

Update to EVV Claims Matching Policy for Fee-for-Service EVV Claims

Information posted August 15, 2019

The new Electronic Visit Verification (EVV) Claims Matching Policy that is effective Sept. 1, 2019, was [published on July 24, 2019](#). The following updates have been made to this policy for EVV claims for Acute Care and Long-Term Care (LTC) Fee-for-Service (FFS):

- For dates of service between Sept. 1, 2019 through Oct. 31, 2019:
 - You will see an informational explanation of benefit and are not denied when a data element does not match during the EVV claims matching process.
- For dates of service on or after Nov. 1, 2019:
 - EVV claims for Acute Care and LTC FFS are denied by the payer when a data element does not match during the EVV claims matching process.

EVV Visit Maintenance Unlock Request Policy

The [EVV Visit Maintenance Unlock Request Policy](#) was revised with an effective date of July 1, 2019. However, on July 12 the policy was placed on hold. New updated EVV Visit Maintenance Unlock Request Policy is effective Sept. 1, 2019. Program providers and managed care organizations (MCOs) should follow the existing policy in the [EVV Provider Policy Handbook, Section 4200 – Visit Maintenance](#) until the new policy goes into effect on Sept. 1, 2019.

EVV Training is Available

Multiple training methods and topics about EVV are available to program providers and financial management services agencies, including:

EVV Roadshow – Instructor-Led Training (Aug. 1 – Nov. 1)

- Classes will be held throughout the state about EVV policy, the EVV Aggregator, the EVV Portal, vendor selection, and claims.
- [Register and view the training schedule on the Texas Health and Human Services Learning Portal](#). After logging in or creating an account, select “All Courses,” “Health and Human Services Commission Courses,” “Electronic Visit Verification Training” or “EVV Roadshow.”

Computer-Based Training

Computer-based training (CBT) courses are available in mid-August:

- EVV policy on the [HHS Learning Portal](#). To access a course, log in or create an account. Select “All Courses,” then “HHSC Courses” and scroll down to “Electronic Visit Verification Training.”
- In the [Texas Medicaid & Healthcare Partnership \(TMHP\) Learning Management System \(LMS\)](#). Topics include the EVV Aggregator, EVV Portal, vendor selection, and claims. [Click here for instructions to access training](#).

Webinar with Live Q&A Session Hosted by TMHP

Register for the Aug. 15 webinar about selecting an HHSC-approved EVV vendor, the EVV provider onboarding process, the EVV Aggregator, EVV Portal, and submitting EVV claims.

After registering, a confirmation email will be sent with information about joining the webinar.

EVV Tool Kit

For helpful information about EVV:

- An informational series all about EVV is posted twice monthly throughout 2019 and is available on the [HHSC EVV website](#).
- Live question and answer (Q&A) webinars are held each month. To register for the Aug. 22 webinar click here: [Preparing for Sept. 1 - Summary of EVV Changes](#).
- Read all of the [Q&As](#) from the live webinars. Q&As are updated monthly.

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

Effective Sept. 1, 2019, program providers that are currently required to use EVV must submit claims for EVV-relevant services with dates of service on or after Sept. 1, 2019, to TMHP through TexMedConnect or the Electronic Data Interchange. This applies to both FFS and Medicaid managed care claims.

Click [here](#) for more information about the EVV claims matching process and EVV Portal access.

EVV Visit Transaction Validation Enhancements for All MCOs

Effective Aug. 1, 2019, EVV visit transaction validation enhancements will be enabled in the DataLogic Vesta EVV system for program providers who submit EVV-relevant claims to MCOs. These EVV visit transaction validation enhancements will be enabled to help improve data quality and to help program providers prepare for the new claims matching process that is effective Sept. 1, 2019.

Click [here](#) for more information.

EVV Service Bill Codes Table Available

Detailed bill code information for EVV services is now available in the [EVV Service Bill Codes table](#) on the HHSC EVV website. The EVV Service Bill Codes table identifies the EVV program and service bill codes required for EVV-relevant services that are currently in use, and those with changes effective Sept. 1, 2019.

Click [here](#) for more information.

For questions about these alerts contact [HHSC EVV Operations](#).