

Provider update

Electronic visit verification compliance reviews for state fiscal year 2023 and calendar year 2023

Electronic visit verification (EVV) compliance reviews monitor providers who are contracted with Amerigroup and provide EVV-required services to Amerigroup members. Amerigroup follows all requirements for the EVV compliance reviews as outlined in the *HHSC EVV Policy Handbook* and providers will be reviewed based on the schedules below.

Reviews for state fiscal year (SFY) 2023 and calendar year 2023 will include EVV visit transactions for the Agency Model service option, Consumer Directed Services (CDS) and Service Responsibility Option (SRO).

EVV compliance review schedule for SFY 2023 for:

- *EVV usage reviews:* Meet the minimum EVV usage score
- *EVV required free text reviews:* Document required free text

Quarter	Month and year	Review start date (on or after)
1	September 2022, October 2022, and November 2022	March 15, 2023
2	December 2022, January 2023, and February 2023	June 15, 2023
3	March 2023, April 2023, and May 2023	September 15, 2023
4	June 2023, July 2023, and August 2023	December 15, 2023

EVV compliance review schedule for calendar year 2023 for:

- *EVV landline phone verification reviews:* Ensure valid phone type is used

Month and year	Review start date (on or after)
January 2023	February 1, 2023
February 2023	March 1, 2023
March 2023	April 1, 2023
April 2023	May 1, 2023
May 2023	June 1, 2023
June 2023	July 1, 2023

Month and year	Review start date (on or after)
July 2023	August 1, 2023
August 2023	September 1, 2023
September 2023	October 1, 2023
October 2023	November 1, 2023
November 2023	December 1, 2023
December 2023	January 1, 2024

To review the *HHSC EVV Policy Handbook, section 10000 EVV Compliance Reviews*, please visit <https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/section-10000-evv-compliance-reviews>.

If you have questions regarding this provider notice, please send an email to TXEVVSupport@amerigroup.com.

<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.
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