

EVV November 2019

CookChildren's
Health Plan

888-243-3312

CCHPProviderRelations@cookchildrens.org

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Health Plan



Required Training DEADLINE 12/31/19

The new [HHSC EVV Training Policy](#) requires providers using Electronic Visit Verification prior to September 1, 2019, to complete [Health and Human Services Commission EVV Policy](#), [Texas Medicaid & Healthcare Partnership \(TMHP\) EVV Aggregator](#), and [EVV Portal training](#) by December 31, 2019, and annually thereafter.

EVV training will help providers understand EVV policies, accessing and using the EVV Portal, submitting EVV claims, and the EVV claims matching process. Providers are not required to submit proof of training completion to HHSC, managed care organizations or TMHP.

Upcoming Webinar

Upcoming EVV Webinar:

- HHSC Electronic Visit Verification – EVV Portal Enhancements Webinar on November 22, 2019 at 1PM. Click [here](#) to register

The upcoming webinar will train providers on the upcoming changes to the EVV Portal. It is important for providers to register and attend training.

For questions or concerns, providers can refer to the [EVV Contact Information Matrix](#) for the correct contacts by topic.

Accessing the EVV Portal

For information on how to access and use the EVV Portal, refer to the [EVV Portal Job Aid](#) on the TMHP website.

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Maintenance Timeframe Extended

HHSC is extending the visit maintenance timeframe for providers to correct data elements on EVV visit transactions for visits with dates of service between September 1, 2019 and October 31, 2019. Providers will have 90 calendar days from the date of the visit instead of the standard 60 calendar days to perform visit maintenance in the EVV system.

This extension will give providers more time to:

- Adjust to new EVV processes effective September 1, 2019
- Correct visits to ensure an EVV visit transaction is accepted in the EVV Portal before billing the claim

Providers are responsible for ensuring data elements in the EVV system are accurate and complete. Missing or incorrect data elements in the EVV system will result in rejected EVV visit transactions and denied claims.

The most common denials for EVV claims after September 1, 2019 for CCHP are due to Service (HCPCS and Modifiers) Mismatch and Units Mismatch.

For questions, email CCHPEVV@cookchildrens.org

Claim Match Result Codes

Result Code	Name	Meaning
EVV01	EVV Match	Confirmed visit was matched to claim
EVV02	Medicaid ID Mismatch	No EVV visits with Medicaid ID on claim
EVV03	Date(s) of Service Mismatch	No EVV visits with the Medicaid ID on the Date(s) of Service on claim
EVV04	Provider Mismatch	No EVV visits with the Medicaid ID and NPI/API on the Date(s) of Service
EVV05	Service Mismatch (HCPCS and Modifiers if applicable)	No EVV visits Medicaid ID and HCPCS/Modifiers on the Date(s) of Service
EVV06	Unit Mismatch	EVV claim units do not equal units total of matched visit(s)

Note: It is important to check the EVV portal for accepted EVV visits before billing a claim.

For information regarding avoiding EVV claim mismatches, providers are encouraged to review [EVV Tool Kit – Module 15: Best Practices to Avoid EVV Claim Mismatches on the HHSC website](#)

Future Updates

For EVV updates, providers can refer to [CCHP EVV web page](#), the [HHSC EVV web page](#), the Publications section in the Vesta EVV Home Tab, and the [TMHP EVV web page](#). Providers should also sign up for EVV alerts using [GovDelivery](#).

For questions or concerns, providers can refer to the [EVV Contact Information Matrix](#) for the correct contacts by topic.

Provider Services Support

888-243-3312

Providers can contact us Monday through Friday from 8am-5pm. Our dedicated staff is here to help you!

Provider Training Webinars

We'd love to have you or a member of your team attend our provider training webinars. The most up to date schedule can always be found under [Education & Training](#) on our website.

