



# EVV VISIT TRANSACTION REJECTION GUIDE

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TEXAS MEDICAID & HEALTHCARE PARTNERSHIP  
A STATE MEDICAID CONTRACTOR

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## Overview

Program providers and financial management services agencies (FMSAs) must correct Electronic Visit Verification (EVV) data element(s) when the EVV system sends an alert of a rejected EVV visit transaction from the Texas Medicaid & Healthcare Partnership (TMHP) EVV Aggregator. EVV data element(s) causing the rejection must be corrected before submitting a claim for EVV services.

The [Resolving Rejections](#) section in this guide defines each EVV rejection code and includes instructions on how it is corrected. The following EVV rejection codes are covered:

|                           |                           |                           |                          |                           |                           |
|---------------------------|---------------------------|---------------------------|--------------------------|---------------------------|---------------------------|
| <a href="#">Ex0002C</a>   | <a href="#">Ex0002C1</a>  | <a href="#">Ex0003C1</a>  | <a href="#">Ex0003C3</a> | <a href="#">Ex0007C1</a>  | <a href="#">Ex0007C2</a>  |
| <a href="#">Ex00031C</a>  | <a href="#">Ex00034C1</a> | <a href="#">Ex00034C2</a> | <a href="#">Ex00043C</a> | <a href="#">Ex00049C1</a> | <a href="#">Ex00049C2</a> |
| <a href="#">Ex00057C1</a> | <a href="#">Ex00057C2</a> | <a href="#">Ex00057C3</a> | <a href="#">Ex00059C</a> | <a href="#">Ex00065C</a>  | <a href="#">Ex00067C</a>  |

## How to View Rejected EVV Visit Transactions

Program providers and FMSAs may view the EVV visit transaction rejection code(s) associated with a rejected EVV visit transaction in the EVV system and in the EVV Portal.

- For instructions on how to view rejected EVV visit transactions in the EVV system, contact your EVV system vendor.
- For instructions on how to view rejected EVV visit transactions in the EVV Portal, refer to the [EVV Portal Job Aids](#) section of the EVV Training learning path in the TMHP Learning Management System (LMS).

## Actions After Corrections Are Completed

After completing the resolution steps in this guide, if necessary, complete visit maintenance on the rejected EVV visit transaction:

- If the visits are **within** the standard visit maintenance timeframe, complete visit maintenance in the EVV system.
- If the visits are **beyond** the standard visit maintenance timeframe, submit an EVV Visit Maintenance Unlock Request (VMUR) to the appropriate payer for approval.

After making the necessary corrections to the rejected EVV visit transaction, the EVV system automatically resubmits the corrected EVV visit transaction to the EVV Aggregator to validate the data element(s). It is the responsibility of program providers and FMSAs to submit adjusted EVV claims to TMHP resulting from EVV visit maintenance.

