

## A message from the Texas Health and Human Services Commission

# Billing electronic visit verification (EVV) services as secondary insurance claims

Program providers and financial management service agencies (FMSAs) who use TexMedConnect to bill their EVV related claims to Texas Medicaid Healthcare and Partnership (TMHP) may enter other health insurance information in the designated fields. Please use the *TexMedConnect Acute User Guide* and follow the instructions on the tab titled *other-insurance/submit claim*.

The *TexMedConnect Acute User Guide* can be found using this website link:  
[tmhp.com/sites/default/files/file-library/edi/TMC Acute Care User Guide\\_2023.pdf](https://tmhp.com/sites/default/files/file-library/edi/TMC%20Acute%20Care%20User%20Guide_2023.pdf)

In the event of a claim denial from Wellpoint due to needing additional information or a copy of the primary insurance explanation of payment (EOP), providers will need to follow the claim dispute or claim appeal process to submit the additional information and documentation through the Availity provider portal.

For questions about the information in this notice, please contact via email:  
[TXEVVSupport@wellpoint.com](mailto:TXEVVSupport@wellpoint.com).

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

Medicaid coverage 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 coverage provided by Wellpoint Texas, Inc.

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