![TMHP logo] TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

EVV Active Proprietary System Operator Workgroup Agenda

Date	July 31st, 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

Note: The agenda is subject to change.

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: Heather Gillespie, 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.
- Going forward: calendar invitations, agendas, and minutes for each Active PSO Workgroup will not be emailed out. There is a new tab on the TMHP EVV PSO webpage for all things Active PSO Workgroup linked here. This page includes the registration link, agenda links, and recordings of prior meetings in lieu of minutes.

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: Heather Gillespie, 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: Heather Gillespie, TMHP EVV PSO Operations
Duration: 5 minutes

- **June 2024**
  - Reminder about EVV Home Phone Landline Requirements posted 6/11/2024

Note: The agenda is subject to change.

- o [EVV Compliance Grace Period Extended for PCS to Dec. 31, 2024](#) posted 6/24/2024
- **July 2024**
  - o [EVV Active PSO Workgroup Information Now Available on TMHP's EVV Proprietary Systems Web Page](#) posted 7/8/2024
  - o [Clarification Update: EVV Policy Reminder for Severe Weather](#) posted 7/23/2024

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

- HHSC issued a Notice of Award to the following:
  - o United Healthcare Community Plan of Texas, LLC. – Bexar, Central Texas, Dallas, Harris, Hidalgo, Northeast Texas, Tarrant and Travis Service Areas
  - o Molina Healthcare of Texas, Inc. – Bexar, Dallas, El Paso, Harris, Hidalgo, Jefferson, Northeast Texas and Tarrant Service Areas
  - o Superior HealthPlan, Inc. – Central Texas, Dallas, Hidalgo, Lubbock, Nueces, Travis and West Texas Service Areas
  - o Amerigroup Insurance Company – Jefferson, Lubbock, Nueces and West Texas Service Areas
  - o Community First Health Plans, Inc. – Bexar Service Area
  - o El Paso Health – El Paso Service Area
  - o Community Health Choice Texas, Inc. – Harris Service Area
- Start of Operations: Sept. 1, 2024
- New Plan Codes
  - o TMHP provided updated plan codes to PS Vendors on 7/17/24

STAR+Plus Plan Code	STAR+Plus Plan Name	Service Area
S1	Community First Health Plans	Bexar
S2	El Paso Health	El Paso
S3	Community Health Choice	Harris
S4	Superior STAR+Plus	Travis
S5	United Healthcare of Texas	Bexar
S6	United Healthcare of Texas	Dallas
S7	United Healthcare of Texas	Hidalgo
S8	United Healthcare of Texas	Tarrant
S9	Wellpoint – STAR+Plus	Nueces

  - o PSOs will have time to implement prior to the 9/1/24 effective date
- Questions

5. Compliance Updates and Reminders

Presenters: Yatinkumar Akbari, TMHP EVV PSO Operations and Sam Darby, HHSC EVV Operations
Duration: 30 minutes

- Top 10 Reasons for Rejections (for all PSOs for June 2024)

Edit Code	Edit Description	% of Top 10 Rejections
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	32.90%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	19.89%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	11.16%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	9.38%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	7.42%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	6.49%
Ex00059C	The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	5.66%
Ex00043B	The MCO Member Plan code on the EVV Visit is required if the Member's Payer is Managed Care.	4.43%
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the Visit Date.	1.96%
Ex0007A	The Provider Number on the EVV visit is not in a valid 9 digit format.	0.73%

- Recent non-compliance issues have been identified:

Issue Found	Associated Business Rule
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

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Ex000123A: EVV Visit Location Out on the EVV visit is not a valid value.	and clock out to the allowable values identified in Appendix J – Service Delivery Locations.

- o The impacted PSOs have been notified and are working with TMHP to correct the issues to remain in compliance with BRs and EVV policy.
- Proposed Changes to the HHSC EVV Business Rules for Proprietary Systems
  - o A summary of the proposed rules was sent to Active PSOs. Proprietary System Vendors received copies of the draft changes to the Business Rules.
- TMHP will notify Active PSOs of the ORR methods that will be used to verify compliance.
- Questions

Materials and Resources
1. Electronic Visit Verification (EVV) Visit Transaction Rejection Guide
2. Summary of EVV Business Rule Changes document

6. HHSC/AMD System Updates

Presenter: Yvette Walters, HHSC EVV Operations
Duration: 5 minutes

- No updates
- Questions

7. Operational Updates

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

- PSO metrics
- Questions

Materials and Resources
1. EVV Proprietary Systems | TMHP
2. TMHP PSO Mailbox: evv_pso@tmhp.com

8. 2024 Operational Readiness Review (ORR) Status Update

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

- 2024 PSO Onboarding Sessions
  - o Sessions posted on TMHP EVV Proprietary System webpage

Session	Planning Meeting Date	ORR Start Date	Session Approval Date	Expected PSOs
2024-1: Expedited	Feb. 5, 2024	Feb. 19, 2024	Mar. 8, 2024	49

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2024-2: Expedited	Apr. 29, 2024	May 6, 2024	Jun. 3, 2024	190
2024-3: Standard	May 20, 2024	Jun. 3, 2024	Jul. 18, 2024	3
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

- Session 2 completed on 6/3/2024.
  - 190 Providers went live as PSOs between 7/1/2024 – 8/1/2024.
- Session 3 completed on 7/18/2024.
  - 3 Providers will go live as PSOs after 8/16/2024.
- Session 4 ORR begins on 8/19/2024.
  - 250 Providers will participate.
  - Invitations went out 7/22/2024.
- Session 5 invitations will be provided on 8/12/2024.
  - 5 Providers will participate.
- The updated EVV Proprietary Systems Approved by HHSC was published on the TMHP EVV Proprietary Systems webpage.
  - 10 approved proprietary systems
  - Updated and published on 5/9/2024.
- System Access and Training Guide on the HHSC EVV Proprietary Systems webpage.
  - Updated and published on 6/1/2024.
  - The August publication of the System Access and Training Guide will include the Go-Live date of each PSO to assist payers in identifying the most recent additions.
- 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

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

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

- EVV Policy Handbook Revisions
  - HHSC Web and Handbooks has stated the revision cannot be published until mid-September.
  - Sign up for GovDelivery to receive notice of publication.
    - HHSC / Provider Alerts / Electronic Visit Verification
    - HHSC / Meetings, News and Reports / Handbook Updates and Policy Bulletins

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- o The major changes are in the standalone policies on the EVV website.
  - ▪ Scroll down to "Policies".
- Allowable landlines.
  - o Fixed Voice over Internet Protocol (VOIP) landlines are allowable.
  - o Non-fixed VOIP landlines are NOT allowable.
  - o Notice sent June 10, 2024.
- Alternative Device Phase-out
  - o Approval memo with final plan still routing through HHSC executive management staff.
- Questions

Materials and Resources
1. HHSC EVV webpage

10. Review Future Meeting Dates

Presenter: Heather Gillespie, TMHP EVV PSO Operations
Duration: 5 minutes

- Future Meeting Dates:
  - o September 25, 2024 - 1:00 pm – 2:30 pm CST
  - o November 20, 2024 - 1:00 pm – 2:30 pm CST
- Questions

11. Review Action Items

Presenter: Heather Gillespie, TMHP EVV PSO Operations
Duration: 5 minutes

- Outstanding action items
- New action items

12. Discussion on Future Agenda Items

Presenter: Heather Gillespie, 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.

13. Adjournment

Presenter: Heather Gillespie, TMHP EVV PSO Operations
Duration: 2 minutes

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