

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

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

Background:

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.

Key Details:

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.

Resources:

EVVMCO@hhs.texas.gov