



Quarterly summary of EVV compliance reviews

Texas | Medicaid

The information below summarizes the electronic visit verification (EVV) compliance reviews completed within the state fiscal year (SFY) quarters.

A **program provider** is an entity that contracts with Wellpoint to provide an EVV service. These are care providers who implemented EVV in 2016, 2024, or after and who provide the EVV-required services under the agency model service option or for home healthcare services.

A **financial management services agency (FMSA)** is an entity that contracts with Wellpoint to provide financial management services to a consumer-directed service (CDS) employer. These care providers implemented EVV on or after January 1, 2021, due to federal requirements, and they provide EVV-required services under the CDS service option.

A **CDS employer** is a member or legally authorized representative (LAR) who participates in the CDS option.

SFY 2025

Program providers

EVV usage reviews

Q1 (September 2024 to November 2024):

- Total reviews completed: N/A
- Total program providers not in compliance: 538

Q2 (December 2024 to February 2025):

- Total reviews completed: N/A
- Total program providers not in compliance: N/A

Q3 (March 2025 to May 2025):

- Total reviews completed: N/A
- Total program providers not in compliance: N/A

Q4 (June 2025 to August 2025):

- Total reviews completed: N/A

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- Total program providers not in compliance: N/A

EVV landline phone verification reviews:

Q1 (September 2024 to November 2024):

- Total reviews completed: N/A
- Total program providers not in compliance: N/A

Q2 (December 2024 to February 2025):

- Total reviews completed: 53
- Total program providers not in compliance: 53

Q3 (March 2025 to May 2025):

- Total reviews completed: N/A
- Total program providers not in compliance: N/A

Q4 (June 2025 to August 2025):

- Total reviews completed: N/A
- Total program providers not in compliance: N/A

FMSA

EVV usage reviews

Q1 (September 2024 to November 2024):

- Total reviews completed: N/A
- Total FMSAs not in compliance: 23

Q2 (December 2024 to February 2025):

- Total reviews completed: N/A
- Total FMSAs not in compliance: N/A

Q3 (March 2025 to May 2025):

- Total reviews completed: N/A
- Total FMSAs not in compliance: N/A

Q4 (June 2025 to August 2025):

- Total reviews completed: N/A
- Total FMSAs not in compliance: N/A

EVV landline phone verification reviews:

Q1 (September 2024 to November 2024):

- Total reviews completed: N/A
- Total FMSAs not in compliance: N/A

Q2 (December 2024 to February 2025):

- Total reviews completed: 0
- Total FMSAs not in compliance: 0

Q3 (March 2025 to May 2025):

- Total reviews completed: N/A
- Total FMSAs not in compliance: N/A

Q4 (June 2025 to August 2025):

- Total reviews completed: N/A
- Total FMSAs not in compliance: N/A

CDS employer

EVV usage reviews

Q1 (September 2024 to November 2024):

- Total reviews completed: N/A
- Total CDS employers not in compliance: 650

Q2 (December 2024 to February 2025):

- Total reviews completed: N/A
- Total CDS employers not in compliance: N/A

Q3 (March 2025 to May 2025):

- Total reviews completed: N/A
- Total CDS employers not in compliance: N/A

Q4 (June 2025 to August 2025):

- Total reviews completed: N/A
- Total CDS employers not in compliance: N/A

EVV landline phone verification reviews: N/A

Q1 (September 2024 to November 2024):

- Total reviews completed: N/A
- Total CDS employers not in compliance: N/A

Q2 (December 2024 to February 2025):

- Total reviews completed: 0
- Total CDS employers not in compliance: 0

Q3 (March 2025 to May 2025):

- Total reviews completed: N/A
- Total CDS employers not in compliance: N/A

Q4 (June 2025 to August 2025):

- Total reviews completed: N/A
- Total CDS employers not in compliance: N/A

Top four reasons for EVV claim issues

Here is a summary of the top four reasons for EVV claim issues or recoupments related to EVV:

1. EVV claim mismatch due to EVV05 service mismatch — The HCPCS/modifier combination submitted on the claim does not match the HCPCS/modifier combination verified on the accepted EVV visit transaction.
2. EVV claim mismatch due to EVV03 visit date mismatch — The most common situation for this mismatch is when the claim is submitted before the EVV aggregator accepts the EVV visit transaction.
3. EVV claim mismatch due to EVV06 unit mismatch — The units billed on the claim do not match the units verified on the accepted EVV visit transaction.
4. EVV claim mismatch due to EVV02 Medicaid ID mismatch — The Medicaid ID number billed on the claim does not match the Medicaid ID verified on the accepted EVV visit transaction.

If you have questions about EVV, write to TXEVVSupport@wellpoint.com.