



Electronic Visit Verification (EVV) Visit Transaction Rejection Guide

Program providers and financial management services agencies (FMSAs) must correct EVV data element(s) when the EVV system sends an alert of a rejected EVV visit transaction from the EVV Aggregator. EVV data element(s) causing the rejection must be corrected before submitting a claim for EVV services.

This guide assists program providers and FMSAs with identifying and taking the necessary steps to correct an EVV visit transaction rejection.

If necessary, complete visit maintenance on the rejected EVV visit transaction:

- Visits within the standard visit maintenance timeframe – Complete visit maintenance in the EVV system
- Visits beyond the standard visit maintenance timeframe – Submit an EVV Visit Maintenance Unlock Request to the appropriate payer for approval

After making the necessary corrections to the rejected EVV visit transaction, the EVV system automatically resubmits the corrected EVV visit transaction to the EVV Aggregator to validate the data element(s). It is the responsibility of program providers and FMSAs to submit adjusted EVV claims to TMHP resulting from EVV Visit Maintenance.

Program providers and FMSAs can view the EVV visit transaction rejection code(s) associated with a rejected EVV visit transaction in the EVV system and in the EVV Portal.

For instructions on how to view rejected EVV visit transactions in the EVV system, contact your EVV vendor or EVV Proprietary System Operator (PSO).

For instructions on how to view rejected EVV visit transactions in the EVV Portal, refer to the *Electronic Visit Verification (EVV) Portal Standard Reports and Search Tools Job Aid for Program Providers and Financial Management Services Agencies (FMSAs)* on the [TMHP EVV Training webpage](#).



Rejection Code	Rejection Description	Resolution Tips
Ex0002C	Provider NPI cannot be validated as active for the visit date.	<p>Confirm the NPI has active enrollment and matches the NPI in the HHSC systems for the visit date, check the following HHSC records:</p> <ul style="list-style-type: none"> ○ Acute care FFS program providers and FMSAs can contact TMHP Acute Care at 1-800-925-9126, Option 2, or can verify information through PEMS. Access PEMS through My Account on TMHP.com and search by NPI.* ○ Long-Term Care (LTC) FFS program providers and FMSAs can contact TMHP LTC at 1-800-626-4117, Option 2. <p>MCO LTSS providers can contact HHSC at MCO LTSS Provider Re-Enrollment@hhsc.state.tx.us</p> <p><i>* Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, for assistance with creating a TMHP account.</i></p>
Ex0002C1	Provider NPI is not active for this EVV System on the date of service.	<p>For recent system transfers, this message will be received if a visit transaction is submitted from the previous EVV System with a date of service after the Go-Live date for the new system.</p> <p>Please contact TMHP Contact Center: 1-800-925-9126 (Option 7) or EVV@tmhp.com</p>
Ex0003C1	Provider API cannot be validated as active for the visit date.	<p>Confirm the API has active enrollment and matches the API in the HHSC systems for the visit date, check the following HHSC records:</p> <ul style="list-style-type: none"> ○ Acute care FFS program providers and FMSAs can contact TMHP Acute Care at 1-800-925-9126, Option 2, or can verify information through PEMS. Access PEMS through My Account on TMHP.com and search by NPI.* ○ Long-Term Care (LTC) FFS program providers and FMSAs can contact TMHP LTC at 1-800-626-4117, Option 2. <p>MCO LTSS providers can contact HHSC at MCO LTSS Provider Re-Enrollment@hhsc.state.tx.us</p> <p><i>* Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, for assistance with creating a TMHP account.</i></p>
Ex0003C3	Provider API is not active for this EVV System on the date of service.	<p>For recent system transfers, this message will be received if a visit transaction is submitted from the previous EVV System with a date of service after the Go-Live date for the new system.</p> <p>Please contact TMHP Contact Center: 1-800-925-9126 (Option 7) or EVV@tmhp.com</p>



Rejection Code	Rejection Description	Resolution Tips
Ex0007C1	The Provider Number on the EVV visit is not associated with this provider NPI/API for the visit date.	<p>Confirm association of the NPI/API on the EVV visit transaction to the LTC provider number (i.e., contract number):</p> <ul style="list-style-type: none"> Contact TMHP LTC at 1-800-626-4117, Option 2, for enrollment questions. <p>Confirm that your provider number and associated NPI/API are correct and show up in your provider profile in the EVV system.</p>
Ex0007C2	Member on the EVV visit is not authorized for this Provider Number on this visit date in our records.	<p>Confirm that the member is authorized for this program provider or FMSA using Medicaid Eligibility and Service Authorization Verification (MESAV) on TMHP.com.*</p> <p>HCS and TxHmL program providers and FMSAs must use the Client Assignment and Registration (CARE) system to check for authorization information.</p> <p>HCBS-AMH program providers should email HCBS-AMH.Services@hsc.state.tx.us to confirm a member's Medicaid eligibility.</p> <p>YES program providers should submit a Medicaid Eligibility Verification (MEV) request through the Clinical Management for Behavioral Health Services (CMBHS) system and verify the member's Medicaid status through the Texas Integrated Eligibility Redesign System (TIERS).</p> <p>Confirm that the member's authorization displays the correct provider number in the EVV system.</p> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, for assistance with creating a TMHP Portal Account.</i></p>
Ex00031C	The Member's Payer on the EVV visit does not match our records for this Member.	<p>Confirm the member's payer by checking the eligibility record for the visit date:</p> <ul style="list-style-type: none"> LTC FFS program providers and FMSAs can check MESAV through their TMHP.com account.* Acute care FFS program providers and FMSAs or MCO LTSS providers can check eligibility verification through their TMHP.com account. <p>Confirm the payer information is correct on the member's authorization in the EVV system.</p> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, for assistance with creating a TMHP Portal Account.</i></p>



