



Home and Community Based Service Provider Submission of Electronic Visit Verification Claims with Third-Party Liability

The only third-party liability (TPL) claims that the Electronic Visit Visitation (EVV) vendor can process are ones for which you have received a TPL blanket denial. To allow for all other TPL-related claims, when you receive the TPL denial, we will allow you to submit your claims via one of the following methods:

1. Submit an 837, with the TPL document attached, directly to the managed care organization (MCO) via one of their clearinghouses.
2. Submit a claim directly to the MCO using the web claim portal and attaching the TPL document.

Claim submission instructions and MCO clearinghouse information are located in the MCOs provider manual.

OR

1. Submit an 837 with the TPL information completed directly to HPES.
2. Submit a web claim with the information completed directly to HPES.
3. Submit a paper claim, with the TPL document attached, through Front End Billing (FEB), directly to HPES.