

New EVV Claims Matching Process and EVV Portal Access Begins September 1, 2019

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Effective September 1, 2019, program providers currently required to use Electronic Visit Verification (EVV) must submit claims for EVV-relevant services, with dates of service on or after September 1, 2019, to TMHP through TexMedConnect or Electronic Data Interchange (EDI). This applies to both fee-for-service (FFS) and Medicaid managed care claims.

Claims Matching Process

When TMHP receives a claim for EVV-relevant services, for dates of service on or after September 1, 2019, it will be matched against the EVV visit transactions previously accepted by the EVV Aggregator.

The EVV Aggregator is a centralized database at TMHP that collects, validates, and stores statewide EVV visit data transmitted by a Health and Human Services Commission (HHSC)-approved EVV system. Program providers should check the EVV Portal to make sure their visit transactions have been accepted by the EVV Aggregator before submitting claims.

The following data elements will be used to match EVV claims to EVV visit transactions:

- Medicaid ID
- EVV visit date
- National Provider Identifier (NPI) or Atypical Provider Identifier (API)
- Healthcare Common Procedure Coding System (HCPCS) code
- HCPCS modifiers, if applicable
- Billable units

Once the EVV claims matching process has been performed, all EVV claims will be forwarded to the appropriate payer for final processing. A successful match does not guarantee that the EVV claim will be paid. If an EVV claim is denied, program providers should contact the correct payer for that claim.

Program providers will receive an explanation of benefits (EOB) or an explanation of payment (EOP) from their payers when a data element does not match during the EVV claims matching process.

Claim Denials

- **Managed Care Services:** Effective September 1, 2019, EVV claims for managed care services with dates of service on or after September 1, 2019, will be denied by the payer when a data element does not match during the EVV claims matching process.
- **Acute Care and Long-Term Care (LTC) FFS:** Effective November 1, 2019, EVV claims for Acute Care and LTC FFS with dates of service on

or after November 1, 2019, will be denied by the payer when a data element does not match during the EVV claims matching process.

EVV Claims Submission Requirements

Fee-for-service Claims

Program providers who currently submit claims to TMHP for LTC services will use their Claims Management System TexMedConnect access or Claims Management System Submitter ID for EDI.

Program providers who submit claims to TMHP for acute care services can use their TexMedConnect access or C21 Submitter ID for EDI.

Medicaid Managed Care Claims

Managed Care EVV claims with dates of service on or after September 1, 2019, submitted directly to an MCO, will be rejected or denied.

Program providers will receive a response from the MCO directing them to submit the EVV claim to TMHP:

- Program providers enrolled through HHSC as a Managed Care Long-Term Services and Support (LTSS) provider must get a C21 Submitter ID to submit EVV claims through EDI.
 - LTSS program providers may not submit claims through TexMedConnect at TMHP.
 - To get or verify a C21 Submitter ID, contact the TMHP EDI Help Desk at 1-888-863-3638, Option 4.
- Other program providers not currently submitting claims to TMHP must either:
 - Create a TMHP Portal user account to submit through TexMedConnect; or
 - Establish a C21 Submitter ID to submit electronically through EDI.

Information for setting up an account can be found in the [TMHP Website Security Provider Training Manual](#).

Program providers using a third-party submitter must notify them of the EVV claims submission policy.

Span Billing

Program providers must follow the billing guidelines of their payer when completing EVV billing.

If the payer allows span dates, the program provider must ensure that:

- Each date in the span has one or more matching EVV visit transactions

- The total units on the EVV claim must match the combined total units of the matched EVV visit transactions

EVV claims with date spans that include dates on or after September 1, 2019, and before September 1, 2019, will be rejected by TMHP.

EVV Portal

Beginning September 1, 2019, program providers, MCOs, and HHSC employees will have access to the EVV Portal to view EVV standard reports, EVV visit transactions (accepted and rejected), and EVV claims matching data in the EVV Aggregator for dates of service on or after September 1, 2019.

EVV Portal Standard Reports

The EVV Portal will include the following standard reports:

- EVV Attendant Report
- EVV Provider Report
- EVV Reason Code Usage and Free Text Report
- EVV Usage Report
- EVV Visit Log Report
- EVV Clock In/Clock Out Usage Report
- EVV Units of Service Summary Report (FFS program providers only)

Users will be able to search, view, and print the EVV Portal standard reports.

The reports will be used for activities, including:

- EVV data analysis
- HHSC and MCO EVV Compliance Oversight reviews
- Fraud, waste, and abuse reviews
- Enforcement actions

For dates of service prior to September 1, 2019, program providers will continue to pull EVV standard reports using the DataLogic vendor system.

EVV Portal Search Tools

The EVV Portal search tools will help program providers, HHSC, and MCOs find:

- Accepted and rejected EVV visit transactions
- History of updates made to EVV visit transactions
- EVV claims to EVV visit transactions match results

For more information about EVV Portal functions and searches, program providers can refer to [Module 9: EVV Portal Standard Reports and Search Tools](#) on the HHSC website.

TMHP will have an EVV Portal job aid and computer-based training (CBT) available in August 2019. The job aid will explain how to access the EVV Portal standard reports and how to use the EVV Portal search tools. The CBT will cover EVV claims submissions, the EVV Aggregator, and the EVV Portal.

EVV Future Updates

For EVV updates, program providers can refer to the [HHSC EVV web page](#), the Publications section in the Vesta EVV Home Tab, your MCO's website, and the TMHP website. Program providers can also sign up for EVV alerts using [GovDelivery](#).

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