

How to submit and correct claims for electronic visit verification services

The managed care services you provide to our members may require electronic visit verification (EVV). Submit all claims for those services to Texas Medicaid & Healthcare Partnership (TMHP) using either of these methods:

- TexMedConnect (TMC) billing portal on tmhp.com
- Electronic data interchange transactions

You can use the same methods to submit an appeal to TMHP when you need to adjust or correct a denied or paid claim. Please note, when entering a corrected claim or adjusted claim on the TMC billing portal, it's referred to as a claim appeal.

Long-term services and supports claims

Review the TMHP manual for information on how to submit EVV claims for long-term services and supports (LTSS). To access the manual:

- Sign in to the Providers page on tmhp.com
- Go to Resources and click on TexMedConnect
- Click on My Account Guidelines
- Select TexMedConnect Acute Care Manual for MCO LTSS Providers

We're here to help

Reach out to your provider advocate or call us at **888-787-4107**, 8 a.m. – 6 p.m. CT, Monday – Friday, if you have any questions or need additional information.