Updated to include Questions and Answers – 8/18/2025](#)

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; 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

- [Transition of the Dual Demonstration Program](#)
 - HHSC has decided to end the Dual Demonstration Program by 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)
 - Effective Jan. 1, 2026, Medicare-Medicaid Plan (MMP) members who participated in the Dual Demonstration Program must select a STAR+PLUS MCO in their service area.
 - List of STAR+PLUS MCOs and service areas:
 - [Appendix XXIX, STAR+PLUS Plan Codes and Contract Numbers | Texas Health and Human Services](#)
- [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

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 for the month of August

Edit Code	Edit Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	46.37%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	16.36%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	16.22%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	10.33%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	6.44%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.0	1.57%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	1.21%
Ex000126B	The EVV Rounded Actual Hours on the EVV visit is missing.	0.62%
Ex000126C2	The EVV Rounded Actual Hours must be null for manually entered (GUI) visits.	0.44%
Ex00073C	The EVV Call In time cannot be populated when EVV Input Method In is 'GUI' (Manual).	0.42%

- 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; 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

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:

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.

8. PSO Operational Updates

Presenter: Naresh Berotte, TMHP EVV PSO Operations

Duration: 5 minutes

- Important Information
 - [EVV Alternative Device Policy Reminder for PSOs – 9/8/2025](#)
- 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

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 15 in the Q&A section of the Minutes.

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 09/12/2025, there are 961 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 07/22/2025.
- 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 15 in the Q&A section of the Minutes.

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

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

- Alternative Device Reduction Policies.
 - Standalone policy document and GovDelivery published Aug. 27, 2025
- EVV Policy Handbook.
 - Sept. 2, 2025, Revisions
 - Published on Sept. 2, 2025
 - Handbook Revision Log published
 - Jan. 2, 2026, Revisions
 - On track for publication
 - Will include the Alternative Device Reduction 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. [Alternative Device Reduction Policy](#).

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.

11. Review Future Meeting Dates

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

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

12. Review Action Items

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

- Outstanding action items
- 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

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: Why is Wellpoint still listed under STAR+PLUS plan codes for Harris County when I thought they no longer provide services in that area?

Answer 1: Wellpoint left the Harris County service area effective August 31, 2024.

Question 2: Is MMP coming to an end?

Answer 2: The Dual Demonstration Program is ending. Dually eligible individuals will transition their Medicare services to a STAR+PLUS MCO.

Question 3: Why is geo-location required if the client or employee uses a photo for EVV visit verification?

Answer 3: When using the Mobile Method, it is an HHSC requirement to capture the geo-location of the service provider when the service provider clocks in and clocks out. This ensures that the EVV Visit Transaction adheres to state and federal EVV requirements. Taking a photo of the member does not satisfy the requirement to capture the geo-location of the service provider when clocking in and clocking out using the Mobile Method.

Question 4: Will an agency be flagged or reported for inactive alternative devices (tokens) that haven't been returned such as when a member transfers to another agency? Is this included in the usage review, or does it only apply to active members using an alternative device?

Answer 4: Only visit transactions made using an alternative device and transmitted to the aggregator will be used to calculate the percent of visit transactions made using an alternative device. If an alternative device is not used to capture the clock in and clock out there is nothing to count towards the alternative device usage

Question 5: When and where will we be able to access the report that tells us what percent of our EVV transactions are compliant to the new alternative device GPS policy?

Answer 5: The EVV Usage Report is being updated in the EVV Portal to include the alternative device percent. We anticipate the updated report to be available by Oct. 31, 2025, but this date is subject to change.

Question 6: Regarding the mobile GPS app, are "Family Home" and "Community" service locations allowed to be Auto-confirmed, or only "Member Home" can be Auto-Confirmed?

Answer 6: EVV Visit Transactions with the Service Delivery Locations "Family Home" and "Community" may be auto-verified if the EVV Visit Transaction meets the auto-verification criteria in Appendix P – Auto Verification of the EVV Business Rules for Proprietary Systems.

Question 7: What is the requirement for PS Vendors to maintain their UAT SFTP account activity every 89 days?

Answer 7: PS Vendors must submit a test EVV Visit Transaction to the TMHP UAT SFTP account at least every 89 calendar days to remain active. This prevents the UAT SFTP account from becoming deactivated, which may cause delays in reestablishing connectivity during an ORR.

