

How to Setup Managed Care Electronic Visit Verification (EVV) Claims Submission to Texas Medicaid & Healthcare Partnership (TMHP)

By October 1, 2020, all managed care claims for EVV relevant services (EVV claims) must be submitted to TMHP for the EVV claims matching process to occur. Beginning October 1, 2020, EVV claims submitted directly to a managed care organization (MCO) will be denied or rejected.

The following programs and service delivery options must setup EVV claims submission to TMHP:

- Programs
 - STAR+PLUS
 - STAR+PLUS Medicare-Medicaid Plan (MMP)
 - STAR Kids
 - STAR Health
- Service Delivery Options
 - Consumer Directed Services (CDS)
 - Service Responsibility Option (SRO)

EVV Practice Period

When a managed care EVV claim is submitted to TMHP during the practice period from July 1, 2020, through November 30, 2020, the EVV Aggregator will perform the claim matching process and return informational claims matching results to the EVV Portal. Program providers and financial management services agencies (FMSAs) can view EVV claim match result codes on the EVV Portal that indicate if there was an EVV visit transaction to EVV claim match or mismatch. EVV claims for services included in the Texas Health and Human Services Commission Cures Act EVV Expansion will not be denied due to EVV claim mismatches during this time. Claim matching results are for informational purposes only during the practice period (informational match results). Visit the [21st Century Cures Act](#) webpage for dates and information on the milestones.

There are two options to submit EVV claims to TMHP: TexMedConnect or the Electronic Data Interchange (EDI).

Use the information below to learn more about each electronic claims submission option and how to begin the setup process.

	TexMedConnect	EDI
What is it?	Free, web-based claims submission tool provided by TMHP.	Electronic mailbox used by third-party claim submitters (clearinghouses/vendors/software) for electronic claims submission to TMHP.
What do I need?	<p>TMHP user account</p> <p>Click Activate my account on the TMHP website to create a new account. Select your provider type, then enter required information.</p> <p>Refer to the TMHP Portal Security Provider Training Manual for additional instructions.</p>	<p>Submitter ID - unique, nine-digit number provided by TMHP.</p> <p>Receiver ID - one of three unique numbers assigned by TMHP associated with a specific TMHP claims system.</p> <p>Note: <i>If you currently use a third-party claim submitter to submit claims, contact the third-party claim submitter to determine if a separate Submitter ID is required.</i></p>
How do I get started?	<p>Request a PIN from TMHP to create an account. During the TMHP user account activation, you can click Do you need to request a PIN?</p> <p>Steps to complete this process are listed in Section 2.4 How to Request a PIN of the TMHP Portal Security Provider Training Manual.</p> <p>Allow 7-10 business days to receive the PIN in the mail.</p> <p>Use the PIN to create an account, then you can start billing right away.</p>	<p>Call the TMHP EDI Help Desk at 888-863-3638, Option 4, to obtain a Submitter ID and the correct Receiver ID for the appropriate TMHP claims system.</p> <p>Allow up to 4 business days to receive the Submitter ID.</p>
How can I get more information?	<p>TexMedConnect - Acute Care Manual</p> <p>TexMedConnect - Long-Term Care User Guide</p> <p>TexMedConnect - Managed Care Organization (MCO) Long-Term Services and Supports (LTSS) Providers Training (TMHP Module 6: EVV Claims Submission and Billing)</p>	<p>TMHP EDI Home Page</p> <p>Approved EDI Vendors</p> <p>EVV Claims Submission - Submitter ID and Receiver ID Quick Reference Guide (QRG)</p> <p>Training (TMHP Module 6: EVV Claims Submission and Billing)</p>