

# EVV Active Proprietary System Operator Workgroup Agenda

<b>Date</b>	January 29th, 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

### HHSC

### TMHP

### Deloitte

### PS Vendors

Arrow by AlayaCare  
CareSnap  
CompliaHealth  
CubHub  
DataLogic  
Direct Care Innovations (DCI)  
Emcentrix  
KanTime  
Maxim  
Pediconnect  
Valware

### PSO's

All Active PSO's (660) that have gone live by the date of the meeting are invited.

### MCOs

Aetna  
Blue Cross Blue Shield  
Community First Health Plans  
Community Health Choice  
Cook Children's  
Dell Children's Health Plan  
Driscoll Children's  
El Paso Health Premier Plan  
FirstCare Health Plan (SWHP)  
Molina  
Parkland Community Health Plan  
Right Care with Scott and White Health (SWHP)  
Superior  
Texas Children's Health Plan  
United Health Care  
Wellpoint

## 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 [evvpsa@hhs.texas.gov](mailto:evvpsa@hhs.texas.gov).

## Agenda

### 1. Welcome/Introductions

Presenter: Jesse Riordan, 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.

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: Jesse Riordan, 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: Lauren Poston, TMHP EVV PSO Operations  
Duration: 5 minutes

- **December 2024**



- o [EVV Active PSO Workgroup Information Now Available on EVV Proprietary Systems Web Page -12/27/2024](#)
- o [EVV Impacts due to Medicare–Medicaid Plans \(MMPs\) Pilot Program Non-Renewing in Select Service Areas, Effective Jan. 1, 2025-12/23/2024](#)

Materials and Resources

1. [HHSC EVV Proprietary Systems Webpage](#)
2. [TMHP EVV Proprietary Systems Webpage](#)
3. [GovDelivery - Sign up to receive EVV email updates](#)

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

Presenter: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

- [Dual Demonstration MMPs Pilot Program Discontinued in Select Service Areas Effective January 1, 2025- 11/01/2024- 11/01/2024](#)
- [Impacts due to the MMPs that ended on 12/31/2024](#)

Materials and Resources

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

#### 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. Provider PSOs and FMSA PSOs are responsible for required EVV Training as listed in EVV Training policy (Section 4200 of the EVV Policy Handbook)
  - o See [EVV Training Requirements Checklists \(PDF\)](#) for System, Provider and/or FMSA training responsibilities.
- Top 10 Reasons for Rejections (for all PSOs for December 2024)

Edit_Code	Edit_Description	% of top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	43.10%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	16.89%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	15.98%

Note: The agenda is subject to change.

Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	13.29%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	6.01%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	2.48%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.28%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.54%
Ex00034C1	The Member Medicaid ID on the EVV visit is not found in our records.	0.25%
Ex00054A	The Visit Hours on the EVV visit is not in a valid numeric format.	0.18%

- The impacted PSOs have been notified and are working with TMHP to correct the issues to remain in compliance with BRs and EVV policy.
- Questions

#### Materials and Resources

1. [Electronic Visit Verification \(EVV\) Visit Transaction Rejection Guide](#)

## 6. HHSC/AMD System Updates

Presenter: Yvette Walters, HHSC EVV Operations  
 Duration: 5 minutes

- No updates
- Questions

#### Materials and Resources

- 1.

## 7. Business Rule Updates

Presenter: Sam Darby, HHSC EVV Operations  
 Duration: 5 minutes

- Criteria when updating the Last Visit Maintenance Date is required:
  - Last Visit Maintenance Date (LVMD) must be updated when one or more of the visit transaction fields listed in SDV-56P are changed.
  - LVMD must also be updated when the System User clears an exception from a visit that did not auto-verify.
    - This includes when the System User enters a manual visit.
    - Refer to SDV-4P and Appendix M.
- Questions

#### Materials and Resources

1. [TMHP PSO Business Rule Webpage.](#)
2. HHSC EVV PSO Mailbox ([EVVPSO@hhs.texas.gov](mailto:EVVPSO@hhs.texas.gov)).

## 8. PSO Operational Updates

Presenter: Lauren Poston, TMHP EVV PSO Operations  
Duration: 5 minutes

- FMSA PSOs are now able to retrieve CDS Usage reports for CDS Employers. CDS Employers should coordinate issues with retrieving their CDS Usage Report with their FMSA and the Proprietary System Vendor.
- Phase I (Session V) of the BR v3.1 compliance ORR- Visit Maintenance (VM) Process for Proprietary Systems Testing and ORR was completed in December 2024. 8 PS vendors participated in the Phase I compliance ORR to be able to import legacy visits and allow PSOs to complete VMUR on those legacy visits. Two PS vendors did not complete the Phase I compliance ORR and must complete this component as part of the BR v3.1 Phase II compliance ORR.
  - PSOs using the proprietary systems that delayed the Phase I compliance ORR will not be able to complete VM of legacy visits until March 2025 when those proprietary systems have successfully passed both Phase I and Phase II compliance ORRs in early 2025.
  - PS vendors that passed the VMUR ORR have notified their PSOs.
  - PSOs will be able to complete VMURs after HHSC releases the hold on legacy visit VMURs.
  - Continue to monitor HHSC GovDelivery Notice for release of the hold on legacy visit VMURs coming soon.
- All proprietary systems must pass both Phase I and Phase II compliance ORRs to remain compliant with BR v3.1 no later than 3/12/25
- BR v3.1 Phase II compliance ORR
  - TMHP will notify PS vendors of available slots and requirements for the Phase II compliance ORRs in upcoming weeks. PS Vendors should prepare to complete these ORRs between January and early March of 2025.
- Revised Compliance Documents for BR v3.1
  - PSOs will receive revised Certification Forms and Approval Letters in April 2025 to reflect their compliance with BR v3.1, after all scheduled compliance ORRs are completed.
- Proprietary systems that are not compliant by 3/12/25 must continue to schedule demonstrations to become compliant. Non-compliant proprietary systems cannot onboard new providers or FMSAs until they are compliant with BR v3.1.
- Questions

