EVV Active Proprietary System Operator Workgroup Agenda

Date	Nov. 19th, 2026
Time Duration	9:30 A.M. CST to 11:00 A.M. CST
Webinar Link Location	https://attendee.gotowebinar.com/register/5393137971551710813 Webinar Only
Contact	For questions related to this meeting, please contact: EVV_PSO@tmhp.com / EVVPSO@hhs.texas.gov

Attendees/Invitees

HHSC

TMHP

PS Vendors

Alayacare Cloud
Arrow by AlayaCare
Axxess Homecare
Brevy
CareSnap
ContinuLink
DataLogic
Direct Care Innovations (DCI)
Emcentrix
InMyTeam
Kantime
Maxim
Pediconnect
Penni
Raintree Systems Inc.
Statewise
Valware
Visit Verify

PSO's

All Active PSO's (1045) that have gone live by the date of the meeting are invited.

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: Eduardo 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.

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 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 Cunha, TMHP EVV PSO Operations
Duration: 5 minutes

October 2026

- EVV Impacts Due to Dual Integration Project Phase II, Effective Jan. 1, 2027-10/19/2026
- Register for HHAeXchange EVV System Training for CDS Employers-10/13/2026
- System Maintenance Outage Scheduled for October 17–18, 2026-10/13/2026
- Registration Available for HHSC EVV Policy Training Webinars for Program Providers, FMSAs and CDS Employers-10/06/2026
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September 2026

- System Maintenance Outage Scheduled for October 2–4, 2026-9/30/2026
- Changes for Inactive EDI Submitter Accounts Effective December 1, 2026-9/23/2026
- Coming Soon: New EDI Trading Partner Agreement Required by May 15, 2027-9/23/2026

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

- Options for Medicare and Medicaid Dual Coverage | Texas Health and Human Services
    - Phase II: Effective Jan. 1, 2027, Remaining STAR+PLUS MCOs (in bold) will begin operating Integrated D-SNPs in the Demonstration Counties
        - Bexar County (Molina Health Plan, Plan Code 46; **Community First Health Plan, Plan Code S1; United Healthcare, Plan Code S5**)
        - Dallas County (Molina Health Plan, Plan Code 9F; Superior Health Plan, Plan Code 9H; **United Healthcare, Plan Code S6**)
        - El Paso County (Molina Health Plan, Plan Code 33; **El Paso Health, Plan Code S2**)
        - Harris County (Molina Health Plan, Plan Code 7S; United Healthcare, Plan Code 7R; **Community Health Choice, Plan Code S3**)
        - Hidalgo County (Molina Health Plan, Plan Code H6; Superior Health Plan, Plan Code H5; **United Healthcare, Plan Code S7**)

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Materials and Resources

1. Options for Medicare and Medicaid Dual Coverage | Texas Health and Human Services
2. EVV Impacts Due to Dual Integration Project Phase II, Effective Jan. 1, 2027 | Texas Health and Human Services

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 from October of 2026

Rejection Code	Rejection Description	% of Top 10
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	51.38%
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	14.57%
Ex00057C3	The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.	14.21%
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	9.44%
Ex00043C	The plan code on the visit is not associated with the Member's Payer.	5.24%
Ex0002C	Provider NPI cannot be validated as active for the visit date.	3.44%
Ex0007A	The Provider Number on the EVV visit is not in a valid 9 digit format.	0.67%
Ex00066C	The rounded Bill Hours on the EVV visit cannot be greater than the rounded EVV Hours.	0.47%
Ex00031A	The Member's Payer on the EVV visit must be one of the valid values.	0.33%
Ex00067C	The EVV Units on the EVV visit do not match the EVV Billed Hours based on the Unit of Measurement.	0.25%

- The impacted PSOs have been notified and are working with TMHP to correct the issues to remain in compliance with BRs and EVV policy.
- Please note that it is important to Program providers and FMSAs keep Signature Authority contact information current and accurate. If TMHP is unable to reach the Signature Authority regarding BR non-compliance issues, it may result in suspension of visit transmission to the aggregator. Per HHSC EVV policy, HHSC may cancel the provider's use of the EVV Proprietary System without offering an opportunity to correct the non-compliance.
- Program providers and FMSAs who verify and submit visits to the EVV Aggregator that reject, can cause a 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. EVV Compliance Metrics and Guidelines

Presenter: Tracie Teague, HHSC EVV Operations
Duration: 5 minutes

- No updates

7. HHSC/AMD System Updates

Presenter: Sneha Bonthi, HHSC EVV Operations
Duration: 5 minutes

- No updates.

8. Business Rule Updates

Presenter: Sam Darby, HHSC EVV Operations
Duration: 20 minutes

- EVV Business Rules for Proprietary Systems, v4.0 (BR v4.0)
  - New BR v4.0 documents were published on the TMHP EVV Proprietary Systems Business Rules webpage on August 24, 2026.
    - Approved PS vendors must confirm compliance with BR v4.0 no later than Mar. 31, 2027.
  - Compliance for operational PSOs:
    - Each PSO will receive a new customized Certification Form from TMHP.
    -
    - Certification Form delivery will occur in groups. Round 1 will begin Nov. 30, 2026.

