Information Related to Sept 1. EVV Changes: Known Issues and Common Troubleshooting Questions

Information posted September 20, 2019

TMHP has identified known issues and common troubleshooting questions related to the Sept. 1 Electronic Visit Verification (EVV) changes. Program providers are encouraged to check the TMHP EVV webpage to see the current status of known issues.

For additional contact information, refer to the EVV Contact Information Matrix on the EVV Contact Information page at www.tmhp.com.

Known Issues

Medicare-Medicaid Dual-Eligible Claims Issue (In Progress)

TMHP is working to resolve an issue with some EVV claims for managed care members with dual eligibility. This issue is causing TMHP to deny or reject claims for dual-eligible members who are not enrolled in a Medicare-Medicaid Plan (MMP). TMHP is working on system changes as soon as possible and expects the issue to be resolved on or before Friday, September 20, 2019. For more information about this issue, refer to the article titled, “Issue Identified for some Medicare-Medicaid EVV Claims.”

Claims Issue with Procedure Code T1005 (Resolved)

TMHP has identified and resolved an issue with some EVV claims that have been submitted with procedure code T1005. Program providers who experienced denials for claims with procedure code T1005 must resubmit the claims to TMHP. Please contact evv@tmhp.com if you still receive a denial for an invalid type of service.
Network Connectivity Issue for Vesta Complete Users When Submitting Claims (In Progress)

Program providers who use the DataLogic Vesta Complete software for claims billing may be experiencing intermittent network connectivity issues. DataLogic and TMHP are actively working to address this issue. We are not aware of any other known connectivity issues with program providers submitting claims through other mechanisms. If you are experiencing connectivity issues with other billing software and TMHP, contact the TMHP EDI Help Desk at 1-888-863-3638, Option 4.

Note: There is no connection issue submitting and processing EVV visits on the DataLogic VestaEVV software; this is only affecting claims submission via Vesta Complete.

Common Troubleshooting Questions

Visit Rejections for Edit Ex00059C

One of the top reasons for rejected EVV visit transactions at the EVV Aggregator is edit Ex00059C “The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.” To avoid EVV visit transaction rejections at the EVV Aggregator, EVV claim mismatches, and EVV claim denials, refer to the article titled, “Urgent: Updates to STAR+PLUS LTSS Billing Matrix and Authorizations.”

Avoiding EVV Claim Mismatches

Program providers are encouraged to review EVV Tool Kit – Module 15: Best Practices to Avoid EVV Claim Mismatches on the HHSC website for information regarding avoiding EVV claim mismatches.

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.
Claim Rejections for No Taxonomy Code

Some program providers are experiencing rejections for Error Code 1604 “BILLING PROVIDER TAXONOMY IS MISSING.” Acute Care service program providers must submit a taxonomy code when submitting electronic claims to TMHP.

- Claims submitted without a taxonomy code will be rejected.
- The taxonomy code must match what is on file for the program provider for accurate processing.

For Acute Care Services, program providers may go to the TMHP Portal on the Provider Information Management System (PIMS) page to view their taxonomy on file that was used during their provider enrollment process.

Program providers enrolled with TMHP can update their taxonomy code information with Texas Medicaid by using the “Attest a National Provider Identifier (NPI)” page on www.tmhp.com. The available taxonomy code selections are auto populated according to the provider type and specialty associated with the Texas Provider Identifier (TPI) entered.

Long-Term Care, Long Term Services and Supports (LTSS) and MCO-Only program providers are encouraged to submit a taxonomy code when submitting electronic claims to TMHP, as your MCO Payer may be requiring taxonomy on their claims processing.

A list of taxonomy codes can be obtained from the Washington Publishing Company website at www.wpc-edi.com/reference/.

For questions regarding the use of taxonomy codes on TMHP Claims submission, contact the TMHP EDI Help Desk at 1-888-863-3638, Option 4.

Submitter IDs for Claims Submission

Acute Care Service

- Program providers enrolled with TMHP Acute Care will submit claims using a C21 submitter ID.
- If you already have a C21 submitter ID, a new one is not necessary. Contact the TMHP EDI Help Desk at 1-888-863-3638, Option 4, provide your C21 Submitter ID, and request to verify if your submitter ID is set up for 837P and 837I transactions.
• If you do not have a current C21 submitter ID, contact the TMHP EDI Help Desk to request one.

• C21 Submitter IDs must use the Acute Care Receiver ID of 617591011C21P for production.

Long-Term Care (LTC) Service

• Program providers who submit LTC fee-for-service claims using a CMS Submitter ID should continue to use their CMS Submitter ID for those claims.

• The receiver ID for CMS Submitter IDs is 617591011CMSP.

Long Term Services and Supports (LTSS) and MCO-Only

• Program providers not enrolled with TMHP Acute Care (i.e. MCO-Only Enrolled) will submit claims using an LTSS Submitter ID.

• If you have already contacted the EDI Help Desk to request an LTSS Submitter ID, no action is necessary.

• If you do not yet have an LTSS Submitter ID, please contact the TMHP EDI Help Desk at 1-888-863-3638, Option 4, to request one.

• LTSS Submitter IDs must use the LTSS Receiver ID of 617591011LTSSP for production.

For questions about submitter IDs, contact the TMHP EDI Help Desk at 1-888-863-3638, Option 4.

For additional contact information, refer to the EVV Contact Information Matrix on the EVV Contact Information page at www.tmhp.com.