

11/24/2020

Temporary EVV Policies for COVID-19 to end Dec. 31, 2020

Background: In response to the novel coronavirus (COVID-19), HHSC is extending the Temporary EVV Policies for COVID-19 through Dec. 31, 2020 for program providers currently required to use Electronic Visit Verification. HHSC will not extend the temporary policies after Dec. 31, 2020.

For dates of service beginning on Jan. 1, 2021, EVV claims matching with denials will resume, and claims will no longer receive an EVV07 match code in the EVV Portal.

Program providers:

- Must ensure a matching EVV visit transaction is accepted in the EVV Portal before billing the claim, or the claim will be denied.

- Will no longer have 180 days to complete visit maintenance.

- Should continue to follow the Best Practices for Temporary Policies for COVID-19 to avoid recoups for claims with dates of service from March 21, 2020 to Dec. 31, 2020.

Action: HHSC requests MCOs post the attached communication to their Provider Portal and EVV webpage, as applicable, as soon as possible, but **no later than Dec. 9.**

Resources:

Existing EVV Users: Temporary Policies for COVID-19 to end Dec. 31

Contact:

MCO_EVV_Communication@hhsc.state.tx.us

Type: Action Required

To: MMP; STAR+PLUS; STARHEALTH; STAR_KIDS

From: EVV