

## Frequently asked questions for providers regarding new members in the Nueces service area

Texas | Medicaid

### Electronic visit verification (EVV):

**Q. Which authorization do I use in the EVV system?**

A. Providers servicing new members in the Nueces service area should continue to use their current authorization in their EVV system until they receive the new authorization from us. Once the new authorization is received, providers will need to manually add the new authorization to their EVV system.

**Q. Which payer plan code do I use in the EVV system?**

A. Effective September 1, 2024, providers should use plan code **S9** in their EVV system for Medicaid-eligible members in the Nueces service area. Providers will need to update the payer and payer plan code in the EVV system to ensure the EVV visit transactions are generated under Wellpoint as the payer.

**Q. If my agency is not contracted with Wellpoint, can I still use the Wellpoint payer plan code in the EVV system?**

A. Yes.

**Q. How do I submit EVV-related claims to Wellpoint?**

A. All claims billed for services that require EVV **must** be submitted electronically to Texas Medicaid & Healthcare Partnership (TMHP). EVV-related claims *cannot* be submitted directly to Wellpoint.

**Q. If my agency is not contracted with Wellpoint, can I still submit EVV-related claims to TMHP?**

A. Yes. TMHP will forward the EVV-related claims to us after the EVV-related claims go through the EVV claim-matching process. Once we receive the claims from TMHP, we will continue the adjudication process for the claims.

### General questions:

**Q. My agency is currently not contracted with Wellpoint; what is the process for becoming a participating provider?**

A. To join our network, visit <https://www.wellpoint.com/tx/provider/state-federal/join-our-network>.

**Q. I have received confirmation that my claims were successfully submitted. How do I check the claim status?**

A. Claim status can be checked via Availity Essentials (<https://Availity.com>) using a single sign-on.