

EVV Active Proprietary System Operator Workgroup Agenda

Date	July. 16th, 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

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 (1015) 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 and HHSC EVV PSO at evvpso@hhs.texas.gov.

Agenda

1. Welcome/Introductions

Presenter: Janna Plummer, 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: Janna Plummer, 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: Janna Plummer, TMHP EVV PSO Operations
Duration: 5 minutes

- **June 2026**
 - [New IAMOnline User Guide Now Available](#) - 6/05/2026
 - [PEMS and PA on the Portal Training Materials Now Include TMHP IAMOnline Details for Transition Release 1 Effective June 12, 2026](#) - 6/12/2026
 - [Updated TMHP My Account User Guide Now Available](#) - 6/12/2026
 - [System Maintenance Outages Scheduled in July, August, and October of 2026](#) - 6/15/2026
 - [Reminder: TMHP EDI Connectivity Change Scheduled for August 2026](#) - 6/26/2026

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. Changes to TMHP IAMOnline Login for Texas Medicaid Providers

Presenter: Dan Kellogg, HHSC Deputy Chief Information Officer for Infrastructure
Duration: 10 minutes

- Presentation
- Questions

5. 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](#)

6. 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 June of 2026

Rejection Code	Rejection Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	47.97%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	18.67%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	16.47%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	7.20%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	6.79%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.09%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.86%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	0.55%
Ex00034C1	The Member Medicaid ID on the EVV visit is not found in our records.	0.26%
Ex00059C	The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	0.15%

Note: The agenda is subject to change.



- The impacted PSOs have been notified and are working with TMHP to correct the issues to remain in compliance with BRs and EVV policy.
- Please note that it is important to Program providers and FMSAs keep Signature Authority contact information current and accurate. If TMHP is unable to reach the Signature Authority regarding BR non-compliance issues, it may result in suspension of visit transmission to the aggregator. Per HHSC EVV policy, HHSC may cancel the provider's use of the EVV Proprietary System without offering an opportunity to correct the non-compliance.
- 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](#)

7. EVV Compliance Metrics and Guidelines

Presenter: Tracie Teague, HHSC EVV Operations

Duration: 5 minutes

- No updates

8. HHSC/AMD System Updates

Presenter: Hetal Desai, HHSC EVV Operations

Duration: 5 minutes

- No updates.

9. 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.
 - 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.

Note: The agenda is subject to change.

- 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)

10. 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](#)
- <https://www.tmhp.com/news/2026-07-06-updates-electronic-visit-verification-personal-care-services-bill-codes-table>
- [Electronic Visit Verification Claims Matching—Attention Financial Management Services Agencies and Consumer Directed Services Employers—Additional Services Added Requiring an EVV Visit | TMHP](#)
- Questions

Materials and Resources

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

11. Geo-Location Tips

Presenter: Janna Plummer, 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.

12. Training Updates

Presenter: Trenice Brown, HHSC EVV Training Specialist

Duration: 10 minutes

- Program Providers and FMSAs approved as PSOs are required to take the following trainings annually:
 - **EVV Policy Training:** provided by HHSC or your managed care organization (MCO). EVV Policy training facilitated by HHSC can be found in the [HHS Learning Portal](#) (EVV Policy Training for Program Providers and FMSAs course and EVV Policy Training-Webinar Recordings).
 - **Note:** EVV Policy Training can also be obtained through our annual EVV Policy Training webinars held typically in the fall.
 - **EVV Portal Training:** provided by TMHP through the [TMHP Learning Management System](#) (or LMS)
 - **EVV System Training:** provided by the EVV proprietary system vendor, PSO, or an entity on behalf of the PSO
- Program providers approved as PSOs are required to provide clock in and clock out methods training to service providers.
- Optional Training for Non-Compliance
 - **EVV Compliance Training:** If additional EVV Policy Training is requested by your payer due to non-compliance, you may now take the EVV Compliance Course provided by HHSC through the [HHS Learning Portal](#).
- [EVV Visit Transaction Rejection Guide](#)
 - TMHP recently updated this guide on the TMHP EVV Training webpage.
 - Refer to this guide to help you resolve EVV visit transaction rejections.
- Materials
 - [EVV Training Requirements Checklist \(PDF\)](#)
 - [HHS Learning Portal](#)
 - [TMHP Learning Management System](#)
 - [EVV Visit Transaction Rejection Guide](#)
- Questions



13. 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
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 7/6/2026, there are 1015 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 6/15/2026.
 - 14 approved proprietary systems.
 - Updated and published on 6/15/2026.
- 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

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

Presenter: Sarah Hambrick, HHSC EVV Operations

Duration: 10 minutes

- Texas Administrative Code Amendments
 - Adoption effective late summer 2026
 - Sign up for Rules Coordination Office and Electronic Visit Verification (EVV) GovDelivery notices.
- Questions

Materials and Resources

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



15. Review Future Meeting Dates

Presenter: Janna Plummer, TMHP EVV PSO Operations

Duration: 3 minutes

- Future Meeting Dates:
 - September 17, 2026 – 9:30 am – 11:00 am CST
 - November 19, 2026 – 9:30 am – 11:00 am CST

16. Review Action Items

Presenter: Janna Plummer, TMHP EVV PSO Operations

Duration: 2 minutes

- Outstanding action items
- New action items

17. Discussion on Future Agenda Items

Presenter: Janna Plummer, 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.

18. Adjournment

Presenter: Janna Plummer, TMHP EVV PSO Operations

Duration: 1 minute