

**An Important Message from
The Texas Health and Human Services Commission (HHSC)
Electronic Visit Verification Training Updates**

Information Posted October 9, 2019

Electronic Visit Verification (EVV) Question and Answer Webinar on October 22nd

HHSC EVV and TMHP will be hosting a webinar with a question and answer session on October 22 from 1:00 p.m. – 3:00 p.m., for program providers and Financial Management Services Agencies.

The webinar will cover:

- EVV claims matching and claims submission updates.
- How to avoid EVV visit transaction rejections and EVV claim mismatches.
- Training

updates. [Register here.](#)

EVV Required Training Must Be Completed by December 31, 2019

The new [HHSC EVV Training Policy](#) requires program providers using Electronic Visit Verification prior to September 1, 2019, to complete Health and Human Services Commission EVV Policy, Texas Medicaid & Healthcare Partnership (TMHP) EVV Aggregator, and EVV Portal training by December 31, 2019, and annually thereafter.

EVV training will help program providers understand EVV policies, accessing and using the EVV Portal, submitting EVV claims, and the EVV claims matching process. Program providers are not required to submit proof of training completion to HHSC, managed care organizations (MCOs), or TMHP.

Trainings Available:

EVV Policy Training (Provided by your payer)

- The [HHSC EVV Policy](#) computer-based training (CBT).
- The MCO Policy training. Contact your MCO for EVV Policy training opportunities.

EVV Aggregator and EVV Portal Training (Provided by TMHP)

- [TMHP EVV CBT modules 1-6.](#)
- [TMHP EVV Webinar training.](#)

There will also be instructor-led trainings (EVV Roadshow) in October. Find the schedule and register on the [HHS Learning Portal](#).

Additional training resources are available on the [HHSC EVV website](#) and the [TMHP EVV Provider Training webpage](#).

For questions about this alert, email Electronic_Visit_Verification@hhsc.state.tx.us.