# Resolving Rejections

| Rejection Number | Rejection Description                                          | Resolution Tips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex0002C          | Provider NPI cannot be validated as active for the visit date. | <p>Confirm the National Provider Identifier (NPI) has an active enrollment and matches the NPI in the Texas Health and Human Services Commission (HHSC) systems for the visit date. For assistance:</p> <ul style="list-style-type: none"> <li>• <b>Acute Care Fee For Service (FFS) program providers and FMSAs</b> may either contact TMHP Acute Care at 1-800-925-9126, Option 2, or verify the information in the Provider Enrollment and Management System (PEMS). Access PEMS through My Account on <a href="https://tmhp.com">tmhp.com</a> and search by NPI.*</li> <li>• <b>Long-Term Care (LTC) FFS program providers and FMSAs</b> may contact TMHP LTC at 1-800-626-4117, Option 2.</li> <li>• <b>Managed Care Organization (MCO) Long-Term Services and Supports (LTSS) providers</b> may contact HHSC at <a href="mailto:MCO_LTSS_Provider_Re-Enrollment@hhs.texas.gov">MCO LTSS Provider Re-Enrollment@hhs.texas.gov</a></li> </ul> <p><i>*Program providers and FMSAs should contact the TMHP Electronic Data Interchange (EDI) Help Desk at 888-863-3638, Option 4, or refer to the <a href="https://tmhp.com">Account Management</a> web page on <a href="https://tmhp.com">tmhp.com</a> for assistance with creating a TMHP user account.</i></p> |
| Ex0002C1         | Provider NPI has never been active for this EVV system.        | <p>For recent system transfers, this message will be received if a visit transaction is submitted from the previous EVV system with a date of service <u>after</u> the Go-Live date for the new system.</p> <p>For assistance, please contact the TMHP Contact Center at 1-800-925-9126 (Option 7) or email <a href="mailto:EVV@tmhp.com">EVV@tmhp.com</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Rejection Number | Rejection Description                                                                                 | Resolution Tips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex0003C1         | Provider API cannot be validated as active for the visit date.                                        | <p>Confirm the Atypical Provider Identifier (API) has an active enrollment and matches the API in the HHSC systems for the visit date. For assistance:</p> <ul style="list-style-type: none"> <li>• <b>Acute care FFS program providers and FMSAs</b> may contact TMHP Acute Care at 1-800-925-9126, Option 2, or can verify information through PEMS. Access PEMS through My Account on <a href="http://tmhp.com">tmhp.com</a> and search by NPI.*</li> <li>• <b>LTC FFS program providers and FMSAs</b> may contact TMHP LTC at 1-800-626-4117, Option 2.</li> <li>• <b>MCO LTSS providers</b> may contact HHSC at <a href="mailto:MCO_LTSS_Provider_Re-Enrollment@hhs.texas.gov">MCO LTSS Provider Re-Enrollment@hhs.texas.gov</a>.</li> </ul> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, or refer to the <a href="#">Account Management</a> web page on <a href="http://tmhp.com">tmhp.com</a> for assistance with creating a TMHP user account.</i></p> |
| Ex0003C3         | Provider API has never been active for this EVV system.                                               | <p>For recent system transfers, this message will be received if a visit transaction is submitted from an EVV System not associated with the API on the visit transaction.</p> <p><b>Note:</b> For assistance, please contact the TMHP Contact Center at 1-800-925-9126, Option 7, or email <a href="mailto:EVV@tmhp.com">EVV@tmhp.com</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Ex0007C1         | The Provider Number on the EVV visit is not associated with this provider NPI/API for the visit date. | <p>Confirm association of the NPI/API on the EVV visit transaction to the LTC provider number (i.e., contract number).</p> <p>Confirm that your provider number and associated NPI/API are correct and show up in your provider profile in the EVV system.</p> <p><b>Note:</b> For enrollment questions, contact TMHP LTC at 1-800-626-4117, Option 2.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Rejection Number | Rejection Description                                                                                 | Resolution Tips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex0007C2         | Member on the EVV visit is not authorized for this Provider Number on this visit date in our records. | <p>Confirm that the member is authorized for this program provider or FMSA using Medicaid Eligibility and Service Authorization Verification (MESAV) in TexMedConnect. Access TexMedConnect through My Account on <a href="http://tmhp.com">tmhp.com</a>.*</p> <ul style="list-style-type: none"> <li>For <b>Home and Community-based Services-Adult Mental Health (HCBS-AMH) program providers:</b><br/>Email <a href="mailto:HCBS-AMH.Services@hhs.texas.gov">HCBS-AMH.Services@hhs.texas.gov</a> to confirm a member's Medicaid eligibility.</li> <li>For <b>Youth Empowerment Services (YES) Waiver program providers:</b><br/>Submit a <a href="#">Medicaid Eligibility Verification (MEV) request</a> through the Clinical Management for Behavioral Health Services (CMBHS) system and verify the member's Medicaid status through the <a href="#">Texas Integrated Eligibility Redesign System (TIERS)</a>.</li> </ul> <p>Confirm that the member's authorization displays the correct provider number in the EVV system.</p> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, or refer to the <a href="#">Account Management</a> web page on <a href="http://tmhp.com">tmhp.com</a> for assistance with creating a TMHP user account.</i></p> |