### Materials and Resources

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

## 9. 2024 Operational Readiness Review (ORR) Status Update

Presenter: Lauren Poston, TMHP EVV PSO Operations

Duration: 5 minutes

- PSO Onboarding Sessions
  - Sessions posted on [TMHP EVV Proprietary System webpage](#)
  - **Note:** A program provider or FMSA wishing to onboard with a previously approved proprietary system who isn't approved for EVV functionality that the program provider or FMSA requires, must complete a modified Standard Path ORR with the previously approved proprietary system vendor to get approval to use the new functionality. Please ensure you review the updated [PSO Onboarding Standard Process Overview and Timeline](#).

Session	Expected PSOs	Planning Meeting Date	ORR Start Date	Session Approval Date	Earliest Go-Live Date
<b>2025-1: Standard</b>	3 PS Vendors	Jan. 21, 2025	Feb. 3, 2025	Mar. 19, 2025	May 1, 2025
<b>2025-2: Standard</b>	10 PS Vendors	Apr. 15, 2025	May 1, 2025	Jun. 11, 2025	Jul. 15, 2025
<b>2025-3: Expedited</b>	200 Program providers or FMSAs	Jul. 1, 2025	Jul. 7, 2025	Aug. 4, 2025	Sept. 1, 2025
<b>2025-4: Standard</b>	10 PS Vendors	Sept. 9, 2025	Sept. 22, 2025	Nov. 28, 2025	Dec. 1, 2025
<b>2025-5: Expedited</b>	200 Program providers or FMSAs	Jan. 6, 2026	Jan. 12, 2026	Feb. 9, 2026	Mar. 15, 2026

- As of 01/14/2025, there are 899 operational PSOs and 11 approved PS Vendors.
  - 2024 Sessions:
    - Session 3- Standard completed on 7/18/2024.
      - 3 Providers will go live as PSOs on 3/31/2025.
    - Session 4- Expedited completed on 9/24/2024.
      - 242 Providers began Go-Live on 11/1/2024.
  - 2025 Sessions:
    - Session 1- Standard was scheduled to begin on Jan. 21, 2025.
    - Session 2- Standard testing begins on Apr. 28, 2025 and invitations will be delivered.
      - As of 01/14/2025, 5 providers will participate.
    - Session 3- Expedited testing begins on Jul. 7, 2025
      - As of 01/14/2025, 44 Providers will participate.
    - Session 4- Standard testing begins on Sept. 22, 2025.
      - As of 01/14/2025, 1 provider will participate.
- The updated [EVV Proprietary Systems Approved by HHSC](#) was published on the TMHP EVV Proprietary Systems webpage.
  - 11 approved proprietary systems.
  - Updated and published on 12/23/2024.
  - This document has been updated to reflect the addition of Visit Maintenance Legacy Visit import ability.

Note: The agenda is subject to change.

- Questions

#### Materials and Resources

1. [TMHP EVV Webpage - EVV Proprietary Systems](#)
2. [EVV Proprietary Systems Approved by HHSC \(PDF\)](#)
3. [EVV Proprietary System Access and Training Guide \(Excel\)](#)
4. TMHP PSO Mailbox: [evv\\_pso@tmhp.com](mailto:evv_pso@tmhp.com)

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

Presenter: Sarah Hambrick, HHSC EVV Operations

Duration: 5 minutes

- Visit Maintenance Unlock Requests (VMUR).
  - GovDelivery notice regarding the new policies, templates and job aids was sent January 7, 2025.
  - New VMUR standalone policy, [9060 Visit Maintenance Unlock Request Policy \(PDF\)](#) published on the EVV website December 31, 2024.
    - PSOs will have 20 business days to complete visit maintenance once notified the visit transaction is unlocked.
    - The EVV system vendor will return incorrect or incomplete VMURs.
    - You may request more time by the visit maintenance deadline. Contact your EVV system vendor for procedures for requesting more time.
    - The standalone policy will be incorporated into the EVV handbook in an upcoming revision.
  - PSOs may begin submitting VMURs in January.
- 89<sup>th</sup> Legislative Session
  - Session begins January 14, 2025 (1<sup>st</sup> day).
  - No EVV bills.
- Questions

#### Materials and Resources

1. [HHSC EVV webpage](#)

## 11. Review Future Meeting Dates

Presenter: Jesse Riordan, TMHP EVV PSO Operations

Duration: 3 minutes

- Future Meeting Dates:
  - March 26, 2025 – 1:00 pm – 2:30 pm CST
  - May 28, 2025 – 1:00 pm – 2:30 pm CST
  - 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

## **12. Review Action Items**

Presenter: Jesse Riordan, TMHP EVV PSO Operations

Duration: 2 minutes

- Outstanding action items
- New action items

## **13. Discussion on Future Agenda Items**

Presenter: Jesse Riordan, 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: Jesse Riordan, TMHP EVV PSO Operations

Duration: 1 minutes