Question 8: If the attendant forgets to clock out and remembers once they're home, how should we handle it?

Answer 8: It's better for the service provider to clock out late than not at all, because manually entered visits will lower the EVV Usage Score for program providers and CDS employers. If they clock out late, you can perform visit maintenance on the visit in the EVV system and downward adjust the Bill Hours to accurately reflect the service delivery.

If they don't clock out at all, you should verify the time the service provider finished their shift, then create a manual visit for the clock out.

Question 9: If the MMP ends, what happens if the member doesn't choose a plan? Will HHSC assign one?

Answer 9: The member will have a choice of a STAR+PLUS MCO. If the member does not choose an MCO within the timeframe on the correspondence from HHSC, then the member will be defaulted to a STAR+PLUS MCO.

Question 10: Currently have a situation with a member who's house was struck by thunder and keeps moving from Airbnb every week so the calls are not auto verified due to the GPS we are manually confirming of course due to the situation however they will not be auto verified and we are documenting everything , will this count as a negative or positive for the 25% of the visits that need to be verified under GPS?

Answer 10: If an EVV Visit Transaction fails auto-verification, the program provider, FMSA, or Option 1 CDS Employer will clear the exception by completing visit maintenance. Completing visit maintenance to clear an exception will not negatively impact the EVV Usage Score. Entering a manual visit will negatively impact the EVV Usage Score for program providers and CDS employers.

Question 11: With the MMP change, will the participant be automatically enrolled in a STAR+PLUS program if they don't select a plan by the deadline? Also, will there be a continuity of care (COC) authorization, or what should we expect during the transition?

Answer 11: The member will have a choice of a STAR+PLUS MCO. If the member does not choose an MCO within the timeframe on the correspondence from HHSC, then the member will be defaulted to a STAR+PLUS MCO. For the transition, MCOs issue authorizations by their normal process for issuing authorizations.

Question 12: Regarding the alternative device reduction policy, when the device is pending placement/installation, what documentation is needed to confirm service delivery? Is verbal confirmation from member/service provider adequate to complete manual visit maintenance?

Answer 12: If a clock in or clock out method is not available for use before the delivery of an alternative device, the service provider or CDS employee must document the EVV visit and submit service delivery documentation to the program provider or FMSA according to program policy. The program provider, FMSA, CDS employer or PSO must manually enter

visit data in the EVV system within the visit maintenance time frame. Refer to Section [7010, Manually Entered EVV Visits](#).

Question 13: I have clients in situations where their homes are under repair, and they're temporarily staying with family. During this time, attendants are clocking in and out at the family member's home, but the visits aren't auto-confirming. I'm concerned this may affect our EVV Usage Score for the month. How should we handle this?

Answer 13: The service providers using the mobile app should be able to select "Family Home" as the service delivery location when clocking in and clocking out during situations like this. If an EVV Visit Transaction fails auto-verification, the program provider, FMSEA, or Option 1 CDS Employer will clear the exception by completing visit maintenance. Completing visit maintenance to clear an exception will not negatively impact the EVV Usage Score. Entering a manual visit will negatively impact the EVV Usage Score for program providers and CDS employers.

Question 14: When is the Medicaid annual report due?

Answer 14: If you are referring to the cost report, please contact the HHSC Provider Finance Department at pfd.hhs.texas.gov

Question 15: Can you provide an example of how the EVV Mobile App usage percentage will appear in the reports?

Answer 15: The EVV Service Provider Clock In and Clock Out Report displays the percentage of visits where the mobile app was used as the clock in and clock out method by a service provider.

Question 16: How do we determine the number of tokens we can use?

Answer 16: The percent of visit transactions made using an alternative device is based on the number of visit transactions made using an alternative device not the number of actual alternative devices. The limit of alternative device usage is decreasing over the next few years. The limits are:



Fiscal Year	Begin Date	End Date	Allowable % of Visit Transactions Made With an Alternative Device Each State Fiscal Year Quarter
2026	9/1/2025	8/31/2026	75%
2027	9/1/2026	8/31/2027	50%
2028	9/1/2027	8/31/2028	25%
2029	9/1/2028	Forward	5%

Question 17: If the member has escort as a task and has a doctor's appointment, and it's time for her to clock out, can she use "Community" when clocking out?

Answer 17: Yes, the service provider can clock out using community if using the Mobile App Method.

Question 18: What is the UAT testing environment?