| Rejection Number | Rejection Description                                                                                                                                                                       | Resolution Tips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex00031C         | The Member's Payer on the EVV visit could not be validated based on the provided combination of Member Medicaid ID, Visit Date, Service Group/Service Code or EVV HCPCS Code/ EVV Modifier. | <p>Confirm the member's payer by checking the eligibility record for the visit date, and confirm the member's Medicaid ID is correct:</p> <ul style="list-style-type: none"> <li><b>LTC FFS program providers and FMSAs</b> should use TexMedConnect to check MESAV. TexMedConnect is accessed from My Account on <a href="https://tmhp.com">tmhp.com</a>.*</li> <li><b>Acute care FFS program providers and FMSAs or MCO LTSS providers</b> should use TexMedConnect to check eligibility verification. TexMedConnect is accessed from My Account on <a href="https://tmhp.com">tmhp.com</a>.*</li> </ul> <p>Confirm the payer information is correct on the member's authorization in the EVV system.</p> <p>Confirm the Service Group, Service Code, EVV HCPCS Code, and EVV Modifier are correct.</p> <p><b>Note:</b> Refer to the <a href="#">EVV Home Health Care Services Bill Codes Table</a> or the <a href="#">EVV Personal Care Services Bill Codes Table</a> to confirm EVV Service Groups, Service Codes, Healthcare Common Procedure Coding System (HCPCS) Codes and Modifiers.</p> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, or refer to the <a href="#">Account Management</a> web page on <a href="https://tmhp.com">tmhp.com</a> for assistance with creating a TMHP user account.</i></p> |
| Ex00034C1        | The Member Medicaid ID on the EVV visit is not found in our records.                                                                                                                        | <p>Confirm the member's Medicaid ID is correct:</p> <ul style="list-style-type: none"> <li><b>LTC FFS program providers and FMSAs</b> should use TexMedConnect to check MESAV. TexMedConnect is accessed from My Account on <a href="https://tmhp.com">tmhp.com</a>.*</li> <li><b>Acute care FFS program providers and FMSAs and MCO LTSS providers</b> should use TexMedConnect to check eligibility verification. TexMedConnect is accessed from My Account on <a href="https://tmhp.com">tmhp.com</a>.*</li> </ul> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, or refer to the <a href="#">Account Management</a> web page on <a href="https://tmhp.com">tmhp.com</a> for assistance with creating a TMHP user account.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Rejection Number | Rejection Description                                                                                                                                                  | Resolution Tips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex00034C2        | The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.                                                                  | <p>Confirm the member's Medicaid eligibility for the visit date:</p> <ul style="list-style-type: none"> <li>• <b>LTC FFS program providers and FMSAs</b> should use TexMedConnect to check MESAV. TexMedConnect is accessed from My Account on <a href="https://tmhp.com">tmhp.com</a>.*</li> <li>• <b>Acute care FFS program providers and FMSAs and MCO LTSS providers</b> should use TexMedConnect to check eligibility verification. TexMedConnect is accessed from My Account on <a href="https://tmhp.com">tmhp.com</a>.*</li> </ul> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, or refer to the <a href="#">Account Management</a> web page on <a href="https://tmhp.com">tmhp.com</a> for assistance with creating a TMHP user account.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Ex00043C         | The Member's MCO Plan code on the EVV visit could not be validated based on the provided combination of Member Medicaid ID, Visit Date or EVV HCPCS Code/EVV Modifier. | <p>Confirm the managed care plan code for which the member is enrolled by checking the eligibility record for the visit date, and confirm the member's Medicaid ID is correct:</p> <ul style="list-style-type: none"> <li>• <b>LTC FFS program providers and FMSAs</b> should use TexMedConnect to check MESAV. TexMedConnect is accessed from My Account on <a href="https://tmhp.com">tmhp.com</a>.*</li> <li>• <b>Acute Care FFS program providers and FMSAs and MCO LTSS providers</b> should use TexMedConnect to check eligibility verification. TexMedConnect is accessed from My Account on <a href="https://tmhp.com">tmhp.com</a>.*</li> </ul> <p>Plan Code is not required for HHSC or LTC payers, but, if submitted, it must be the MCO plan code for which the member is enrolled.</p> <p>Confirm the correct authorization is assigned to the member in the EVV system.</p> <p><b>Note:</b> Refer to the <a href="#">EVV Home Health Care Services Bill Codes Table</a> or the <a href="#">EVV Personal Care Services Bill Codes Table</a> to confirm EVV-relevant HCPCS code and modifier combinations.</p> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, or refer to the <a href="#">Account Management</a> web page on <a href="https://tmhp.com">tmhp.com</a> for assistance with creating a TMHP user account.</i></p> |

