

Electronic Visit Verification (EVV) Home Health Care Service (HHCS) Implementation

Updates for submitting claims, EVV HHCS vendor system onboarding, and Electronic Visit Verification (EVV) website access

This notification is in reference to the Home Health Care Services (HHCS) procedure codes and modifier combinations that are being implemented with EVV effective January 1, 2024.

To view all the HHCS procedure codes and modifier combinations being implemented with EVV, please refer to the *EVV HHCS Service Bill Codes Table* located on the Texas Health and Human Service Commission (HHSC) *21st Century Cures Act* website at <https://tinyurl.com/bdz7vj3u>:

- HHSC EVV HHCS Service Bill Codes Table (Excel): <https://tinyurl.com/yc6hkwrn>
- HHSC EVV HHCS Service Bill Codes Table (PDF): <https://tinyurl.com/3c5sfhzn>

The information in this notice pertains to **all** providers and financial management services agencies (FMSAs) that currently submit claims for HHCS services being implemented with EVV and currently submit these claims:

- With a *place of service* (12) on an 837P (CMS-1500) claim form, or
- With *type of bill* (32) on an 837I (CMS-1450/UB-04) claim form.

Claim submission for EVV HHCS services

Providers and FMSAs **must** submit all HHCS EVV claims electronically to the HHSC claims administrator known as Texas Medicaid & Healthcare Partnership (TMHP) starting with dates of service on or after **December 1, 2023**. Amerigroup will **reject** any HHCS EVV claim back to the provider directing them to submit the claim to TMHP.

Claims for EVV HHCS services must be submitted electronically to TMHP through TexMedConnect or through electronic data interchange (EDI) using a Compass 21 (C21) Submitted ID:

- To use TexMedConnect, providers and FMSAs must have an account on the TMHP website. If you do not have an account, set one up using the information provided in the *TMHP Security Provider Training Manual* at <https://tinyurl.com/3p8ej6sj>.
- To submit claims through EDI using a Compass 21 (C21) Submitter ID, please refer to the TMHP EDI website to get started: <https://www.tmhp.com/topics/edi>. Providers and FMSAs that need help setting up a C21 or CMS Submitter ID should contact the TMHP EDI Help Desk at **888-863-3638**, option 4.

EVV vendor system onboarding

Providers and FMSAs who **currently** use EVV vendor systems (DataLogic/VESTA or First Data/AuthentiCare) and are not in the proprietary system onboarding process **must** submit the

* HHAeXchange is an independent company providing procedure code services on behalf of the health plan.

<https://provider.amerigroup.com/TX>

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.
TXAGP-CDMMMP-035492-23

HHaEXchange Provider Onboarding Form by **August 31, 2023**, and **must** be fully onboarded with HHaEXchange by **October 1, 2023**.

Providers and FMSAs who are **new** to EVV due to the EVV HHCS implementation and are not in the proprietary system onboarding process **must** submit the *HHaEXchange Provider Onboarding Form* as soon as possible but no later than **October 31, 2023**, and **must** be fully onboarded with HHaEXchange by **December 31, 2023**.

The *HHaEXchange Provider Onboarding Form* is available on the HHaEXchange Texas website: <https://hhaexchange.com/info-hub/texas>.

The form is used to create and configure the HHaEXchange website information. The person who submits the form will be the provider's point of contact and will receive all communication from HHaEXchange.

HHaEXchange information sessions are available by webinar on the HHaEXchange Texas website. The sessions provide an overview of the transition, review expectations, and provide a demonstration of the HHaEXchange website.

Program providers, FMSAs and Consumer Directed Services (CDS) employers who have successfully completed HHaEXchange website EVV system training will receive credentials to log into the HHaEXchange website starting in September 2023.

TMHP EVV website access

To access the TMHP EVV website, providers and FMSAs must have a TMHP user account. Providers and FMSA staff must contact their TMHP provider administrator to request EVV website access. For full instructions, review the **EVV website job aids** at <https://tinyurl.com/rjzhyc4u> on the **TMHP EVV learning management system (LMS)** at <https://learn.tmhp.com/>.

Additional EVV resources:

- EVV Practice Period for Home Health Care Service Implementation: <https://tinyurl.com/467xfe64>
- Amerigroup EVV website: <https://tinyurl.com/29cks28c>
- HHSC EVV website: <https://tinyurl.com/mryw58jr>
- TMHP EVV website: <https://www.tmhp.com/topics/evv>
- EVV Contact Guide for Providers and FMSAs: <https://tinyurl.com/2ant78jc>
- HHaEXchange Texas website: <https://www.hhaexchange.com/info-hub/texas>

If you have questions about EVV or the information in this notice, please send an email to TXEVVSupport@amerigroup.com.



Email is the quickest and most direct way to receive important information from Amerigroup.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/39gKLNm>).

