EVV Portal Improvements and Training Updates

On July 15, 2021, TMHP made improvements to the Electronic Visit Verification (EVV) Portal and updated the related training materials.

EVV Portal Improvements

A new Attendant ID field was added to the Claim Match Reconciliation Report, Claim Search Results, and Accepted Visit Search Results.

The Attendant ID was added in preparation for the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) EVV claims and forms submission change from the Client Assignment and Registration (CARE) system to TMHP.

When the Attendant ID becomes a required field on an EVV claim, the claim matching process will use the Attendant ID and National Provider Identifier (NPI) or Atypical Provider Identifier (API) to identify visits that match to the claim.

For the other programs that do not require Attendant ID on the claim, the NPI or API will continue to be used to match the provider information on the EVV claim to the corresponding visit transaction. For mismatches, an EVV claim match result code of EVV04 will display.

Check the EVV Portal to ensure the Attendant ID on the accepted EVV visit transaction matches the Attendant ID on the EVV claim before submitting the claim.

Note: HCS and TxHmL providers can still use the CARE system for submitting claims and forms. A new implementation date and details about changes for HCS and TxHmL programs will be announced in future articles on the TMHP website.

Training Updates

EVV Portal computer-based training (CBT) modules and job aids in the TMHP Learning Management System (LMS) have also been updated to include the new Attendant ID field improvements to the EVV Portal.

Users must have a username and password to access training materials on the TMHP LMS. Sign up for a new account on the LMS New User Registration webpage.

For more information, contact evv@tmhp.com.