| Rejection Number | Rejection Description                                                                                                   | Resolution Tips                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex00049C1        | Duplicate visit transaction with record indicator 'new' found with this Visit ID.                                       | <p>Contact your EVV system vendor to correct this issue. The EVV system has already submitted this EVV visit transaction to the EVV Aggregator.</p> <p>Request your EVV system vendor to verify the reason for the duplication, and confirm if visit maintenance is needed so that this EVV visit transaction can be sent to the EVV Aggregator as an update.</p>                                    |
| Ex00049C2        | No previous record found with this Visit ID for update.                                                                 | <p>Contact your EVV system vendor to correct this issue. The EVV Aggregator does not have a record of this EVV visit transaction.</p> <p>Confirm with your EVV system vendor if you need to resolve any issues within your EVV system so that this EVV visit transaction can be sent to the EVV Aggregator as a new EVV visit transaction.</p>                                                       |
| Ex00057C1        | The Service Group and Service Code combination on the EVV visit are not eligible for EVV.                               | <p>Refer to the <a href="#">EVV Home Health Care Services Bill Codes Table</a> or the <a href="#">EVV Personal Care Services Bill Codes Table</a> to confirm EVV Service Groups and Service Codes.</p> <p>Confirm that the member's authorization displays the correct Service Group/Service Code in the EVV system.</p>                                                                             |
| Ex00057C2        | The Service Group and Service Code combination on the EVV visit are not valid for the Provider number on the EVV visit. | <p>Confirm active enrollment for the LTC provider number (i.e., contract number) for the Service Group and Service Code for the EVV visit date.</p> <p>Confirm that the member's authorization displays the correct Service Group/Service Code and/or the correct provider number in the EVV system.</p> <p><b>Note:</b> For enrollment questions, contact TMHP LTC at 1-800-626-4117, Option 2.</p> |

| Rejection Number | Rejection Description                                                                                                | Resolution Tips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex00057C3        | The Member on the EVV visit is not authorized for this Service Group/Service Code on this visit date in our records. | <p>Confirm the the member's LTC FFS authorization through My Account on <a href="https://tmhp.com">tmhp.com</a>.*</p> <ul style="list-style-type: none"> <li>• <b>HCBS-AMH program providers</b> should email <a href="mailto:HCBS-AMH.Services@hhs.texas.gov">HCBS-AMH.Services@hhs.texas.gov</a> to confirm a member's Medicaid eligibility.</li> <li>• <b>YES Waiver program providers</b> should submit a <a href="#">MEV request</a> through CMBHS and verify the member's Medicaid status through <a href="#">TIERS</a>.</li> </ul> <p>Confirm the member's authorization displays the correct Service Group/Service Code in the EVV system.</p> <p><i>*Program providers and FMSAs should contact the TMHP EDI Help Desk at 888-863-3638, Option 4, or refer to the <a href="#">Account Management</a> web page on <a href="https://tmhp.com">tmhp.com</a> for assistance with creating a TMHP user account.</i></p> |
| Ex00059C         | The EVV HCPCS Code and EVV Modifier combination on the EVV visit is not eligible for EVV.                            | <p>Refer to the <a href="#">EVV Home Health Care Services Bill Codes Table</a> or the <a href="#">EVV Personal Care Services Bill Codes Table</a> to confirm EVV-relevant HCPCS code and modifier combinations.</p> <p>Review the member's authorization to confirm EVV-relevant services.</p> <p>Confirm that the member's authorization displays the correct HCPCS code/modifier(s) combination in the EVV system.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Ex00065C         | The EVV Actual Hours calculation on the EVV visit is not correct for the Call In and Call Out time on the visit.     | <p>Confirm that the actual hours on the EVV visit transaction match the time difference between EVV Call In and EVV Call Out time in the EVV system.</p> <p>Contact your EVV system vendor to assist with resolving the rejection.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Rejection Number | Rejection Description                                                                              | Resolution Tips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ex00067C         | The EVV Units on the EVV visit do not match the EVV Billed Hours based on the Unit of Measurement. | <p>In the EVV system, confirm that the EVV units calculated/entered on the EVV visit transaction match the billed hours based on the Unit Type, as specified in the <a href="#">EVV Home Health Care Services Bill Codes Table</a> or the <a href="#">EVV Personal Care Services Bill Codes Table</a>.</p> <p>If this was an auto-verified EVV visit, contact your program provider or FMSA EVV System Administrator to assist with resolving the rejection.</p> <p>If you cannot update the units, contact your EVV system vendor to assist with resolving the rejection.</p> |

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