03/25/2024

New EVV Visit Transaction Rejection Codes to Begin April 1

Background:

Beginning April 1, Electronic Visit Verification (EVV) visit transactions with dates of service on or after April 1, 2024, will receive new visit transaction rejection codes if the EVV Aggregator receives incomplete or incorrect data.

Key Details:

Program providers and financial management services agencies (FMSAs) will see these new rejection codes in the EVV Portal through the EVV Visit History search tab. To fix the errors, you must perform visit maintenance in the EVV system.

To see the list of the new rejection codes and their description, refer to TMHP's New EVV Visit Transaction Rejection Codes Effective April 1, 2024, found on the TMHP EVV webpage.

Action:

All MCOs must post the information in this notice as soon as possible to their MCO EVV Website. MCOs should replace any contact information or resources with their information as applicable.

Resources:

For a complete list of the EVV visit transaction rejection codes, refer to HHSC EVV Business Rules Appendix M – EVV Visit Data Layout Edits Crosswalk.

Contact:

EVVMCO@hhs.texas.gov

Type: Action Required

To: MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: EVV