

Reminder: Program Providers and FMSAs - EVV Claim Recoupments

BCBSTX Recoupment Process:

BCBSTX uses the EVV Claims to audit for overpayments. Elements of notice will include, but not limited to:

- Time Period Limit for the review of EVV visit transactions is 24 months prior to the audit
- BCBSTX will give notice to recoup an overpayment related to an EVV Visit Transaction:
 - If, based on an audit or investigation of a Program Provider or FMSA, BCBSTX identified deficiency related to an EVV visit transaction that is not fraud or abuse, and BCBSTX decides to recoup an overpayment because of the deficiency.
 - Written notice will include, but not limited to:
 - Description of the basis for the intended recoupment.
 - If the basis of the intended recoupment is an EVV visit transaction, the specific EVV visit transaction, and associated claim that are the basis of the intended recoupment.
 - If the basis of the intended recoupment is a missing EVV visit transaction, the claim for which there is no associated visit transaction.
- BCBSTX must give the Provider/FMSA written notice of BCBTX's intent to recoup overpayments no later than the 30th day after the date the audit or investigation is completed.
- BCBSTX must receive a response to the notice from the Program Provider/FMSA no later than the 30th day after the date the Provider/FMSA receives the written notice,
 - if the Program Provider/FMSA intends to respond.
 - Allowed 60 days from the notice date to correct and explain the deficiency before BCBSTX begins any efforts to collect overpayments.
 - Provider/FMSA should communicate with and send information to BCBSTX about the EVV visit transactions that are the basis of the intended recoupment to the BCBSTX EVV Mailbox - BCBSTX_EVV_Questions@bcbstx.com;
 - Provider/FMSA option to seek an informal reconsideration/appeal with BCBSTX of the intended recoupment can be found here: <https://www.bcbstx.com/starkids/member-resources/complaints-and-appeals.html>;
 - All information sent by email should be sent via secure email

- A corrected deficiency is one that the Provider/FMSA makes by doing one or both of the following:
 - Performing visit maintenance to correct the EVV visit transaction in accordance with HHSC EVV policy; or
 - Correcting and resubmitting a claim in accordance with BCBSTX policies and procedures.
- BCBSTX may recoup an overpayment only if a Provider/FMSA does not correct and explain the deficiency no fewer than 60 days from the notice date and does not appeal the alleged overpayment; or appeals the alleged overpayment and the final decision from the appeal is favorable to BCBSTX.
- BCBSTX will give due process to recoup an overpayment related to a determination of fraud or abuse:
 - BCBSTX will issue a written notice to the Provider/FMSA of BCBSTX's intent to recoup overpayments secondary to a discovery of fraud and abuse.
 - The intent to recoup will include the following:
 - Description of the basis for the intended recoupment.
 - Specific claims that are the basis of the intended recoupment.
 - Process by which the Provider/FMSA should send information to BCBSTX about the claims that are the basis of the intended recoupment.
 - Provider/FMSA's option to seek an appeal/reconsideration with BCBSTX of the intended recoupment.