

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

**Correction to the EVV PSO Operation Readiness
Review Sessions Updates**

HHSC published a notice on [Dec. 4](#) about the EVV Proprietary System Operator (PSO) Onboarding Process Overview and Timeline to the [TMHP EVV Proprietary Systems webpage](#).

The correction includes the revised document titles and publications of the EVV PSO Onboarding Paths:

[EVV PSO Onboarding Overview and Timeline Standard Path Process \(PDF\)](#).

[EVV PSO Onboarding Overview and Timeline Expedited Path Process \(PDF\)](#).

Standard Path Demonstration note:

Proprietary system vendors onboarding with a program provider or financial management services agencies (FMSA) in a Standard Path onboarding session are strongly encouraged to consider all EVV system functionality that onboarding program providers or FMSAs and future program providers or FMSAs may require to support their EVV-required service delivery when preparing for demonstrations during the Standard Path ORR.

A program provider or FMSA wishing to onboard with a previously approved proprietary system who isn't approved for EVV functionality that the program provider or FMSA requires, must complete a modified Standard Path ORR with the previously approved proprietary system vendor to get approval to use the new functionality.

Questions?

Email TMHP EVV PSO at EVV_PSO@tmhp.com with any questions.

Contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.