

# EVV Active Proprietary System Operator Workgroup Agenda

<b>Date</b>	November 20th, 2024
<b>Time Duration</b>	1:00 P.M. CST to 2:30 P.M. CST
<b>Webinar Link Location</b>	<a href="https://register.gotowebinar.com/register/5640212514627398488">https://register.gotowebinar.com/register/5640212514627398488</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

### 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 (660) 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 [evvpsa@hhs.texas.gov](mailto:evvpsa@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 the previous workgroup.
- 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: Lauren Poston, TMHP EVV PSO Operations  
Duration: 5 minutes

- **July 2024**



- [EVV Active PSO Workgroup Information Now Available on TMHP's EVV Proprietary Systems Web Page](#)- 07/08/2024
- **August 2024**
  - [Reminder: EVV Compliance Grace Period for PCS and HHCS](#)- 08/02/2024
  - [New STAR+PLUS Contracts Beginning September 1, 2024](#)- 08/07/2024
  - [EVV Billing In-Home vs. Out-of-Home For HCS and TxHmL Home Health Care Services \(HHCS\)](#)- 08/22/2024
  - [Reminder: STAR+PLUS Contracts Beginning Sept. 1, 2024](#)-08/29/2024
- **September 2024**
  - [URGENT: EVV Impacts due to the New STAR+PLUS MCO Contracts Beginning Sept. 1, 2024](#)- 09/03/2024
  - [HHSC Phishing Alert for EVV Proprietary System Operators](#)- 09/05/2024
- **October 2024**
  - [Annual EVV Policy Training Webinar for Program Providers and FMSAs](#)- 10/14/2024
  - [EVV System Daylight Savings Time Change](#)- 10/24/2024
  - [Extended System Outage December 6-8, 2024](#)- 10/30/2024
- **November 2024**
  - [Dual Demonstration MMPs Pilot Program Discontinued in Select Service Areas Effective January 1, 2025](#)- 11/01/2024
  - [Register for the November 22 FMSA Quarterly Webinar](#)- 11/04/2024

#### 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

- TMHP provided a notification to each PS Vendor on 11/04/2024 to inform them of the recently published News Article on the TMHP Webpage.
  - [Dual Demonstration MMPs Pilot Program Discontinued in Select Service Areas Effective January 1, 2025](#)- 11/01/2024

#### 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. 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 October 2024)

Edit_Code	Edit_Description	% of top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	52.03%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	26.22%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	8.49%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	6.64%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	4.30%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.00%
Ex0002C1	Provider NPI is not active for this EVV System on the date of service.	0.50%
Ex00034C1	The Member Medicaid ID on the EVV visit is not found in our records.	0.35%
Ex00030B	The CDS Employer Last Name on the EVV visit is required if CDS Employer EVV ID is populated.	0.23%
Ex00029B	The CDS Employer First Name on the EVV visit is required if CDS Employer EVV ID is populated.	0.23%

- 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

Materials and Resources

- 1.

## 7. Business Rule Updates

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

- Updated Waiver Criteria for Legacy Visit Import Process
  - HHSC published new waiver criteria for Business Rules associated with the Legacy Visit Import Process.
  - If a PSO meets either of these criteria, the Legacy Visit Import Process (and the Session V ORR) may be waived:
    - The PSO has never used another HHSC-approved EVV System; or,
    - The PSO has been with their current EVV System continuously since March 12, 2023.
- 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: Lauren Poston, TMHP EVV PSO Operations  
Duration: 5 minutes

- FMSA PSOs are now able to retrieve CDS Usage reports for CDS Employers. CDS Employers should coordinate issues with retrieving their CDS Usage Report with their FMSA and the Proprietary System Vendor.
- Phase I (Session V) - Visit Maintenance (VM) Process for Proprietary Systems Testing and ORR
- BR v3.1 Phase II compliance ORR
  - TMHP will notify PS vendors of available slots and requirements for the Phase II compliance ORRs in upcoming weeks. PS Vendors should prepare to complete these ORRs between January and early March of 2025.
- Revised Compliance Documents for BR v3.1
  - PSOs will receive revised Certification Forms and Approval Letters in April 2025 to reflect their compliance with BR v3.1, after all scheduled compliance ORRs are completed.
- Questions

Materials and Resources

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

## 9. 2024 Operational Readiness Review (ORR) Status Update

Presenter: Lauren Poston, TMHP EVV PSO Operations

Duration: 5 minutes

- PSO Onboarding Sessions
  - Sessions posted on [TMHP EVV Proprietary System webpage](#)
  - **Note:** A program provider or FMSA wishing to onboard with a previously approved proprietary system who isn't approved for EVV functionality that the program provider or FMSA requires, must complete a modified Standard Path ORR with the previously approved proprietary system vendor to get approval to use the new functionality. Please ensure you review the updated [PSO Onboarding Standard Process Overview and Timeline](#).

Session	Expected PSOs	Planning Meeting Date	ORR Start Date	Session Approval Date	Earliest Go-Live Date
<b>2025-1: Standard</b>	3 PS Vendors	Jan. 21, 2025	Feb. 3, 2025	Mar. 19, 2025	May 1, 2025
<b>2025-2: Standard</b>	10 PS Vendors	Apr. 15, 2025	May 1, 2025	Jun. 11, 2025	Jul. 15, 2025
<b>2025-3: Expedited</b>	200 Program providers or FMSAs	Jul. 1, 2025	Jul. 7, 2025	Aug. 4, 2025	Sept. 1, 2025
<b>2025-4: Standard</b>	10 PS Vendors	Sept. 9, 2025	Sept. 22, 2025	Nov. 28, 2025	Dec. 1, 2025
<b>2025-5: Expedited</b>	200 Program providers or FMSAs	Jan. 6, 2026	Jan. 12, 2026	Feb. 9, 2026	Mar. 15, 2026

- As of 11/20/2024, there are 880 operational PSOs and 11 approved PS Vendors.
  - 2024 Sessions:
    - Session 3- Standard completed on 7/18/2024.
      - 3 Providers will go live as PSOs on 3/31/2025.
    - Session 4- Expedited completion is planned on 9/24/2024.
      - 242 Providers began Go-Live on 11/1/2024.
  - 2025 Sessions:
    - Session 1- Standard will begin on Jan. 21, 2025, and invitations have been provided to those providers.
- 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 9/9/2024.
- Questions

### Materials and Resources

1. [TMHP EVV Webpage - EVV Proprietary Systems](#)



2. [EVV Proprietary Systems Approved by HHSC \(PDF\)](#)
3. [EVV Proprietary System Access and Training Guide \(Excel\)](#)
4. 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
  - HHSC will be reducing the use of alternative devices as an approved method to clock in and clock out.
  - Will occur in phases over four years.
  - Effective September 1, 2028, program providers and FMSAs, including those approved as a PSO, and CDS employers must restrict the use of alternative devices for visit transactions to 5% of their total visit transactions.
  - HHSC will publish full policies at a future date.

Fiscal Year	Begin Date	End Date	Allowable percent of EVV transactions
2026	9/1/2025	8/31/2026	75%
2027	9/1/2026	8/31/2027	50%
2028	9/1/2027	8/31/2028	25%
2029	9/1/2028	Forward	5%

- 89<sup>th</sup> Legislative Session
  - Session begins January 14, 2025 (1<sup>st</sup> day).
- Questions

Materials and Resources

1. [HHSC EVV webpage](#)

## 11. Review Future Meeting Dates

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

- Future Meeting Dates:
  - January 29, 2025 – 1:00 pm – 2:30 pm CST
  - March 26, 2025 – 1:00 pm – 2:30 pm CST
  - 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