



## Electronic Visit Verification Contact Information Guide for Consumer Directed Services Employers

The Texas Health and Human Services Commission (HHSC) published the following contact guide for Consumer Directed Services (CDS) employers to use for Electronic Visit Verification (EVV) inquiries.

EVV Vendor System Questions	
Inquiry	Contact Information
<p>For EVV vendor questions about, but not limited to:</p> <ul style="list-style-type: none"> <li>Using the system (including training)</li> <li>Accessing EVV system reports</li> <li>Clock In and clock Out methods</li> <li>Visit maintenance</li> </ul>	<p>HHAeXchange:</p> <ul style="list-style-type: none"> <li>Dial 1-833-430-1307</li> <li>Email <a href="mailto:TXsupport@hhaexchange.com">TXsupport@hhaexchange.com</a></li> <li>Website: <a href="https://www.hhaexchange.com/info-hub/texas">https://www.hhaexchange.com/info-hub/texas</a></li> </ul>
EVV Vendor System Complaints	
<p>For complaints against a current EVV vendor, email Texas Medicaid &amp; Healthcare Partnership (TMHP) at <a href="mailto:EVV@TMHP.com">EVV@TMHP.com</a>.</p>	
CDS Policy Questions	
<p>For CDS policy questions, email HHSC CDS Policy at <a href="mailto:CDS@hhs.texas.gov">CDS@hhs.texas.gov</a>.</p>	
Financial Management Services Agencies (FMSAs)	
<p>Contact the FMSA to discuss:</p> <ul style="list-style-type: none"> <li>Payroll</li> <li><a href="#">Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities</a></li> <li>Approving time worked</li> <li>Which EVV system to use</li> <li>EVV policy training</li> </ul>	

## Complaints About an FMSA

To submit a complaint about an FMSA that is related to EVV, email HHSC EVV Operations at [EVV@hhs.texas.gov](mailto:EVV@hhs.texas.gov).

To submit a complaint about an FMSA that is not related to EVV, email [CAPM\\_Referrals@hpsc.state.tx.us](mailto:CAPM_Referrals@hpsc.state.tx.us).

## EVV Questions

### Inquiry

For EVV questions about, but not limited to:

- EVV requirements
- Programs and services required to use EVV
- Reason Codes
- Training requirements
- Visit Maintenance Unlock Requests

### Contact Information

- If services are provided by HHSC, email HHSC EVV Operations at [EVV@hhs.texas.gov](mailto:EVV@hhs.texas.gov).
- If services are provided by a managed care organization (MCO), [contact the MCO](#) by using the information on the next page.

## EVV CDS Webpage

Visit the [EVV CDS webpage](#) for more resources and information.

## EVV Contact Information for Managed Care Organizations (MCOs)

MCO	Email	Phone Number
Note: Clicking on an MCO name below will open the MCO's EVV webpage.		
<a href="#">Aetna</a>	<a href="mailto:evvmailbox@aetna.com">evvmailbox@aetna.com</a>	1-844-787-5437
<a href="#">Blue Cross Blue Shield</a>	<a href="mailto:BCBSTX_EVV_Questions@bcbstx.com">BCBSTX_EVV_Questions@bcbstx.com</a>	1-877-784-6802
<a href="#">Community First Health</a>	<a href="mailto:cfhpevv@cfhp.com">cfhpevv@cfhp.com</a>	1-855-607-7827
<a href="#">Community Health Choice</a>	<a href="mailto:EVVProvider@CommunityHealthChoice.org">EVVProvider@CommunityHealthChoice.org</a>	713-295-2295
<a href="#">Cook Children's Health Plan</a>	<a href="mailto:CCHPEVV@cookchildrens.org">CCHPEVV@cookchildrens.org</a>	1-888-243-3312
<a href="#">Dell Children's Health Plan</a>	<a href="mailto:kristen.cover@ascension.org">kristen.cover@ascension.org</a> <a href="mailto:mvnguyen2@ascension.org">mvnguyen2@ascension.org</a>	832-567-2013 512-324-1000, x17994
<a href="#">Driscoll Children's Health Plan</a>	<a href="mailto:evvquestions@dchstx.org">evvquestions@dchstx.org</a>	1-877-324-3627
<a href="#">El Paso Health</a>	<a href="mailto:EPH_EVV@elpasohealth.com">EPH_EVV@elpasohealth.com</a>	1-877-532-3778
<a href="#">FirstCare</a>	<a href="mailto:HPREGION1@BSWHealth.org">HPREGION1@BSWHealth.org</a>	1-800-431-7798
<a href="#">Molina Healthcare of Texas</a>	<a href="mailto:mhtxevv@molinahealthcare.com">mhtxevv@molinahealthcare.com</a>	1-866-449-6849
<a href="#">Parkland Community Health Plan</a>	<a href="mailto:PCHP.EVV@PHHS.Org">PCHP.EVV@PHHS.Org</a>	1-888-672-2277
<a href="#">Right Care (Scott&amp;White Health Plan)</a>	<a href="mailto:HPREGION1@BSWHealth.org">HPREGION1@BSWHealth.org</a>	1-855-897-4448
<a href="#">Superior Health Plan</a>	<a href="mailto:SHP_EVV@superiorhealthplan.com">SHP_EVV@superiorhealthplan.com</a>	1-877-391-5921
<a href="#">Texas Children's Health Plan</a>	<a href="mailto:EVVGroup@texaschildrens.org">EVVGroup@texaschildrens.org</a>	1-800-731-8527
<a href="#">United Health Group</a>	<a href="mailto:uhc_evv@uhc.com">uhc_evv@uhc.com</a>	1-888-887-9003
<a href="#">Wellpoint</a>	<a href="mailto:TXEVVSupport@amerigroup.com">TXEVVSupport@amerigroup.com</a>	1-800-454-3730