

A message from the Texas Health and Human Services Commission

EVV Claims Matching Begins April 1 – Unmatched EVV Claims will Deny for Payment

Electronic Visit Verification (EVV) claims matching for all services required to use EVV will begin on **April 1**.

EVV claims with dates of service of April 1, 2024, and after, that do not have an EVV visit match, will be denied payment.

Resources to Prevent EVV Claim Mismatches

Refer to the [Best Practices to Avoid EVV Claim Mismatches \(PDF\)](#) for technical guidance and resources to prevent EVV claim mismatches.

[Email TMHP](#) for assistance with EVV claims mismatch results.

Email Wellpoint for EVV questions at TXEVVSupport@wellpoint.com.

provider.wellpoint.com/tx

Medicaid coverage provided by Wellpoint Insurance Company to members in the Medicaid Rural Service Area and the STAR Kids program and Wellpoint Texas, Inc. to all other Wellpoint members in Texas.

Medicare-Medicaid Plan coverage provided by Wellpoint Texas, Inc.

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