



EVV Active Proprietary System Operator Workgroup Agenda

Date	May 28th, 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

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 (892) 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 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](#)
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

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

- **May 2025**
 - [EVV Active PSO Workgroup Information Now Available on EVV Proprietary Systems Web Page](#) - 12/27/2024
 - [EVV Active PSO Workgroup | TMHP](#) – 4/18/2025

Materials and Resources

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

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
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 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 all PSOs for April 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.	43.65%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	17.34%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	15.45%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	10.37%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	9.01%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.36%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	1.29%
Ex00034C1	The Member Medicaid ID on the EVV visit is not found in our records.	0.71%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.62%
Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.20%

- 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](#)

6. HHSC/AMD System Updates

Presenter: Yvette Walters, HHSC EVV Operations

Duration: 5 minutes

- No updates
- Questions

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).

8. PSO Operational Updates

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

- PSO Metrics
- Questions

Materials and Resources

1. [EVV Proprietary Systems | TMHP](#)
2. TMHP PSO Mailbox: 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

Session	Planning Meeting Date	ORR Start Date	Session Approval Date	Earliest Go-Live Date
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 05/14/2025, there are 881 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 04/21/2025.
- 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

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

Presenter: Sarah Hambrick, HHSC EVV Operations

Duration: 5 minutes

- 89th Texas Legislative Session
 - Five days to sine die.
 - Senate Bill 1334 and House Bill 3355.
- Alternative Device Reduction Policies.
 - Policies and compliance standards will publish as a standalone policy document.
 - Will be added to the EVV Policy Handbook in the next revision.
- 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. [Texas Legislature Online](#).

11. Review Future Meeting Dates

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 3 minutes

- Future Meeting Dates:
 - 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: 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