



**Aetna Better Health of
Texas PROVIDER
NOTIFICATION**
EVV PSO Operational Readiness Review (ORR) Sessions Updates

Background:

HHSC is notifying program providers and financial management services agencies (FMSAs) that Texas Medicaid & Healthcare Partnership (TMHP) has published the Proprietary System Operator (PSO) ORR 2025 Onboarding schedule and the new [PSO Onboarding Standard Process Overview and Timeline \(PDF\)](#) to the [TMHP EVV webpage](#).

Key Details:

HHSC encourages program providers and financial management services agencies (FMSAs) who wish to become a PSO to submit a Proprietary System (PS) Request Form. The PS Request Form can be submitted at any time. Refer to the, [Accessing the EVV Portal for Program Providers and FMSAs job aid](#) for more information. Email the TMHP EVV PSO for questions at: EVV_PSO@tmhp.com

Contact:

Aetna Better Health of Texas EVVMailbox at: EVVMailbox@AETNA.com

Sincerely, Provider Experience Aetna Better Health of Texas

STAR (Medicaid)

Bexar area: 1-800-248-7767 (TTY: 711)

Tarrant area: 1-800-306-8612 (TTY: 711)

STAR Kids

Dallas and Tarrant areas: 1-844-787-5437 (TTY: 711)