        - The PSO Signature Authority must sign and return the Certification Form by the specified due date.
            - The due date will be listed in the email from TMHP.
            - **Ensure that names and contact information for Signature Authority are current** in the EVV Proprietary System Request Form. If updates are required, contact TMHP PSO Operations.
        - Please don't reach out to TMHP unless you haven't received your new form by Jan. 11, 2027.
    - Compliance Reminders – PS vendors and PSOs
        - Each entity must comply with BR v4.0 by Apr. 1, 2027
        - Failure to return a signed PSO Certification Form or PS vendor compliance confirmation email may result in:
            - Temporary restriction for submitting EVV visits to the Aggregator,
            - Prohibition of the PS vendor's ability to onboard new PSOs through the Expedited Path,
            - Revocation of a PSO's approval to use the PS.
- Questions

Materials and Resources

1. TMHP PSO Business Rules Webpage
2. https://www.tmhp.com/sites/default/files/file-library/evv/EVV_Overview_of_Business_Rule_Changes_05.12.2026.pdfHHSC EVV PSO Mailbox (EVVPSO@hhs.texas.gov)

9. PSO Operational Updates

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

Important Information

- https://www.tmhp.com/news/2026-06-15-system-maintenance-outages-scheduled-july-august-and-october-2026https://www.tmhp.com/news/2026-06-15-system-maintenance-outages-scheduled-july-august-and-october-2026Changes for Inactive EDI Submitter Accounts Effective December 1, 2026 | TMHP
- https://www.tmhp.com/news/2026-07-06-updates-electronic-visit-verification-personal-care-services-bill-codes-tableEVV Impacts Due to Dual Integration Project Phase II, Effective Jan. 1, 2027 | TMHP
- EVV Claim Units Matching Effective October 30, 2026 for In-Home Respite Services in CLASS and DBMD Programs | TMHP
- Coming Soon: New EDI Trading Partner Agreement Required by May 15, 2027 | TMHP
- Changes for Inactive EDI Submitter Accounts Effective December 1, 2026 | TMHP
- Questions

Materials and Resources

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

10. Geo-Location Tips

Presenter: Eduardo Cunha, TMHP EVV PSO Operations
Duration: 5 minutes

Below we have some helpful tips for providers to capture accurate geo-location when using the mobile method.

- Contact your EVV Proprietary System vendor for instructions on how to correct geolocation errors in Member profiles.
- Document the situation to include all steps you have taken to correct the incorrect location being provided by the Service Providers Mobile device, for the case manager and your records.
- Use Reason Code 310E, Incorrect service delivery location, when completing visit maintenance. You may choose to use the free text field in 310E for documentation purposes even though it isn't required.
- Instruct service providers to turn on geolocation services on their phone or other mobile device prior to clocking in and clocking out so accurate geolocation can be captured.
- Coordinate with the Service Provider to work with Mobile Phone Service Carrier to see if Carrier can improve the geolocation function for the particular mobile device model.

11. Training Updates

Presenter: Trenice Brown, HHSC EVV Training Specialist
Duration: 5 minutes

- **HHS Learning Portal Course Refresh**
  - The EVV policy courses located in the HHS Learning Portal have been reset per HHSC's monthly course refresh. Certificates of completion should now reflect the month of September.
  - Reminder: Complete the course prior to accessing the certificate of completion

- Materials
  - EVV Training Requirements Checklist (PDF)
  - HHS Learning Portal
  - TMHP Learning Management System
  - EVV Visit Transaction Rejection Guide

- Questions

12. 2026 Operational Readiness Review (ORR) Status Update

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

- PSO Onboarding Sessions
  - All 2026 Sessions are posted on the TMHP EVV Proprietary System webpage.

Upcoming ORR Sessions

2026-5: Expedited	Nov. 30, 2026	Dec. 7, 2026	Jan. 11, 2027	Feb. 15, 2027

- As of 11/19/2026, there are 1045 operational PSOs and 18 operational PS Vendors.
- The updated Approved EVV Proprietary Systems is published on the TMHP EVV Proprietary Systems webpage and has been updated to include any new PS Vendors or changes on 11/1/2026.
  - 11 approved proprietary systems.
  - Updated and published on 11/1/2026.
- 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

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

Presenter: Sarah Hambrick, HHSC EVV Operations
Duration: 10 minutes

- Claim Units Matching for CLASS and DBMD In-Home respite
  - Bill Code G0100
    - Effective Oct 30th
    - If there's not an exact units match the claim will be denied (EVV Claims Match Code EVV06 – Units Mismatch
  - Updated EVV Bill Codes Table
  - GovDelivery sent Nov 2nd
- 90th Legislative Session
  - Prefiling begins Nov 9th
  - Legislature convenes Jan 12th
  - Last day to file new bills March 12th (60th day)
  - Legislature adjourns May 31st (sine die)
  - More information on the Texas Legislature Online website (capital.texas.gov)

- Questions

Materials and Resources

1. HHSC EVV webpage
2. HHSC EVV Policy Handbook.
3. HHSC EVV Texas Administrative Code.
4. EVV Statute (Texas Government Code Chapter 532, Subchapter F)
5. Texas Legislature Online
6. EVV Personal Care Services Bill Codes Table (Excel)

14. Review Future Meeting Dates

Presenter: Eduardo Cunha, TMHP EVV PSO Operations
Duration: 3 minutes

- Future Meeting Dates:
  - January 21, 2027 – 9:30 am – 11:00 am CST
  - March 18, 2027 – 9:30 am – 11:00 am CST
  - May 20, 2027 – 9:30 am – 11:00 am CST
  - July 15, 2027 – 9:30 am – 11:00 am CST
  - September 16, 2027 – 9:30 am – 11:00 am CST
  - November 18, 2027 – 9:30 am – 11:00 am CST

15. Review Action Items

Presenter: Eduardo Cunha, TMHP EVV PSO Operations
Duration: 2 minutes

- Outstanding action items
- New action items

16. Discussion on Future Agenda Items

Presenter: Eduardo 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.

17. Adjournment

Presenter: Eduardo Cunha, TMHP EVV PSO Operations
Duration: 1 minute