

Quarterly summary of EVV compliance reviews

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 Amerigroup to provide an EVV service. These providers are those that 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 Amerigroup 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 2022

Program providers:

- **EVV usage reviews:**
 - Q1 (September 2021 to November 2021):
 - Total number of reviews completed: 74
 - Total number of program providers not in compliance: 79
 - Q2 (December 2021 to February 2022):
 - Total number of reviews completed: 19
 - Total number of program providers not in compliance: 22
 - Q3 (March 2022 to May 2022):
 - Total number of reviews completed: 26
 - Total number of program providers not in compliance: 28
 - Q4 (June 2022 to August 2022):
 - Total number of reviews completed: 26
 - Total number of program providers not in compliance: 30
- **EVV required free text reviews:**
 - Q1 (September 2021 to November 2021):
 - Total number of reviews completed: 24
 - Total number of program providers not in compliance: 24
 - Q2 (December 2021 to February 2022):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A
 - Q3 (March 2022 to May 2022):
 - Total number of reviews completed: N/A

<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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June 2023

- Total number of program providers not in compliance: N/A
 - Q4 (June 2022 to August 2022):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A
- **EVV landline phone verification reviews:**
 - Q1 (September 2021 to November 2021):
 - Total number of reviews completed: 1
 - Total number of program providers not in compliance: 1
 - Q2 (December 2021 to February 2022):
 - Total number of reviews completed: 16
 - Total number of program providers not in compliance: 16
 - Q3 (March 2022 to May 2022):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A
 - Q4 (June 2022 to August 2022):
 - Total number of reviews completed: N/A
 - Total number of program providers not in compliance: N/A

FMSA:

- **EVV usage reviews:**
 - Q1 (September 2021 to November 2021):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q2 (December 2021 to February 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q3 (March 2022 to May 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q4 (June 2022 to August 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
- **EVV required free text reviews:**
 - Q1 (September 2021 to November 2021):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q2 (December 2021 to February 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q3 (March 2022 to May 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q4 (June 2022 to August 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
- **EVV landline phone verification reviews:**
 - Q1 (September 2021 to November 2021):
 - Total number of reviews completed: N/A

- Total number of FMSAs not in compliance: N/A
- Q2 (December 2021 to February 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
- Q3 (March 2022 to May 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
- Q4 (June 2022 to August 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A

CDS employer:

- **EVV usage reviews:**
 - Q1 (September 2021 to November 2021):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q2 (December 2021 to February 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q3 (March 2022 to May 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q4 (June 2022 to August 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
- **EVV landline phone verification reviews:**
 - Q1 (September 2021 to November 2021):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q2 (December 2021 to February 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q3 (March 2022 to May 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs not in compliance: N/A
 - Q4 (June 2022 to August 2022):
 - Total number of reviews completed: N/A
 - Total number of FMSAs 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 units 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.
- The provider did not follow the HHSC requirements outlined in the temporary EVV policies, which resulted in an EVV mismatch of claims that resulted in an EVV07 and EVV08 EVV match result code.

If you have questions pertaining to EVV, 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>).

