



Payer Workgroup Meeting Minutes

Date	March 25, 2024
Duration	9 a.m. – 12 p.m.
Webinar Link	https://attendee.gotowebinar.com/register/1783854697702402647
Contact	For questions related to this meeting, please contact: EVVMCO@hhs.texas.gov

Attendees

HHSC EVV Operations
HHSC Program Policy Representatives
HHSC MCO
TMHP
HHAExchange

- MCOs
- ▶ Aetna
 - ▶ Blue Cross Blue Shield
 - ▶ Community First
 - ▶ Community Health Choice
 - ▶ Cook Children's
 - ▶ Dell Children's Health Plan
 - ▶ Driscoll Children's
 - ▶ El Paso Health
 - ▶ FirstCare Health Plan
 - ▶ Molina
 - ▶ Parkland Community Health Plan
 - ▶ Right Care with Scott and White Health (SWHP)
 - ▶ Superior
 - ▶ Texas Children's
 - ▶ United Healthcare
 - ▶ Wellpoint

Agenda

1. Welcome/Introductions

Presenter: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

Materials / Resources

1. HHSC EVV webpage
2. HHSC EVV MCO contact email address – EVVMCO@hhs.texas.gov

2. Action Items Review from Prior Meeting

Presenter: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

3. General Updates

Presenters: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

- UCMCM 8.7.2, EVV MCO Quarterly Performance Measures Report: Updates to this chapter (including the template) are pending.
 - The revision will include changes to the report due dates:
 - Q1 (September through November): April 30
 - Q2 (December through February): July 31
 - Q3 (March through May): October 31
 - Q4 (June through August): January 31
 - The revision will add additional spreadsheet cells for FMSA complaints, FMSA training, and the revision will remove misuse of EVV reason codes and required free text spreadsheet cells.
 - Submit the report in TexConnect
- Rounding rules for EVV Services
 - Summary: MCOs have different rounding rules for rounding services where 1 unit =1 hour.
 - Resolution: Effective date April 1, 2024, HHSC EVV Operations will turn off Units matching

4. Compliance Reviews

Presenter: Tracie Teague, HHSC EVV Operations

Duration: 5 minutes

- Questions



Health and Human Services Commission Electronic Visit Verification (EVV)

5. Policy and Texas Administrative Code (TAC) Rules Updates

Presenter: Sarah Hambrick, HHSC EVV Operations

Duration: 5 minutes

- HHAeXchange's mobile application update -Expansion of geo-perimeter

6. Training Updates

Presenter: Tricia Barrett, HHSC EVV Training

Duration: 5 minutes

- HHSC EVV claims matching training resources to help program providers and FMSAs avoid EVV claim mismatches when claims matching resumes on April 1, 2024:
 - [HHS Learning Portal](#):
 - Best Practices to Avoid EVV Claim Mismatches video (in the EVV Policy Training – Webinar Recordings course)
 - Module 6: EVV Claims (in the EVV Policy Training for Program Providers and FMSAs course)
 - [Best Practices to Avoid EVV Claim Mismatches \(PDF\)](#) on the HHSC EVV webpage (Best Practices section)
- MCO Reminder - MCOs can repurpose HHSC EVV training material

7. EVV System Updates

Presenter: Yvette Walters, HHSC EVV Operations

Duration: 20 minutes

- EVV Portal Access
 - MCO Requesting EVV Portal Access (PDF)

8. Vendor System Changes, Updates and Defects

Presenter: Kimberly Torres, TMHP

Duration: 5 minutes

- Upcoming EVV Vendor System Changes
 - HHAX

Materials and Resources

1. TMHP mailbox – evv@tmhp.com
2. [TMHP EVV webpage](#)

9. Meeting Break (Optional)

Presenter: Rae Harris, HHSC EVV Operations

Duration: 10 minutes

10. Proprietary System Updates

Presenter: Lauren Poston, TMHP

Duration: 10 minutes

- 2024 PSO Onboarding Sessions
 - ▶ Sessions posted on [TMHP EVV Proprietary System webpage](#)
 - ▶ Session 1: System connectivity/ORR phase began on 2/19/24.
 - ◊ 49 Providers confirmed Go-Live date on 3/12/24 and will be added to the System.
- The updated [EVV Proprietary Systems Approved by HHSC](#) was published on the TMHP EVV Proprietary Systems webpage.
 - ▶ 10 approved proprietary systems
 - ▶ Lists all approved functionality that proprietary system demonstrated to HHSC.
 - ▶ Presents proprietary system information and contact information in a new format to assist program providers and FMSAs in determining which proprietary system may meet their business needs.
- [System Access and Training Guide](#) on the [HHSC EVV Proprietary Systems webpage](#).
 - ▶ Updated and published on February 2, 2024.
 - ▶ New Excel format allows search capability by PSO name and by proprietary system.
- Questions or Feedback

