



Electronic Visit Verification

EVV Proprietary System Approval Process Update and Announcement of 2022 Operational Readiness Review Sessions

The Health and Human Services Commission (HHSC) has updated the Electronic Visit Verification (EVV) proprietary system approval process to streamline and improve the way program providers and Financial Management Services Agencies (FMSAs) are approved to use an EVV proprietary system. In addition to the current approval path for a new EVV system, an expedited path was added for program providers and FMSAs who choose to use an operational EVV proprietary system previously approved by HHSC.

The new approval path continues to require a program provider or FMSA to:

- Submit an EVV Proprietary System Request Form.
- Submit a Proprietary System Operator (PSO) Detailed Questionnaire.
- Attend a planning meeting with HHSC and Texas Medicaid & Healthcare Partnership (TMHP).

However, the program provider or FMSA may be eligible for an expedited Operational Readiness Review (ORR) if they choose an existing operational system with features that HHSC has previously approved. This process will alleviate the need for a program provider or FMSA to go through a complete ORR for an EVV system that HHSC has already reviewed and approved. The list of Operational PSOs Approved by HHSC can be found on the [TMHP EVV Proprietary Systems webpage](#).

In 2022, program providers and FMSAs that want to use an EVV proprietary system will have several opportunities to obtain HHSC approval of their system. Refer to page 3 for a listing of the 2022 ORR sessions.

To register for an ORR session listed below, complete and submit the EVV Proprietary System Request Form by email to EVV_PSO@tmhp.com. The form is on the TMHP EVV Proprietary Systems webpage.

HHSC will accept a program provider or FMSA into an ORR session on a first-come, first-served basis as determined by the date of receipt of a complete and signed EVV Proprietary System Request Form. Program providers and FMSAs that previously submitted a completed and signed EVV Proprietary System Request Form, and who have not completed the ORR, will receive first choice of available ORR sessions.



After a program provider or FMSA selects a session, HHSC and TMHP will hold a planning meeting with the accepted program providers and FMSAs. The planning meeting will cover requirements for the onboarding process and prerequisites for entering the ORR.

A program provider or FMSA must have a fully developed and compliant proprietary system which meets all HHSC requirements by the ORR begin date for their chosen session. The HHSC requirements are listed in the Proprietary System Operator Onboarding Process document on the TMHP EVV Proprietary Systems webpage.

Visit the [HHSC EVV Proprietary Systems webpage](#) for more information about the implementation of the proprietary system option in Texas.

[Email the HHSC EVV Proprietary Systems mailbox with questions.](#)



**Path 1 ORR Sessions for a PSO Using a System Not Yet
Approved by HHSC**

Session	Connectivity Checkpoint with TMHP	Planning Meeting with Assigned Program Providers/FMSAs	ORR Begin Date	System Go- Live date
Session 1	Jan. 31, 2022	Feb. 22, 2022	March 1, 2022	45-90 days after approval from HHSC
Session 2	April 29, 2022	May 25, 2022	June 1, 2022	45-90 days after approval from HHSC
Session 3	July 28, 2022	Aug. 25, 2022	Sept. 1, 2022	45-90 days after approval from HHSC
Session 4	Oct. 31, 2022	Nov. 21, 2022	Dec. 1, 2022	45-90 days after approval from HHSC

**Path 2 ORR Sessions for a PSO Using a System Previously
Approved by HHSC**

Session	Planning Meeting with Assigned Program Providers/FMSAs	ORR Begin Date	System Go-Live Date
Session 1	Jan. 10, 2022	Jan. 17, 2022	45-90 days after approval from HHSC
Session 2	April 11, 2022	April 18, 2022	45-90 days after approval from HHSC
Session 3	July 11, 2022	July 18, 2022	45-90 days after approval from HHSC
Session 4	Oct. 10, 2022	Oct. 17, 2022	45-90 days after approval from HHSC