

# EVV Active Proprietary System Operator Workgroup Agenda

<b>Date</b>	May. 21st, 2026
<b>Time Duration</b>	9:30 A.M. CST to 11:00 A.M. CST
<b>Webinar Link Location</b>	<a href="https://attendee.gotowebinar.com/register/5393137971551710813">https://attendee.gotowebinar.com/register/5393137971551710813</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

### 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
- Visit Verify

### PSO's

All Active PSO's (999) that have gone live by the date of the meeting are invited.

## 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: 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](mailto: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

- **March 2026**
  - [System Maintenance Outages Scheduled in April, May, and June of 2026](#) - 3/03/2026
  - [EVV System Daylight Saving Time Change](#) - 3/05/2026
  - [Issue Identified with Certain Newly Issued Texas Medicaid PCNs Starting With "9"](#) - 3/13/2026
  - [EVV Policy Handbook Revisions](#) - 3/16/2026
  - [Medicaid PCNs Starting With "9"—Prior Authorization and Acute Care Claims Submissions](#) - 3/20/2026
  - [Trading Partner Testing for Updated EDI Transaction Process to Begin May 1](#) - 3/30/2026
- **April 2026**
  - [EVV Active PSO Workgroup - March 19, 2026, Minutes](#) - 4/08/2026
  - [Public Comment Period for Proposed EVV Rule Updates](#) - 4/09/2026
  - [Coming Soon: New Login Process for All Texas Medicaid Providers Through TMHP IAMOnline and Provider MFA Registration](#) - 4/09/2026
  - [HHSC has published IL 2026-09 Nursing Pre-Assessment Services Billing Requirements](#) - 4/17/2026
  - [Inactive TMHP User Accounts Deactivated After 90 Days](#) - 4/22/2026
  - [Updated EVV Policy Handbook and Revision Log](#) - 4/23/2026
  - [Cancellation of System Maintenance Outage Scheduled for May 2026](#) - 4/23/2026
- **May 2026**
  - [Trading Partner Testing Environment for Updated EDI Transaction Process Is Now Available](#) - 5/01/2026

#### 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](#)
  - 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)
- 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)
- 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 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 April 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.	48.94%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	15.09%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	15.03%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	11.22%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	6.43%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.44%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.74%

Note: The agenda is subject to change.



Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.42%
Ex00067C	The EVV Units on the EVV visit do not match the EVV Billed Hours based on the Unit of Measurement.	0.40%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	0.28%

- 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 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](#)

## 6. EVV Compliance Metrics and Guidelines

Presenter: Tracie Teague, HHSC EVV Operations

Duration: 5 minutes

- No updates

## 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: 15 minutes

- EVV Business Rules for Proprietary Systems, v4.0
  - Review of upcoming changes.
  - Targeted publication date for this revision is late August 2026.
  - Compliance for operational PSOs:
    - New certification form.
    - Each PSO will receive a new customized certification form from TMHP following the publication of the Business Rules.

Note: The agenda is subject to change.



- PSOs will need to sign and return the certification form by the specified due date.
- Certification form re-submissions for PSOs will be in late 2026 to early 2027. More information on specific dates will be provided later.
- Feedback / Questions: [PSO Comments and Questions on v4.0 of PSO Business Rules](#)
- 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](mailto: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).*
- **Notice:** The Provider Web Service was modified to increase the length of data element Legal Entity Name to 77 characters and the data element length for DBA name to 100 characters to match PEMS source data; [Appendix D – EVV Master Provider Web Service Version 4.0](#).
  - Any Legal Entity Names and DBA names longer than 50 characters must be truncated to populate the EVV visit transaction properly.
    - Please note that these updates do not change the field lengths in the [Appendix C – EVV Visit Transaction Layout Version 4.0](#): PROVIDER\_LEGALNAME and PROVIDER\_DBA remain limited to 50 characters.
  - TMHP will notify PS vendors when the visit transaction file will be updated to accommodate the PEMS data element lengths.
  - Any system issues resulting from this change should be reported to TMHP.
- 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.

Note: The agenda is subject to change.



- All operational PS vendors signed a new EVV Proprietary System Vendor Attestation Form that states the PS vendor will comply with the same offshoring requirements that PSOs must comply with as noted in the HHSC Provider Agreement.
- PSOs may ask their PS vendor for a copy of their signed EVV PS Attestation Form.
- Quick reminder that HHSC and TMHP cannot arbitrate internal business operation issues that are a result of contract disputes between a PSO and their PS vendor. HHSC and TMHP have no insight into the terms and conditions in agreements between PSOs and PS vendors. Operational issues resulting from noncompliance with business rules and EVV policies may be addressed by HHSC and TMHP.
  - All program providers and FMSAs are informed that they are responsible for the continued performance of the EVV Proprietary System and are responsible for all compliance with EVV business rules and policies.
  - Program providers and FMSAs are also responsible for any data transfers from their previous EVV System, including validating the correctness of the data as outlined in Section [4700 EVV System Transfer](#) of the [EVV Policy Handbook](#)
- Questions

#### Materials and Resources

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

### Upcoming ORR Sessions

Session	Planning Meeting Date	ORR Start Date	Session Approval Date	Earliest Go-Live Date
<b>2026-2: Standard</b>	May 14, 2026	Apr. 27, 2026	Jul. 1, 2026	Aug. 1, 2026
<b>2026-3: Expedited</b>	Jul. 20, 2026	Jul. 27, 2026	Aug. 25, 2026	Nov. 1, 2026
<b>2026-4: Standard</b>	Sept. 14, 2026	Sept. 28, 2026	Nov. 11, 2026	Dec. 15, 2026
<b>2026-5: Expedited</b>	Nov. 30, 2026	Dec. 7, 2026	Jan. 11, 2027	Feb. 15, 2027

- As of 5/7/2026, there are 999 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 4/1/2026.
  - 15 approved proprietary systems.
  - Updated and published on 4/1/2026.
- 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](mailto: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
  - Revision Log Updated April 17, 2026
  - GovDelivery sent April 23, 2026
- Texas Administrative Code Amendments
  - Adoption effective late summer 2026
  - Public comment period closed May 4, 2026

Note: The agenda is subject to change.



- GovDelivery from EVV Operations sent April 9, 2026
  - Sign up for Rules Coordination Office GovDelivery notices.
- Questions

#### Materials and Resources

1. [HHSC EVV webpage](#)
2. [HHSC EVV Policy Handbook](#).
3. [HHSC EVV Texas Administrative Code](#).

### **13. Review Future Meeting Dates**

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 3 minutes

- Future Meeting Dates:
  - July 16, 2026 – 9:30 am – 11:00 am CST
  - September 17, 2026 – 9:30 am – 11:00 am CST
  - 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