

2018 EVV Billing Update

- Claims without a matching EVV transaction will be denied up front.
 - Molina requires a match of the following data elements to pay a claim:
 - Payor, NPI, Medicaid ID, EVV Units, Modifier, HCPCS code, Date(s) of Service
- Molina uses a “Look Back” Report which continues to compare that denied claim with the incoming daily transaction files on a weekly basis.
- During the 60 day visit maintenance period, if a denied claim matches an incoming transaction, that claim will be processed.
- In order to ensure a proper match during your first submission:
 - Ensure your visit maintenance is current/ updated prior to submitting claims (allowing 72 hours from the time visit maintenance was completed until you submit your claim).
 - If you bill individual dates on your claim, Molina will pay the claim lines that have a matching transaction and deny those that do not. If you bill in date span, Molina will have to deny the transaction as a whole if there is any discrepancy.
 - Please ensure that the Payor, NPI, Medicaid ID, Units, HCPCS code, modifiers, dates of service in your EVV system match the claim you bill.
- If you receive a denial:
 - Verify all EVV data elements in your vendor system match the claim billed to Molina and conduct visit maintenance as necessary.
 - Please allow claims to reprocess through our Look Back Report. It is not necessary to submit a corrected claim-this may be denied as a duplicate.
 - If the 60 day visit maintenance period has expired, please review Molina’s request to unlock visit maintenance form for acceptable submissions.
 - If you have a denied claim and do not see any miss-matched information from the EVV transaction or the authorization, please submit an appeal.
- 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 and submitting a claim.

If you have any questions or require any additional information about this program, please contact our EVV Provider Services team at mhtxevv@molinahealthcare.com. Representatives are available to assist you from 8 a.m. to 5 p.m., Monday through Friday.

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