

03/14/2022

MCOs to Override Timely Filing for Claims Impacted by TMHP DataLogic Eligibility Verification Issue

Background:

Due to an issue on how Electronic Visit Verification (EVV) vendor, DataLogic, is setup with the TMHP system, they are not able to retrieve Member Eligibility Verification for MCO-only Acute Care Medicaid clients from TMHP. This issue caused certain EVV visits for these MCO-only Acute Care Medicaid clients to Fail to Export (FTE) from the DataLogic Vesta system and not transmit to the TMHP EVV Aggregator for processing.

TMHP has identified the root cause and is working with DataLogic to implement a long-term solution. In the interim, TMHP has instructed DataLogic to bypass the FTE edit on these visits so that the EVV visits can be exported to the EVV Aggregator for processing. The EVV Aggregator will only accept the visits if they pass all the required edits, including Member Eligibility Verification check. Impacted EVV visits within 95 days from their visit date have already been exported to the EVV Aggregator for processing. Additionally, HHSC has provided approval for DataLogic to bypass the FTE edit on visits beyond the 95-day visit maintenance time frame. This includes visits with dates of service between 10/27/2020 and 6/30/2021.

Key Details:

Claims submitted for these EVV visits may be outside of the MCO's timely filing deadline. HHSC is requesting that MCOs waive the timely filing deadline requirement for these impacted claims because the issue causing the EVV visits not to be exported to the EVV Aggregator was outside of the providers' control.

TMHP will send each MCO a full list of EVV visits beyond the 95-day visit maintenance time frame that are having the FTE edit bypassed and being exported to the EVV Aggregator, by March 14. Any claims associated to these visits that are forwarded to the MCOs with a successful EVV Claims Match (EVV01) or EVV Claims Bypass (EVV07 or EVV08) should not be denied by the MCO for timely filing reasons.