Answer 18: UAT refers to User Acceptance Testing.

Question 19: We know the Reports are quarterly and the 1st quarterly reports starts in September for Fiscal Year 2026, is there any way we can pull out a monthly report so we can make sure we are meeting the percentage, that way we don't wait until the quarter is over?

Answer 19: Yes. You can run the EVV Usage Report and the EVV CDS Employer Usage Report for either a month or a quarterly range time frame.

Question 20: What actions do I have to take within the 89 days to avoid reset?

Answer 20: Proprietary System Vendors must submit a test EVV Visit Transaction every 89 calendar days.

Question 21: Is there a list of the MMP plan codes which are being retired under the end of the Dual Demonstration Program?

Answer 21: The list of MCOs and counties is located here: [Dual Eligible Integrated Care Demonstration Project | Texas Health and Human Services](#)

- Bexar County: Molina Healthcare of Texas.
- Dallas County: Molina Healthcare of Texas and Superior Health Plan.
- El Paso County: Molina Healthcare of Texas.
- Harris County: Molina Healthcare of Texas and United Healthcare.
- Hidalgo County: Molina Healthcare of Texas and Superior Health Plan.

The MMP plan codes are listed here: [Appendix XXIX, STAR+PLUS Plan Codes and Contract Numbers | Texas Health and Human Services](#)

MMP Plan Code (Ending)	Plan Name	Service Area
4G	Molina Healthcare of Texas	Bexar
9J	Molina Healthcare of Texas	Dallas
9K	Superior Health Plan	Dallas
3H	Molina Healthcare of Texas	El Paso
7V	Molina Healthcare of Texas	Harris
7Q	United Healthcare Texas	Harris
H9	Molina Healthcare of Texas	Hidalgo
HA	Superior Health Plan	Hidalgo

Question 22: Appendix XXIX lists the surviving plan codes. Would it be possible to simply list the impacted plan codes?

Answer 22: Thank you for your suggestion. Appendix XXIX lists all STAR+PLUS and MMP plan codes. If there is not an end date for the plan code, then the plan code is still in use.

Question 23: Is it acceptable for the attendant to clock in and out at the family home when the member, who is her mother is staying at the attendant's home during the week?

Answer 23: If the member in this scenario is the mother of the Service Provider, and the member is at her daughter's home, yes, 'Family Home' is the most appropriate service delivery location.

Question 24: More info on MMP impacting PSOS?

Answer 24: HHSC will issue a GovDelivery regarding the impact. Currently the information is available here: [Dual Eligible Integrated Care Demonstration Project | Texas Health and Human Services](#)

Question 25: If an alternative device is used (token), will it count as an alternative device transaction regardless of the primary method of clocking in and out?

Answer 25: The visit will count as being made with an alternative device if either the clock in or clock out of a visit transaction is made using an alternative device.

Question 26: If the agency inputs the codes via the system, does the visit count as a manual visit? (codes must be used).

Answer 26: Yes. This is a manual visit and counts against your usage score.

Question 27: When attendants are delivering services under "Community," visits don't get auto-confirmed, even though there are valid clock-ins and clock-outs, because the attendant was performing an escort task. How should we verify this visit if there's no specific Reason Code for it and no missing clock-in or clock-out?

Answer 27: Select the most appropriate EVV Reason Code to represent why the EVV Visit Transaction failed auto-verification. If desired, EVV Reason Code 600 – Other with free text may be used to resolve the exception.

Question 28: How to resolve Ex00031C?

Answer 28: Ex00031C is caused when the Payer on the EVV Visit Transaction does not match the member's payer that is listed with TMHP. To resolve Ex00031C, confirm what payer the member has by checking the Member's MSEAV information in TMHP or using the Payer/Plan Code webservice. Ensure that the member's payer listed in TMHP matches the payer listed on the EVV Visit Transaction.

Question 29: Can attendants use any method to clock in and out?



Answer 29: Attendants may use any of the HHSC-approved clock in and clock out methods (currently the mobile method, the landline method, and the alternative device method) that their selected EVV proprietary system is approved to offer. Please keep in mind that HHSC is reducing the use of the alternative device method for clock in and clock out when determining which clock in and clock out method to use.

Question 30: I see the UAT is addressed to the Vendor, not the PSO. So, the 89-days compliance is something the vendor must do and does not require action by the PSO?

Answer 30: 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.