



**EVV Compliance Oversight  
Usage Reviews  
2019-2020**

| <b>EVV Compliance Oversight Usage Reviews</b>                          |              |              | <b>Q3</b>  |
|--|--------------|--------------|------------|
| EVV Usage score of 80% or above - Number of Providers Compliant        |              |              | 101        |
| EVV Usage score of below 80% - Number of Providers Not Compliant       |              |              | 25         |
| <b>EVV Compliance Oversight Review</b>                                 | <b>March</b> | <b>April</b> | <b>May</b> |
| Required Free Text - Number of Providers Compliant                     | 120          | 99           | 117        |
| Required Free Text - Number of Providers Non-Compliant                 | 3            | 4            | 6          |
| Reason Code - Number of Providers Compliant                            | 24           | 24           | 28         |
| Reason Code - Number of Providers Non-Compliant                        | 99           | 99           | 95         |
| EVV Allowable Phone Identification - Number of Providers Compliant     | TBD          | TBD          | TBD        |
| EVV Allowable Phone Identification - Number of Providers Not Compliant | TBD          | TBD          | TBD        |

|  |   |   |  |
|--|---|---|--|
| <p>Top reasons TCHP denied EVV related claims</p>            | <p>1) <u>EVV07</u> - Match Not Performed<br/> 2) <u>Z9150</u> - Missing or invalid diagnosis<br/> 3) <u>D07</u> - Resubmit with primary EOB.<br/> 4) <u>532</u> - Duplicate Claim<br/> Member/DOS/Serv Code/Rend Phy/Pay To/Modifier<br/> 5) <u>D73</u> -Prior authorization services do not match claim.</p> | <p>1) <u>EVV07</u> - Match Not Performed<br/> 2) <u>Z9150</u> - Missing or invalid diagnosis<br/> 3) <u>D07</u> - Resubmit with primary EOB.<br/> 4) <u>532</u> - Duplicate Claim<br/> Member/DOS/Serv Code/Rend Phy/Pay To/Modifier<br/> 5) <u>D73</u> -Prior authorization services do not match claim.</p> | <p>1) <u>Z9150</u> - Missing or invalid diagnosis<br/> 2) <u>532</u> - Duplicate Claim<br/> Member/DOS/Serv Code/Rend Phy/Pay To/Modifier<br/> 3) <u>D07</u> - Resubmit with primary EOB.<br/> 4) <u>D73</u> - Prior authorization services do not match claim.<br/> 5) <u>M0019</u> - Service requires prior authorization. No authorization found.</p> |
| <p>Top five reasons for recoupment of EVV related claims</p> | <p>N/A</p>  | <p>N/A</p>  | <p>N/A</p>   |