TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
TMHP A STATE MEDICAID CONTRACTOR

EVV Active Proprietary System Operator Workgroup Agenda

Date	Mar. 19th, 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	PSO's
TMHP	All Active PSO's (970) that have gone live by the date of the meeting are invited.
PS Vendors	

Alayacare Cloud

Arrow by AlayaCare

Axxess Homecare

CareSnap

ContinuLink

DataLogic

Direct Care Innovations (DCI)

Emcentrix

InMyTeam

Kantime

Maxim

Pediconnect

Penni

Raintree Systems Inc.

Statewise

Valware

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 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 - Updated](#)
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 da 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

Note: The agenda is subject to change.

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations
Duration: 5 minutes

- **February 2026**
  - EVV Active PSO Workgroup - January 15, 2026, Minutes – 2/2/2026

Materials and Resources
1. HHSC EVV Proprietary Systems Webpage
2. TMHP EVV Proprietary Systems Webpage
3. GovDelivery - Sign up to receive EVV email updates

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
  - HHSC ended the Dual Demonstration Program on Dec. 31, 2025. Each MMP notified its members of the change.
  - HHSC implemented an Integrated Dual-Eligible Special Needs Plan (Integrated D-SNP) model on Jan. 1, 2026. A key goal of the Texas' Integrated D-SNP model is to make sure members with full-benefit dual eligibility (full duals) in STAR+PLUS who have been served in Dual Demonstration Program counties by an MMP will continue to have access to integrated care provided by one plan for both their STAR+PLUS Medicaid benefits and Medicare benefits. Integrated D-SNPs Operating in 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)
  - Recordings and Presentations (links are on the webpage)
    - Nov. 18, 2025 - Dual Demonstration Member Recording | Presentation (PDF)
    - Nov. 20, 2025 - Dual Demonstration Provider Recording | Presentation (PDF)

  - Use Appendix XXIX, STAR+PLUS Plan Codes and Contract Numbers | Texas Health and Human Services to identify the STAR+PLUS MCO Plan code

  - Notifications
    - Reminder: EVV Impacts Due to Dual Demonstration Pilot Program Discontinued Jan. 1 | Texas Health and Human Services

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o   Questions

Materials and Resources
1.   HHSC EVV webpage - Updated
2.   HHSC EVV Proprietary Systems Webpage

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 <u>are still required to comply with all policies applicable to program providers or FMSAs.</u>
*   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)
    o   See EVV Training Requirements Checklists (PDF) for System, Provider and/or FMSA training responsibilities.

Top 10 Reasons for Rejections from February of 2026

Edit Code	Edit Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	51.12 %
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	14.39 %
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	13.05 %
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	9.22 %
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	6.48 %
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	4.08 %
Ex00025B	The Employee EVV User ID on the EVV visit is required if it is a visit maintenance.	0.89 %
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.48 %
Ex00059C	The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	0.16 %
Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.12 %

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

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- 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](#)

6.   EVV Compliance Metrics and Guidelines

Presenter: Tracie Teague, HHSC EVV Operations
Duration: 5 minutes

- Review EVV Usage compliance
- Reminder payers will begin conducting alternative device usage reviews September 2026 for the 3rd quarter of FY 2026 (March – May). Program providers and CDS employers effective 9/1/2025 must limit visits using an alternative device to 75% of their total visits for FY 2026. There will be a 25% reduction each subsequent fiscal year.

Fiscal Year	Begin Date	End Date	Allowable % of Alternative Device Usage
2026	Sept 1, 2025	Aug. 31. 2026	75%
2027	Sept 1, 2026	Aug. 31. 2027	50%
2028	Sept 1, 2027	Aug. 31. 2028	25%
2029	Sept 1, 2028	Ongoing	5%

7.   HHSC/AMD System Updates

Presenter: Hetal Desai, HHSC EVV Operations
Duration: 5 minutes

- No updates.

8.   Business Rule Updates

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

Note: The agenda is subject to change.

- 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.
  - A Reason Code is required when the LVMD is updated on a visit.
    - Refer to SDV-56P.
- EVV Systems must ensure that 98% of the EVV Visit Transactions submitted to the EVV Aggregator are accepted. Impacted PSOs and EVV Systems have been notified and are working to ensure compliance with the Business Rules.
- Questions

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

9.   PSO Operational Updates

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

Important Information

- **[System Maintenance Outage Scheduled for April, May, and June of 2026](#) – 3/3/2026**
- **Important:** All VPN connectivity for batch submitters will be disabled on August 1, 2026.
  - *Trading partner testing will be available beginning April 1, 2026, through July 31, 2026. During this time, batch submitters must verify successful connectivity and migrate to the new SFTP method. For questions about trader partner testing, submitters can contact [ediconnectivitysupport@tmhp.com.](mailto:ediconnectivitysupport@tmhp.com)*
- 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*

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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.

- As a reminder, all PSOs are responsible for informing TMHP and HHSC if their selected PS Vendor becomes noncompliant with EVV policy for the access, storage, and operations of Texas Medicaid Data that are restricted to the U.S.
- Questions

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

10. Geo-Location Tips

Presenter: Eduardo da 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.

11. 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](#).

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Upcoming ORR Sessions

Session	Planning Meeting Date	ORR Start Date	Session Approval Date	Earliest Go-Live Date
2026-1: Expedited	Mar. 16, 2026	Mar. 30, 2026	Apr. 30, 2026	Jun. 1, 2026
2026-2: Standard	May 14, 2026	May 18, 2026	Jul. 1, 2026	Aug. 1, 2026
2026-3: Expedited	Jul. 20, 2026	Jul. 27, 2026	Aug. 25, 2026	Nov. 1, 2026
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 3/6/2025, there are 970 operational PSOs and 17 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 12/09/2025.
  - 15 approved proprietary systems.
  - Updated and published on 12/9/2025.
- 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

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

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

- EVV Policy Handbook Revision Log
  - Publication pending website update
- Texas Administrative Code Amendments
  - Adoption effective late summer 2026
  - Opportunities to provide comments on proposed rules
    - HHSC Executive Council Meeting
      - April 23, 2026
    - Texas Register
      - Statutorily required comment period
      - 31 calendar days (date pending)
      - Link will publish on the HHSC "Comment on Proposed and Draft Rules Proposed Rules" webpage
  - Sign up for Rules Coordination Office GovDelivery notices.

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- HHS Rulemaking
- HHSC Executive Council
- Public Meetings and Events
- Questions

Materials and Resources
1. HHSC EVV webpage (note the new webpage).
2. HHSC EVV Policy Handbook.
3. HHSC EVV Texas Administrative Code.
4. HHSC EVV Texas Government Code.
5. HHSC Executive Council.
6. Texas Register

13. Review Future Meeting Dates

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

- Future Meeting Dates:
  o May 21, 2026 – 9:30 am – 11:00 am CST
  o July 16, 2026 – 9:30 am – 11:00 am CST
  o September 17, 2026 – 9:30 am – 11:00 am CST
  o November 19, 2026 – 9:30 am – 11:00 am CST

14. Review Action Items

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

- Outstanding action items
- New action items

15. 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.

16. Adjournment

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

Note: The agenda is subject to change.