

Quarterly summary of EVV compliance reviews

Texas | Medicaid • Medicare-Medicaid Plan

The information below is a summary of the electronic visit verification (EVV) compliance reviews completed within the state fiscal year (SFY) quarters.

A **program provider** is an entity who contracts with Wellpoint to provide an EVV service. These are those providers who implemented EVV in 2016 prior to the federal EVV requirements, or after, and provide the EVV-required services under the agency model service option.

A **financial management services agency (FMSA)** is an entity that contracts with Wellpoint to provide financial management services to a consumer directed service (CDS) employer. These providers are those who implemented EVV on or after January 1, 2021, due to federal requirements and provide EVV-required services under the CDS service option.

A **CDS employer** is a member or legally authorized representative (LAR) who participates in the CDS option. EVV was implemented on January 1, 2021, due to federal requirements.

SFY 2024

Program providers:

- **EVV usage reviews:**
 - Q1 (September 2023 to November 2023):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: 517
 - Q2 (December 2023 to February 2024):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: 303
 - Q3 (March 2024 to May 2024):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A
 - Q4 (June 2024 to August 2024):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A

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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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- **EVV landline phone verification reviews:**
 - Q1 (September 2023 to November 2023):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A
 - Q2 (December 2023 to February 2024):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A
 - Q3 (March 2024 to May 2024):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A
 - Q4 (June 2024 to August 2024):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A

FMSA:

- **EVV usage reviews:**
 - Q1 (September 2023 to November 2023):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: 1
 - Q2 (December 2023 to February 2024):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: 0
 - Q3 (March 2024 to May 2024):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q4 (June 2024 to August 2024):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
- **EVV landline phone verification reviews:**
 - Q1 (September 2023 to November 2023):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q2 (December 2023 to February 2024):

- Total number of reviews completed: N/A
- Total number of FMSAs not in compliance: N/A
- Q3 (March 2024 to May 2024):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
- Q4 (June 2024 to August 2024):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A

CDS employer:

- **EVV usage reviews:**
 - Q1 (September 2023 to November 2023):
 - Total number of reviews completed: N/A
 - Total number of CDS employers not in compliance: 3,261
 - Q2 (December 2023 to February 2024):
 - Total number of reviews completed: N/A
 - Total number of CDS employers not in compliance: 1,687
 - Q3 (March 2024 to May 2024):
 - Total number of reviews completed: N/A
 - Total number of CDS employers not in compliance: N/A
 - Q4 (June 2024 to August 2024):
 - Total number of reviews completed: N/A
 - Total number of CDS employers not in compliance: N/A
- **EVV landline phone verification reviews:**
 - Q1 (September 2023 to November 2023):
 - Total number of reviews completed: N/A
 - Total number of CDS employers not in compliance: N/A
 - Q2 (December 2023 to February 2024):
 - Total number of reviews completed: N/A
 - Total number of CDS employers not in compliance: N/A
 - Q3 (March 2024 to May 2024):
 - Total number of reviews completed: N/A
 - Total number of CDS employers not in compliance: N/A

- Q4 (June 2024 to August 2024):
 - Total number of reviews completed: N/A
 - Total number of CDS employers not in compliance: N/A

The information below is a summary of the top five reasons for EVV claim denials or recoupments related to EVV:

- EVV claim mismatch due to EVV05 service mismatch. The HCPCS/modifier combination submitted on the claim does not match the HCPCS/modifier combination verified on the accepted EVV visit transaction.
- EVV claim mismatch due to EVV03 visit date mismatch. The most common situation for this mismatch is when the claim is submitted before the EVV visit transaction is accepted by the EVV aggregator.
- EVV claim mismatch due to EVV06 unit mismatch. The units billed on the claim do not match the units verified on the accepted EVV visit transaction.
- EVV claim mismatch due to EVV02 Medicaid ID mismatch. The Medicaid ID number billed on the claim does not match the Medicaid ID verified on the accepted EVV visit transaction.

If you have questions about EVV, please send an email to TXEVVSupport@wellpoint.com.