



## EVV Active Proprietary System Operator Workgroup Agenda

<b>Date</b>	Sep 24th, 2025
<b>Time Duration</b>	1:00 P.M. CST to 2:30 P.M. CST
<b>Webinar Link</b>	<a href="https://attendee.gotowebinar.com/register/2765996765905565269">https://attendee.gotowebinar.com/register/2765996765905565269</a>
<b>Location</b>	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

#### Deloitte

#### PS Vendors

Arrow by AlayaCare  
CareSnap  
CompliaHealth  
DataLogic  
Direct Care Innovations (DCI)  
Emcentrix  
KanTime  
Maxim  
Pediconnect  
Statewise  
Valware

#### PSO's

All Active PSO's (961) 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](mailto:evv_pso@tmhp.com) and HHSC EVV PSO at [evvpso@hhs.texas.gov](mailto: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](mailto: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

- **September 2025**
  - [EVV Alternative Device Policy Reminder for PSOs – 09/08/2025](#)
  - [EVV Active PSO Workgroup July 30, 2025, Agenda – 7/28/2025](#)
  - [EVV Active PSO Workgroup Minutes 07.30.2025 Updated to include Questions and Answers – 8/18/2025](#)

#### 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

- [Transition of the Dual Demonstration Program](#)
  - HHSC has decided to end the Dual Demonstration Program by Dec. 31, 2025. The demonstration counties are listed below:
    - Bexar County (Molina)
    - Dallas County (Molina, Superior)
    - El Paso County (Molina)
    - Harris County (Molina, United Healthcare)
    - Hidalgo County (Molina, Superior)
  - Effective Jan. 1, 2026, Medicare-Medicaid Plan (MMP) members who participated in the Dual Demonstration Program must select a STAR+PLUS MCO in their service area.
  - List of STAR+PLUS MCOs and service areas:
    - [Appendix XXIX, STAR+PLUS Plan Codes and Contract Numbers | Texas Health and Human Services](#)
- [Questions](#)

#### Materials and Resources

1. [HHSC EVV webpage](#)
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 for the month of August

Edit Code	Edit Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	46.37%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	16.36%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	16.22%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	10.33%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	6.44%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.0	1.57%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	1.21%
Ex000126B	The EVV Rounded Actual Hours on the EVV visit is missing.	0.62%
Ex000126C 2	The EVV Rounded Actual Hours must be null for manually entered (GUI) visits.	0.44%
Ex00073C	The EVV Call In time cannot be populated when EVV Input Method In is 'GUI' (Manual).	0.42%

- 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

Note: The agenda is subject to change.

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

- No updates
- 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

- Important Information
  - [EVV Alternative Device Policy Reminder for PSOs – 9/8/2025](#)
- 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 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.*
- 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

Session	Planning Meeting Date	ORR Start Date	Session Approval Date	Earliest Go-Live Date
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 09/12/2025, there are 961 operational PSOs and 13 operational PS Vendors.
- The updated [Approved EVV Proprietary Systems](#) was published on the TMHP EVV Proprietary Systems webpage.
  - 12 approved proprietary systems.
  - Updated and published on 07/22/2025.
- 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](mailto:evv_pso@tmhp.com)

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

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

- Alternative Device Reduction Policies.
  - Standalone policy document and GovDelivery published Aug. 27, 2025
- EVV Policy Handbook.
  - Sept. 2, 2025, Revisions
    - Published on Sept. 2, 2025
    - Handbook Revision Log published
  - Jan. 2, 2026, Revisions
    - On track for publication
    - Will include the Alternative Device Reduction Policies
- 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. [Alternative Device Reduction Policy.](#)

## **11. Review Future Meeting Dates**

Presenter: Eduardo da Cunha, TMHP EVV PSO Operations

Duration: 3 minutes

- Future Meeting Dates:
  - 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