



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

## MEMORANDUM

**TO:** Valued EVV Providers

**FROM:** El Paso Health

**DATE:** 3/28/2024

**RE:** New EVV Visit Transaction Rejection Codes to Begin April 1

---

Beginning April 1, Electronic Visit Verification (EVV) visit transactions with dates of service on or after April 1, 2024, will receive new visit transaction rejection codes if the EVV Aggregator receives incomplete or incorrect data.

Program providers and financial management services agencies (FMSAs) will see these new rejection codes in the EVV Portal through the EVV Visit History search tab. To fix the errors, you must perform visit maintenance in the EVV system.

To see the list of the new rejection codes and their description, refer to TMHP's [New EVV Visit Transaction Rejection Codes Effective April 1, 2024](#), found on the [TMHP EVV webpage](#).

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](mailto:ProviderRelationsDG@elpasohealth.com)