

A message from the Texas Health and Human Services Commission

EVV Claims Matching Begins April 1 — Unmatched EVV Claims will Deny for Payment
Electronic Visit Verification (EVV) claims matching for all services required to use EVV will begin on **April 1**.

EVV claims with dates of service of **April 1, 2024**, and after, that do not have an EVV visit match, will be denied payment.

Resources to Prevent EVV Claim Mismatches

Refer to the [EVV Best Practices to Avoid EVV Claim Mismatches \(texas.gov\)](https://www.texas.gov) or technical guidance and resources to prevent EVV claim mismatches.

Email TMHP evv@tmhp.com for assistance with EVV claims mismatch results.

Email Molina EVV Team for EVV questions at mhtxevv@molinahealthcare.com.