Electronic Fund Transfer (EFT)

Sign up for EFT and enjoy the benefits of decreased data errors and improved cash flow resulting from no checks lost in the mail, reduced paperwork and expedited account reconciliations. Complete and submit this [form](#) to get started and fax to CCHPFinance@cookchildrens.org

Electronic Remittance Advice (ERA)

Following EFT enrollment, providers may elect to receive Electronic Remittance Advice through the Availity Health Information Network. To enroll for ERA delivery on the Availity Web Portal, select Enrollments > ERA Enrollment from the Availity menu, or click ERA Enrollment in the Additional Enrollments section on the Administrator Dashboard.

You may also enroll by completing the Availity ERA enrollment form listed here.

For questions, call Availity Client Services at 800-282-4548.

Contact Us



888-243-3312
Monday – Friday 8am to 5pm
cookchp.org

Department	Type of Issue or Request	Email Address	Fax Number
Care Management	Prior-Authorizations, Case Management, Referrals, Disease Management, Member Education	CCHPPriorauthorizations@cookchildrens.org CCHPDenialandAppeal@cookchildrens.org CCHPStarKidsServiceCoordination@cookchildrens.org	682-885-8402 844-346-8402 682-303-0005 STAR Kids LTSS 844-843-0005
Claims Department	Claim Status, Payments, Appeals or Questions	CCHPClaims@cookchildrens.org CCHPClaimAppeals@cookchildrens.org	682-885-2148 682-888-8404
Compliance	Member and Provider Complaints, Fraud, Waste and Abuse	CCHPCompliance@cookchildrens.org	682-303-0276
Coordination of Benefits	Other Health Insurance, Third Party Resources, Cost Avoidance Verification Reports	CCHPCOB@cookchildrens.org	682-885-8401
Customer Service	Member Demographic Updates, PCP Changes, ID Card Requests, Value Added Services, Legal Documentation	CCHPCustomerSVC@cookchildrens.org	682-885-8401 STAR Kids 844-843-0004
Electronic Visit Verification	Open Visit Maintenance Unlock Requests, EVV Questions	CCHPEVV@cookchildrens.org	
Finance	Electronic Funds Transfer, Electronic Remittance Advice	CCHPFinance@cookchildrens.org	682-885-8482
Interpreter Services	Interpreter Requests, Translation Requests, Interpreter Complaints	CCHPInterpreterRequest@cookchildrens.org	682-885-8401

Department	Type of Issue or Request	Email Address	Fax Number
Member Advocates	STAR Kids Member Assistance for Access to Care, Complaints and Appeals	CCHPMemberAdvocate@cookchildrens.org	682-885-8401
Network Development	Credentialing, Contracting, Demographic Changes (TPI, NPI, Billing Updates)	CCHPNetworkDev@cookchildrens.org	682-885-8403
Provider Relations	Provider Education and Training	CCHPProviderRelations@cookchildrens.org	682-885-8436
Quality	Quality of Care Concerns, HEDIS, Access and Availability	CCHPQualityImprovement@cookchildrens.org	682-885-8494

Vendor	Service	Email Address Website	Number
Avallity	Claims Clearinghouse CHIP Payor ID: CCHP1 STAR/STAR Kids Payor ID: CCHP9	Website: www.avallity.com	Ph.: 800-282-4548
Beacon Health Services	Mental Health Services	Email: TexasProviderRelations@beaconhealthoptions.com Website: www.beaconhealthoptions.com/providers/login/	Ph.: 855-481-7045 Fax: 855-371-9227
National Vision Administrators	Vision Services	Email: Providers@e-nva.com	Ph.: 888-830-5630 Fax: 888-830-5560
Navitus Pharmacy	Prescription Services	Email: Providerrelations@navitus.com Website: www.navitus.com	Ph.: 866-333-2757 Hotline: 877-908-6023 Fax: 866-808-4649

Paper Claims Mailing Address:
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Appeals, COB and General Mailing Address:
Cook Children's Health Plan
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