



Your Extended Family.

May 27, 2015

Dear Provider:

Molina Healthcare of Texas is providing notification of the impact of Electronic Visit Verification (EVV) on provider reimbursement effective September 1, 2015.

- Providers must ensure that the Provider's attendant uses the EVV system in a manner prescribed by HHSC each time services subject to EVV are delivered to a Member. Attendants must call in when service delivery begins and call out when service delivery ends.
- Providers must ensure all data elements required by HHSC are uploaded or entered into the EVV system completely and accurately, before billing Molina Healthcare of Texas for services delivered. Failure to do so may result in a denial of a claim.
- Molina will only reimburse providers for claims for which there is a Matching Visit Verification (meaning the claim corresponds with the data from the EVV vendor). This means that providers should complete all visit verification, including visit maintenance with their EVV vendor prior to submitting a final claim to Molina.
- Molina will compare the claim to the verification data to ensure that the visit date and number of units on the claim match the data submitted to verify the visit. If there is any discrepancy, the claim will be denied.
- There is no change to Molina's requirements for prior authorization. If the visit verification and claim match, but there is not a valid authorization on file or the number of authorized units are exhausted, the claim will be denied. In the event additional services are required, providers must work with Molina's Health Care Services department to ensure additional authorizations are in place prior to providing the services.
- As always, providers can request claim reconsideration or appeal a claim decision; however, unverified visits will not be paid.

Molina Healthcare of Texas understands this is a new program and we are committed to working with Provider Agencies and Attendants to ensure a successful implementation. If you have any questions or require any additional information about this program, please contact Provider Services at 866-449-6849. Representatives are available to assist you from 8 am to 5 pm Monday through Friday.