# EVV Active Proprietary System Operator Workgroup Agenda

| Date | March 26th, 2025 |
|------|------------------|
| **Time Duration** | 1:00 P.M. CST to 2:30 P.M. CST |
| **Webinar Link Location** | https://attendee.gotowebinar.com/register/2765996765905565269 <br> Webinar Only |
| **Contact** | For questions related to this meeting, please contact: <br> EVV_PSO@tmhp.com / EVVPSO@hhs.texas.gov |

## Attendees/Invitees

| HHSC | MCOs |
|------|------|
| **TMHP** | Aetna |
| **Deloitte** | Blue Cross Blue Shield |
| **PS Vendors** | Community First Health Plans |
| Arrow by AlayaCare | Community Health Choice |
| CareSnap | Cook Children's |
| CompliaHealth | Dell Children's Health Plan |
| CubHub | Driscoll Children's |
| DataLogic | El Paso Health Premier Plan |
| Direct Care Innovations (DCI) | FirstCare Health Plan (SWHP) |
| Emcentrix | Molina |
| KanTime | Parkland Community Health Plan |
| Maxim | Right Care with Scott and White Health (SWHP) |
| Pediconnect | Superior |
| Valware | Texas Children's Health Plan |
| | United Health Care |
| **PSO's** | Wellpoint |

All Active PSO's (892) that have gone live by the date of the meeting are invited.

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

- **March 2025**

Note: The agenda is subject to change.

- o [EVV Active PSO Workgroup Information Now Available on EVV Proprietary Systems Web Page](#) - 12/27/2024
- o [EVV Active PSO Workgroup | TMHP](#) – 2/14/2025

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

## 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](#)

## 5.  Compliance Updates and Reminders

Presenters: Yatinkumar Akbari, TMHP EVV PSO Operations and Sam Darby, HHSC EVV 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 <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.
- Compliance data is showing that some PS Vendor Systems are making updates to the Auto Confirm flag when performing  Visit Maintenance.  The Auto Confirm flag should never be changed after the visit has been accepted by the aggregator.
  - o Refer to BR Appendix C – EVV Visit Transaction File; position 114-EVV_AUTOCONFIRM_FLAG: An indicator that specifies if a visit was auto-verified by the EVV System and no visit maintenance was required. Flag should be set to 'Y' if visit initially auto-verified. Flag should be set to 'N' if visit did not initially auto-verify. **Flag should not change with an update to the visit.**

Note: The agenda is subject to change.

- Compliance data has identified some PS Vendor Systems are performing Visit Maintenance without a new Reason Code.
  - A Reason Code is required each time a visit is updated/Visit Maintenance is performed.
  - SDV-48P - EVV System must require the System User to enter a EVV Reason Code and required free text when the System User makes changes to the EVV Visit Transaction after the System User/ Service Provider has documented the visit. EVV system must adhere to the HHSC EVV Policy regarding EVV Reason Codes.

Top 10 Reasons for Rejections (for all PSOs for February 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. | 46.72% |
| Ex00034C2 | The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date. | 14.52% |
| Ex0007C2 | Member on the EVV visit is not authorized for this Provider Number on this visit date in our records. | 13.78% |
| Ex00057C3 | The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records. | 11.28% |
| Ex00043C | The plan code on the visit is not associated with the Member's Payer. | 10.50% |
| Ex0007C1 | The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date. | 1.23% |
| Ex0002C | Provider NPI cannot be validated as active for the visit date. | 0.72% |
| Ex00028B | CDS Employer EVV ID is required when service is CDS service. | 0.68% |
| Ex00034C1 | The Member Medicaid ID on the EVV visit is not found in our records. | 0.34% |
| Ex00066C | The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours. | 0.25% |

- 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

Note: The agenda is subject to change.

## 7.   Business Rule Updates

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

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

- Phase II of the BR v3.1 compliance ORR Process for Proprietary Systems Testing and ORR was completed in February 2025.
    - 12 PS vendors participated in the Phase II compliance ORR.
        - All 11 operational PS vendors passed both Phase I and Phase II of the BR v3.1 compliance ORR.
- Revised Compliance Documents for BR v3.1
    - PSOs received revised Certification Forms in February 2025. Providers who have not signed and returned the BR v3.1 certification form, please do so as soon as possible to remain in compliance.
    - Approval Letters will be delivered in early April 2025 to reflect their compliance with BR v3.1.
- Non-compliant proprietary systems cannot onboard new providers or FMSAs until they are compliant with BR v3.1.
- The EVV Proprietary Systems Approved by HHSC has been updated to reflect the BR version a PS is approved for in addition to other features offered by the PS.
- Questions

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

## 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**

Note: The agenda is subject to change.

| Session | Planning Meeting Date | ORR Start Date | Session Approval Date | Earliest Go-Live Date |
|---|---|---|---|---|
| **2025-2: Standard** | Apr. 15, 2025 | May 1, 2025 | Jun. 11, 2025 | Jul. 15, 2025 |
| **2025-3: Expedited** | Jul. 1, 2025 | Jul. 7, 2025 | Aug. 4, 2025 | Sept. 1, 2025 |
| **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 03/17/2025, there are 882 operational PSOs and 11 operational PS Vendors.
- 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 02/27/2025.
  - This document has been updated to reflect the addition of Visit Maintenance Legacy Visit import ability.
- 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

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

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

- • EVV Policy Handbook Revision
  - Published March 12, 2025.
  - EVV GovDelivery notice.
  - Revision Log.
  - 
- 89th Legislative Session
  - Last Day to file new bills was March 14, 2025.
  - 9,898 bills filed.
  - Senate Bill 1334 and House Bill 3355.
- Questions

Materials and Resources
  1. HHSC EVV webpage

## 11.   Review Future Meeting Dates

Presenter: Jesse Riordan, TMHP EVV PSO Operations
Duration: 3 minutes

Note: The agenda is subject to change.

- Future Meeting Dates:
  - 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

Note: The agenda is subject to change.