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

11. MCO HHCS Updates

Presenter: Rae Harris, HHSC EVV Operations

Duration: 10 minutes

- MCO HHCS Implementation Status

- Claims Submission Status – Dec. 1, 2023
 - How many providers submitting HHCS claims to MCOs after the Dec. 1 cutoff date?
 - Approximately how many rejections are the MCOs processing because the provider submitted the EVV claim directly to the MCO?
- MCO notice: Billing Electronic Visit Verification (EVV) Services as Secondary Insurance

Materials / Resources

1. [21st Century Cures Act webpage](#)
2. [Programs, Services and Service Delivery Options Required to Use EVV \(PDF\)](#)

12. EVV Vendor Transition

Presenter: Nate Burgess, HHAeXchange; Rae Harris, HHSC EVV Operations

Duration: 15 minutes

- EVV Vendor Transition Q&A
 - EVV Visit Maintenance Unlock Request Status
 - VMUR approval emails sent to txpayervmur@hhaexchange.com
 - What is HHAeXchange's procedure: i.e., steps taken when HHAeXchange receives a VMUR email from the MCO or HHSC
 - Time allotted to review and respond to the email.
 - Steps taken by the staff to determine how to respond to the email (i.e., staff needs to forward the email, etc.)
 - Procedure for unlocking the visit and performing the corrections requested by the provider.
 - Tracking process and response to the Payer and provider to inform Payer and provider that visit was unlocked.
 - Details:
 - Number of staff monitoring the email
 - Is there a Tier escalation process for emails?
 - After HHAeXchange corrects the visits, how does staff inform providers that visit maintenance is complete?
 - Escalation emails sent to txpayersupport@hhaexchange.com
 - What is HHAeXchange's procedure: steps taken when HHAeXchange receives an escalation email from the MCO or HHSC
 - Time allotted to review and respond to the email.

Health and Human Services Commission Electronic Visit Verification (EVV)

- Steps taken by the staff to determine how to respond to the email (i.e., staff needs to forward the email, etc.)
- Procedure for resolving the issue.
- Tracking process and response of the resolution to the MCO or HHSC
- Details:
 - Number of staff monitoring the email
 - Is there a Tier escalation for emails?
- MCO Notice: EVV Visit Maintenance Processes on Hold for Dates of Service Prior to Go-Live Date with Current EVV System
 - Program providers, financial management services agencies (FMSAs) and Consumer Direct Services (CDS) employers should not submit Visit Maintenance Unlock Requests (VMURs) for dates of service prior to their go-live.
 - The VMUR Hold is for claims with dates of service (DOS) prior to the go-live date with the provider's current EVV system.
 - MCOs should not recoup claims or send recoupment notices for claims that are impacted by VMURs that are on hold.
- MCO Notice: EVV Claims Matching Resumes April 1, 2024
- MCO Weekly Outreach
- Provider Onboarding Metrics – EVV Operations emails the MCOs this weekly.

Materials / Resources:

1. [Home Health Care Services Expansion FAQ \(PDF\)](#)

13. Review Action Items

Presenters: Rae Harris, Rob Parchman, HHSC EVV Operations

Duration: 10 minutes

- Outstanding action items

14. Discussion on Future Agenda Items

Presenter: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

- Call for new agenda topics or questions.



15. Review Future Meeting Dates

Presenter: Rae Harris, HHSC EVV Operations

Duration: 5 minutes

- April 23, 2024; 9:00am – 12:00pm
- May 28, 2024; 9:00am – 12:00pm
- June 24, 2024; 9:00am – 12:00pm
- July 30, 2024; 9:00am – 12:00pm
- August 27, 2024; 9:00am – 12:00pm
- September 23, 2024; 9:00am – 12:00pm
- October 28, 2024; 9:00am – 12:00pm
- November 18, 2024; 9:00am – 12:00pm
- December 16, 2024; 9:00am – 12:00pm

16. Adjournment

Presenter: Rae Harris, HHSC EVV Operations

Duration: 2 minutes