

A message from Texas Health and Human Services Commission

## EVV Claims Matching Resumes January 1, 2024

This is a reminder that Electronic Visit Verification (EVV) claims matching for all services required to use EVV will begin on January 1, 2024. EVV claims with dates of service on or after January 1, 2024, that do not have an EVV visit transaction match, will be denied.

Email Wellpoint at [TXEVVSupport@wellpoint.com](mailto:TXEVVSupport@wellpoint.com), to request assistance with EVV claims mismatch results or with any questions regarding EVV.

[provider.wellpoint.com/tx](https://provider.wellpoint.com/tx)

Medicaid services provided by Wellpoint Insurance Company to members in the Medicaid Rural Service Area and the STAR Kids program and Wellpoint Texas, Inc. to all other Wellpoint members in Texas.

Medicare-Medicaid Plan services provided by Wellpoint Texas, Inc.

TXWP-CDMMP-046356-23 | December 2023