EVV Secondary Claims Processing Notice

April 17, 2024

EVV requires billing through TMHP using TexMedConnect. TexMedConnect does not support electronic attachments and there are no future updates planned for TexMedConnect to change that process. Therefore, Program Providers and FMSAs are not able to attach the EOBs.

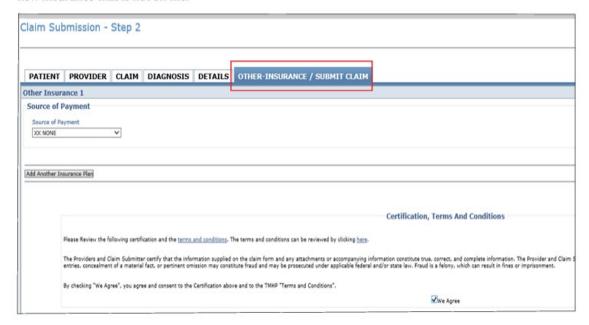
TexMedConnect does allow Program Providers and FMSAs to enter other health insurance information in the designated fields. TMHP has the TexMedConnect Acute User Guide, and this document should be used to follow the instructions on the tab, other-insurance/submit claim.

Example of what this section in TexMedConnect looks like:

Acute TexMedConnect User Guide

Other-Insurance/Submit Claim Tab

On the Other-Insurance/Submit Claim tab, you can select an option from the **Source of Payment** drop-down list. Enter insurance information into all required fields. Click **Add Another Insurance Plan** to enter information on new insurance that is not on file.



Resource Link to User Guide

TexMedConnect Acute User Guide (tmhp.com)

Don't forget: There is a time limit. When a service is billed to a third party insurance resource other than the BCBSTX, the Claim must be refiled and received by the BCBSTX within 95 Days from the date of disposition by the other insurance resource. BCBSTX will determine, as a part of its provider Claims' filing requirements, the documentation required when a program provider refiles these types of Claims with the BCBSTX.

BCBSTX Provider Customer Service for STAR Kids Members is: 1-877-784-6802.