

**03/21/2024**

## **Billing Electronic Visit Verification (EVV) Services as Secondary Insurance Claims**

### **Background:**

With the implementation of EVV for the Home Health Care Services on January 1, 2024, MCOs brought forth concerns regarding the program provider or financial management services agency (FMSA) billing EVV services as secondary insurance claims.

The MCOs informed HHSC that a reason for denial is needed from the program provider or FMSA and that some MCOs require an Explanation of Benefit (EOB) as attachment for these types of denials.

### **Key Details:**

Program providers and FMSAs use TexMedConnect to bill their claims. Currently, TexMedConnect does not support electronic attachments and there are no future updates planned for TexMedConnect; therefore, program providers and FMSAs are not able to attach the EOBs.

TexMedConnect does allow program providers and FMSAs to enter other health insurance information in the designated fields.

This notice is to inform MCOs of a workaround for this issue. MCOs should inform their program providers and FMSAs to use the TexMedConnect Acute User Guide and to follow the instructions on the tab, other-insurance / submit claim.

### **Action:**

MCOs must educate their program providers or FMSAs on their process for billing secondary insurance. This education must include providing them with the TexMedConnect Acute User Guide.

If an MCO requires the EOB as an attachment, the MCO must inform the program provider or FMSA of the process to submit the EOB through the MCO Portal.

### **Resources:**

[2.0 Uniform Managed Care Manual Claims Manual \(PDF\)](#): When a service is billed to a third-party insurance resource other than the MCO, the Claim must be refiled and received by the MCO within 95 Days from the date of disposition by the other insurance resource. The MCO will determine, as a part of its provider Claims' filing requirements, the documentation required when a program provider refiles these types of Claims with the MCO.

[TexMedConnect Acute User Guide \(tmhp.com\)](#)

### **Contact:**

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**Type:** Action Required; Informational

**To:** MMP; STAR; STAR+PLUS; STARHEALTH; STAR\_KIDS

**From:** EVV