

EVV Active Proprietary System Operator Workgroup Agenda

Date	September 25th, 2024
Time Duration	1:00 P.M. CST to 2:30 P.M. CST
Webinar Link Location	https://register.gotowebinar.com/register/5640212514627398488 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 (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 and HHSC EVV PSO at evvpsa@hhs.texas.gov.

Agenda

1. Welcome/Introductions

Presenter: Lauren Poston, TMHP EVV PSO Operations
Duration: 3 minutes

- 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: Lauren Poston, 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

- **June 2024**
 - [Reminder about EVV Home Phone Landline Requirements](#) posted 6/11/2024
 - [EVV Compliance Grace Period Extended for PCS to Dec. 31, 2024](#) posted 6/24/2024
- **July 2024**



- [EVV Active PSO Workgroup Information Now Available on TMHP's EVV Proprietary Systems Web Page](#) posted 7/8/2024
- **August 2024**
 - [Reminder: EVV Compliance Grace Period for PCS and HHCS-8/02/2024](#)
 - [New STAR+PLUS Contracts Beginning September 1, 2024-8/07/2024](#)
 - [EVV Billing In-Home vs. Out-of-Home For HCS and TxHmL Home Health Care Services \(HHCS\)-8/22/2024](#)
 - [Reminder: STAR+PLUS Contracts Beginning Sept. 1, 2024-8/29/2024](#)
- **September 2024**
 - [URGENT: EVV Impacts due to the New STAR+PLUS MCO Contracts Beginning Sept. 1, 2024-9/03/2024](#)
 - [HHSC Phishing Alert for EVV Proprietary System Operators-9/05/2024](#)

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

- The new STAR+PLUS managed care contracts are effective as of Sept. 1, 2024
- New Plan Codes

STAR+Plus Plan Code	STAR+Plus Plan Name
S1	Community First Health Plans
S2	El Paso Health
S3	Community Health Choice
S4	Superior STAR+Plus
S5	United Healthcare of Texas
S6	United Healthcare of Texas
S7	United Healthcare of Texas
S8	United Healthcare of Texas
S9	Amerigroup Texas Inc – STAR+Plus

- Questions

Materials and Resources

- 1.

5. Compliance Updates and Reminders

Presenters: Yatinkumar Akbari, TMHP EVV PSO Operations

Duration: 30 minutes

- Top 10 Reasons for Rejections (for all PSOs for August 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.	43.61%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	16.98%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	14.75%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	11.32%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	7.72%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	2.11%
Ex00059C	The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	1.45%
Ex0007A	The Provider Number on the EVV visit is not in a valid 9-digit format.	0.85%
Ex00028B	CDS Employer EVV ID is required when service is CDS service.	0.73%
Ex00043B	The MCO Member Plan code on the EVV Visit is required if the Member's Payer is Managed Care.	0.48%

- Recent non-compliance issues have been identified.

Issue Found	Associated Business Rule (BR)
The Last Visit Maintenance Date is not always updated when changes to LVMD-required fields are made	SDV-56P: EVV System must update the last visit maintenance date in the EVV Visit Transaction to the current date whenever the EVV System identifies a change to one or more data elements listed below: API/NPI, Contract Number, Member Medicaid ID, Service Group, Service Code, HCPCS Code, Modifier, Bill hours, Units, EVV Reason Code(s) with associated free text
Ex000108B: The EVV Last Visit Maintenance on the EVV visit is required if the visit is not Auto Confirmed.	
Ex000108C - The EVV Last Visit Maintenance is before EVV Created Date Time.	
Ex00025B - The Employee EVV User ID on the EVV visit is required if it is a visit maintenance.	
Ex00059C: The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	SDV-16P: EVV System must accept only Texas Medicaid EVV program valid HCPCS (procedure codes) and modifier(s). The EVV System must allow the System User to correct errors. The EVV System must use the EVV Service Bill Codes Table to identify these valid codes, see Appendix B.
Ex00068A: EVV Visit Location on the EVV visit is not a valid value.	EVM-25P: The EVV mobile method must restrict the selection of Service Delivery Location during clock in and clock out to the allowable values identified in Appendix J – Service Delivery Locations.
Ex000123A: EVV Visit Location Out on the EVV visit is not a valid value.	

- 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: 15 minutes

- HHSC EVV Business Rules for Proprietary Systems v3.1
 - [Published on the TMHP PSO Webpage](#) on Sept. 16, 2024.
 - Phase I - Effective date of January 1, 2025.
 - Business Rules related to the Legacy EVV Visit Transaction Import process must be implemented by Jan. 1, 2025.
 - Phase II - Other Business Rules must be implemented by March 12, 2025.
 - Summary of Major Changes:
 - Legacy EVV Visit Transaction Import and Submission Process.
 - Daily Variable and Weekly Variable schedule changes.
 - Clarification on overnight visits.
 - Updated required fields for Last Visit Maintenance Date.
 - Rounding of Actual Clock In and Actual Clock Out times.
 - Schedule Information may not be edited after a clock in/out occurs.
 - Mobile method must have an offline functionality.
 - Updating the EVV Standard System Reports web service for CDS Employers to access EVV Portal reports.
 - Local Time Zone must be used.
 - ORRs will be conducted in two phases.
 - BR v3.1 Phase I compliance ORR (Session V) will test that the PS Vendor successfully implements the new Visit Maintenance Unlock Request process for Legacy Visits. Session V ORRs must be completed by January 1, 2025.
 - BR v3.1 Phase II compliance ORRs will test that the PS Vendor successfully implements new and revised Business Rules as documented in the EVV Business Rules for Proprietary Systems v3.1 document and appendices. Phase II compliance ORRs must be completed by March 12, 2025.

