

<b>Title:</b>	Electronic Visit Verification (EVV) Maintenance Unlock (VMU) Process				
<b>Department/Line of Business:</b>	Claims – RightCare & FirstCare Medicaid				
<b>Approver(s):</b>	VP Operations HP				
<b>Location/Region/Division:</b>	BSWHP				
<b>Document Number:</b>	BSWHP.RC.FC.CLM.###.P				
<b>Effective Date:</b>	01/01/2023	<b>Last Review/ Revision Date:</b>	11/29/2022	<b>Origination Date:</b>	11/29/2022

## ENTITY/LINE OF BUSINESS

This document applies to the following entities and line(s) of business:  
 SWHP Medicaid STAR

## DEFINITIONS

*When used in this document with initial capital letter(s), the following word(s)/phrase(s) have the meaning(s) set forth below unless a different meaning is required by context. Additional defined terms may be found in the BSWH P&P Definitions document.*

None.

## POLICY

RightCare processes provider appeals within established standards for financial and procedural quality.

## PROCEDURE

### Provider Claim Appeal Received

The provider can submit the appeal on paper, through electronic submission or through the provider portal.

- Paper submissions are processed through an external vendor

### Provider Claims Appeal Reviewed

The Adjustment Coordinator reviews the appeal and attached documents for determination. The review includes the following but not limited to with a copy of the RightCare Reconsideration Form or when applicable, the Electronic Visit Verification (EVV) Unlock Form:

- Timeline filing submission
- Additional documentation provided that may impact original outcome
- Determines if review by additional departments is needed
- RX
- Pricing
- Medical Management
- Enrollment
- If decision is made to allow additional payment, provider receives notification with payment and EOP.
- If decision is made to uphold, provider receives an uphold letter
- If an appeal is related to an EVV unlock request, the provider will receive a disposition within the claim output for an uphold or overturn decision. Follow the EVV Visit Maintenance Unlock Request process related to appeals.

**ATTACHMENTS**

None.

**RELATED DOCUMENTS**

EVV Visit Maintenance Unlock Request

**REFERENCES**

None.

**REVISION HISTORY**

Version #	Effective Date	Description of Change	Revised By	Retired Date
2	06/28/2022	Moved to BSWHP Template	Elizabeth Fabianke	
3	11/29/2022	Updated EVV language for Texas Medicaid processing	Leo Gutierrez	

Prepared by Elizabeth Fabianke	Date Prepared 06/28/2022
Reviewed by Leo Gutierrez	Date Reviewed 06/28/2022
Approved by	Date Approved

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