



EVV Compliance Oversight Usage Reviews SFY 2022-2023

EVV Compliance Oversight Usage Reviews			Q2
EVV Usage score of 80% or above - Number of Providers Compliant			127
EVV Usage score of below 80% - Number of Providers Not Compliant			31
EVV Compliance Oversight Review	December	January	February
Required Free Text - Number of Providers Compliant	155	151	150
Required Free Text - Number of Providers Non-Compliant	29	31	46
Reason Code - Number of Providers Compliant	42	64	78
Reason Code - Number of Providers Non-Compliant	90	72	62
EVV Allowable Phone Identification - Number of Providers Compliant	141	150	154
EVV Allowable Phone Identification - Number of Providers Not Compliant	96	76	80
Top reasons TCHP denied EVV related claims	1) Z9150 - Missing or invalid diagnosis 2) D07 - Resubmit with primary EOB 3) 532 - Duplicate Claim Member/DOS/Serv Code/Rend Phy/Pay To/Modifier 4) Z168 - Member does NOT meet age criteria for term 5) D73 -Prior authorization services do not match claim.	2) 532 - Duplicate Claim 1) Z9150 - Missing or invalid diagnosis 2) D07 - Resubmit with primary EOB 4) Z168 - Member does NOT meet age criteria for term 5) 522 - Duplicate Claim Member/DOS/Serv Code/Rend Phy/Modifier	1) 532 - Duplicate Claim 2) Z9150 - Missing or invalid diagnosis 3) D07 - Resubmit with primary EOB 4) Z168 - Member does NOT meet age criteria for term 5) D73 -Prior authorization services do not match claim.

Top five reasons for recoupment of EVV related claims	N/A	N/A	N/A
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