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Ex00034C1	The Member Medicaid ID on the EVV visit is not found in our records.	<p>Confirm the member’s Medicaid ID is correct:</p> <ul style="list-style-type: none"> ○ LTC FFS program providers and FMSAs can check MESAV through their TMHP.com account.* ○ Acute care FFS program providers and FMSAs or MCO LTSS providers can check eligibility verification through their TMHP.com account. <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, for assistance with creating a TMHP Portal Account.</i></p>
Ex00034C2	The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.	<p>Confirm the member’s Medicaid eligibility for the visit date:</p> <ul style="list-style-type: none"> ○ LTC FFS program providers and FMSAs can check MESAV through their TMHP.com account.* ○ Acute care FFS program providers and FMSAs or MCO LTSS providers can check eligibility verification through their TMHP.com account. <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, for assistance with creating a TMHP Portal Account.</i></p>
Ex00043C	The plan code on the visit is not associated with the Member's Payer	<p>Confirm the managed care plan code for which the member is enrolled by checking the eligibility record for the visit date:</p> <ul style="list-style-type: none"> ○ LTC FFS program providers and FMSAs can check MESAV through their TMHP.com account.* ○ Acute care FFS program providers and FMSAs or MCO LTSS providers can check eligibility verification through their TMHP.com account. <p>Plan Code is not required for HHSC or LTC payer but if submitted must be the MCO plan code for which the member is enrolled.</p> <p>Confirm the correct authorization is assigned to the member in the EVV system.</p> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, for assistance with creating a TMHP Portal Account.</i></p>



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Ex00049C1	Duplicate visit transaction with record indicator 'new' found with this Visit ID.	<p>Contact your EVV vendor or PSO to correct this issue. The EVV system has already submitted this EVV visit transaction to the EVV Aggregator.</p> <p>Request your EVV vendor or EVV PSO verify the reason for the duplication and confirm if visit maintenance is needed so that this EVV visit transaction can be sent to the EVV Aggregator as an update.</p>
Ex00049C2	No previous record found with this Visit ID for update.	<p>Contact your EVV vendor or EVV PSO to correct this issue. The EVV Aggregator does not have a record of this EVV visit transaction.</p> <p>Confirm with your EVV vendor or EVV PSO if you need to resolve any issues within your EVV system so that this EVV visit transaction can be sent to the EVV Aggregator as a new EVV visit transaction.</p>
Ex00057C1	The Service Group and Service Code combination on the EVV visit are not eligible for EVV.	<p>Refer to the HHSC EVV Service Bill Codes table to confirm EVV Service Groups and Service Codes.</p> <p>https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-service-bill-codes-table.xlsx</p> <p>Confirm that the member’s authorization displays the correct Service Group/Service Code in the EVV system.</p>
Ex00057C2	The Service Group and Service Code combination on the EVV visit are not valid for the Provider number on the EVV visit.	<p>Confirm active enrollment for the LTC provider number (i.e., contract number) for the Service Group and Service Code for the EVV visit date:</p> <ul style="list-style-type: none"> ○ Contact TMHP LTC at 1-800-626-4117, Option 2, for enrollment questions. <p>Confirm that the member’s authorization displays the correct Service Group/Service Code and/or the correct provider number in the EVV system.</p>



Rejection Code	Rejection Description	Resolution Tips
Ex00057C3	The Member on the EVV visit is not authorized for this Service Group/Service Code on this visit date in our records.	<p>Confirm the member’s LTC FFS authorization using MESAV on TMHP.com.*</p> <p>HCS and TxHmL program providers and FMSAs must use the CARE system to check for authorization information.</p> <p>HCBS-AMH program providers should email HCBS-AMH.Services@hsc.state.tx.us to confirm a member’s Medicaid eligibility.</p> <p>YES program providers should submit a Medicaid Eligibility Verification (MEV) request through CMBHS and verify the member’s Medicaid status through the Texas Integrated Eligibility Redesign System (TIERS).</p> <p>Confirm the member’s authorization displays the correct Service Group/Service Code in the EVV system.</p> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, for assistance with creating a TMHP Portal Account.</i></p>
Ex00059C	The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.	<p>Refer to the HHSC EVV Service Bill Codes table to confirm EVV-relevant Healthcare Common Procedure Coding System (HCPCS) code and modifier combinations.</p> <p>https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-service-bill-codes-table.xlsx</p> <p>Review the member's authorization to confirm EVV-relevant services.</p> <p>Confirm that the member’s authorization displays the correct HCPCS code/modifier(s) combination in the EVV system.</p>
Ex00065C	The EVV Actual Hours calculation on the EVV visit is not correct for the Call In and Call Out time on the visit.	<p>Confirm that the actual hours on the EVV visit transaction match the time difference between EVV Call In and EVV Call Out time in the EVV system.</p> <p>Contact your EVV vendor or EVV PSO to assist with resolving the rejection.</p>



Rejection Code	Rejection Description	Resolution Tips
Ex00067C	The EVV Units on the EVV visit do not match the EVV Billed Hours based on the Unit of Measurement.	<p>In the EVV system, confirm that the EVV units calculated/entered on the EVV visit transaction match the billed hours based on the Unit Type as specified on the HHSC EVV Service Bill Codes table.</p> <p>https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-service-bill-codes-table.xlsx</p> <p>If this was an auto-verified EVV visit, contact your Program Provider or FMSA EVV System Administrator to assist with resolving the rejection. If you cannot update the units, contact your EVV vendor or EVV PSO to assist with resolving the rejection.</p>