



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

MEMORANDUM

TO: Valued EVV Providers

FROM: El Paso Health

DATE: 3/22/2024

RE: EVV Claims Matching Resumes April 1, 2024; Unmatched EVV Claims will Deny for Payment

The Texas Health and Human Services Commission (HHSC) implemented a claim matching bypass on Feb. 1, 2024 — for Electronic Visit Verification (EVV) claims with dates of service from Jan. 1 through March 31 — to be paid without a matching EVV visit.

EVV claims matching for all services required to use EVV will begin on **April 1, 2024**. EVV claims with dates of service of April 1, 2024, and after that do not have an EVV visit match will be denied payment.

Program providers and financial management services agencies (FMSAs) are encouraged to use the [EVV Best Practices to Avoid EVV Claim Mismatches \(texas.gov\)](#) (PDF) to prevent EVV claim mismatches when submitting EVV claims.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com