

Electronic Visit Verification Transaction Review Update

Effective July 15, 2019

Starting July 15, 2019, we'll review claims that require Electronic Visit Verification (EVV) documentation for compliance with EVV guidelines. We're introducing this claims review to prepare for the Texas Health and Human Services Commission requirement to submit all EVV service claims directly to the Texas Medicaid & Healthcare Partnership (TMHP) beginning Sept. 1, 2019. TMHP will review these claims for EVV transaction matching and forward to UnitedHealthcare Community Plan for claim processing. The review also is in accordance with the UnitedHealthcare Community Plan EVV Care Provider Compliance Plan.

How the EVV Claim Review Will Work

We will review claims with service dates from August 15, 2018 to present for our initial review. Once this review is complete, we'll continue EVV transaction reviews regularly.

If the units billed don't match the units documented in the EVV system, we'll send you a detailed letter with the review findings, including:

- Amount that needs repaid
- How to repay
- Appeal instructions

Repayment is due within 45 days of the date you receive the letter.

To learn more about the UnitedHealthcare Community Plan EVV Care Provider Compliance Plan, please go to UHCprovider.com/evv.

How to Get Ready for This Change

To prepare for the new claims review requirement, please verify that all visits are documented properly in the DataLogic Vesta® EVV system. To help ensure that transactions are accurate, please run the **Failed to Export Report** in the Vesta EVV system. If you need help with reports, please contact DataLogic at 888-880-2400 or info@vestaevv.com.

If you need to make corrections or updates to visit transactions, fill out and submit the EVV Visit Maintenance Unlock Request Form at UHCprovider.com/TXcommunityplan > Provider Forms > [EVV Visit Maintenance Unlock Request Form](#). Instructions are included with the form.

We're Here to Help

If you have question about EVV, please contact your Provider Advocate, call Provider Relations at **888-787-4107** or email uhc_evv@uhc.com.