

EVV BILLING ERROR: SUBMITTING EVV RECORDS AND BILLED CLAIMS TOO CLOSE IN TIME TOGETHER

Example of Error



1. Provider records and submits EVV for services on January 29 at 8 AM.
2. Billing claims are submitted for these services on January 29 at 5 PM.

Guidance



Please wait at least 24 hours before submitting billed claim lines.

Summary

The Aggregator passes EVV records to the claims system nightly and it is recommended to wait 24 hours prior to billing. Once in the claims system, EVV records will be able to match to billed claim lines.

Additionally, if you fix an exception (modify record) and the visit becomes verified, you still need to wait until the next day to bill for that claim.

From the example above, the EVV record from January 29th will not be available until January 30th and billing was sent to soon, resulting in an error.

More information on billing can be found in the [Billing Integration section](#) of the EVV Program Manual



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If you have additional questions, please contact the EVV inbox at EVV@state.co.us

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