- 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. Operational Updates

Presenter: Lauren Poston, TMHP EVV PSO Operations

Duration: 5 minutes

- PSO metrics
- Phase I (Session V) - Visit Maintenance (VM) Process for Proprietary Systems Testing and ORR
 - All Operational PS Vendors must implement the new VM process to allow a PSO to modify an accepted EVV visit that was submitted by a previous EVV system (Legacy visit) no later than January 1, 2025.
 - PS Vendors must complete a BR compliance ORR (Session V) for the new VM process. Session V ORRs will be conducted by PS Vendors in a format like the BR compliance ORR completed in 2023 for BR v3.0.
 - TMHP has scheduled a limited number of slots for PS vendors to complete a Session V ORR. Assignment to a session is first-in first-scheduled. For those PS vendors who completed a compliance ORR for BR v3.0 last summer, the scheduling of these sessions should be familiar.
 - TMHP has informed the Operational PS Vendors regarding the Visit Maintenance requirements for Proprietary Systems Testing and the Session V ORR slots available.
 - TMHP and HHSC are prepared to begin testing with PS Vendors on 9/30/2024.
 - The earlier that a PS Vendor successfully completes the Session V ORR, the earlier PSOs onboarded with the PS vendor can begin to complete VM and VMURs for Legacy Visits. HHSC will release the PSO hold for VMURs upon successful completion of the Session V ORR.
 - The earlier that a PS Vendor completes the Session V compliance ORR, the more time they will have to prepare for and schedule the Phase II EVV Business Rules for Proprietary Systems v3.1 compliance ORR that must be completed no later than March 12, 2025.
- 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

9. 2024 Operational Readiness Review (ORR) Status Update

Presenter: Lauren Poston, TMHP EVV PSO Operations
 Duration: 5 minutes

- 2024 PSO Onboarding Sessions
 - Sessions posted on [TMHP EVV Proprietary System webpage](#)

Session	Planning Meeting Date	ORR Start Date	Session Approval Date	Expected PSOs
2024-4: Expedited	Aug. 12, 2024	Aug. 19, 2024	Sept. 24, 2024	250
2024-5: Standard	Sept. 2, 2024	Sept. 16, 2024	Oct. 30, 2024	5

- As of 9/1/2024, there are 661 operational PSOs and 11 approved PS Vendors.
 - Session 3 completed on 7/18/2024.
 - 3 Providers will go live as PSOs on 3/31/2025.
 - Session 4 completion is planned on 9/24/2024.
 - 246 Providers will go live beginning 11/1/2024.
 - Session 5 ORR began on 9/16/2024.
 - 3 providers are participating in the current ORR.
- 2025 Onboarding Sessions
 - TMHP and HHSC are currently scheduling the 2025 Onboarding Sessions and will publish the updated schedule on the [TMHP PSO Webpage](#) by 11/1/2024.
- 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.
- [System Access and Training Guide](#) on the [HHSC EVV Proprietary Systems webpage](#).
 - Updated and published on 9/1/2024.
- 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

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

Presenter: Sarah Hambrick, HHSC EVV Operations

Duration: 5 minutes

- EVV Policy Handbook Revisions
 - Published September 12, 2024.
 - The major changes are in the standalone policies on the EVV website.
 - Scroll down to “Policies”.
- Alternative Device Phase-out
 - Approval memo with final plan still routing through HHSC executive management staff.
- 89th Legislative Session
 - Pre-filing begins November 11, 2024 (Chief Clerk of the House or Secretary of the Senate).
 - Session begins January 14, 2025 (1st day).
 - Last day to file bills March 14, 2025 (60th day).
 - Regular Session ends June 2, 2025 (140th day).
 - The Governor may call Special Sessions.
- Questions

Materials and Resources

1. [HHSC EVV webpage](#)
2. [Texas Legislature Online](#)

11. Review Future Meeting Dates

Presenter: Lauren Poston, TMHP EVV PSO Operations

Duration: 5 minutes

- Future Meeting Dates:
 - November 20, 2024 - 1:00 pm – 2:30 pm CST
- Questions

12. Review Action Items

Presenter: Lauren Poston, TMHP EVV PSO Operations

Duration: 5 minutes

- Outstanding action items
- New action items

13. Discussion on Future Agenda Items

Presenter: Lauren Poston, TMHP EVV PSO Operations

Duration: 5 minutes

- 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.

Note: The agenda is subject to change.

14. **Adjournment**

Presenter: Lauren Poston, TMHP EVV PSO Operations

Duration: 2 minutes