



# Electronic Visit Verification

## Contact Information Guide for Consumer Directed Services (CDS) Employers

### EVV Vendor System Questions

#### If your EVV vendor is DataLogic (Vesta)

If you have EVV vendor questions such as but not limited to:

- How the EVV vendor system works
- Accessing EVV system reports
- EVV Clock In/Clock Out Methods
- EVV Visit Maintenance
- EVV vendor system training

**Contact DataLogic**  
 Phone: 1-877-329-3574  
 Email: [info@vestaevv.com](mailto:info@vestaevv.com)

#### If your EVV vendor is First Data (AuthentiCare)

If you have EVV vendor questions such as but not limited to:

- How the EVV vendor system works
- Accessing EVV system reports
- EVV Clock In/Clock Out Methods
- EVV Visit Maintenance
- EVV vendor system training

**Contact First Data**  
 Phone: 1-877-829-2002  
 Email: [AuthentiCareTXSupport@firstdata.com](mailto:AuthentiCareTXSupport@firstdata.com)

### EVV Vendor System Complaints

If you have a complaint against the EVV vendor email

Texas Medicaid & Healthcare Partnership (TMHP) at: [evv@tmhp.com](mailto:evv@tmhp.com)

### CDS Policy Questions

If you have questions about HHSC CDS policy email [CDS@hhsc.state.tx.us](mailto:CDS@hhsc.state.tx.us)

## Financial Management Services Agencies (FMSA) Questions

Your FMSA may be your payroll person or the place where you send your payroll. Contact your FMSA if you have questions about:

- Form 1722, *Employer's Selection for Electronic Visit Verification Responsibilities*
- Approving time worked
- Which EVV system to use

## EVV Questions

### If you receive services from HHSC

If you have EVV questions such as but not limited to:

- EVV requirements
- EVV Reason Codes
- Programs and services required to use EVV
- Training requirements

**Email HHSC EVV Operations**

[Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)

### If you receive services from a Managed Care Organization (MCO)

If you have EVV questions such as but not limited to:

- EVV requirements
- EVV Reason Codes
- Programs and services required to use EVV
- Training requirements

**Contact your MCO**

Contact information is available on page 3.

<b>Managed Care Organization (MCO) EVV Contact Information</b>		
<b>MCO</b>	<b>Email</b>	<b>Phone Number</b>
<b>Aetna</b>	<a href="mailto:evvmailbox@aetna.com">evvmailbox@aetna.com</a>	1-844-787-5437
<b>Amerigroup</b>	<a href="mailto:TXEVVSupport@amerigroup.com">TXEVVSupport@amerigroup.com</a>	1-800-454-3730
<b>Blue Cross Blue Shield</b>	<a href="mailto:BCBSTX_EVV_Questions@bcbstx.com">BCBSTX_EVV_Questions@bcbstx.com</a>	1-877-784-6802
<b>Cigna-Health Spring</b>	<a href="mailto:CHS_EVV@healthspring.com">CHS_EVV@healthspring.com</a>	1-877-653-0331
<b>Community First Health</b>	<a href="mailto:cfhpevv@cfhp.com">cfhpevv@cfhp.com</a>	1-855-607-7827
<b>Cook Children’s Health Plan</b>	<a href="mailto:CCHPEVV@cookchildrens.org">CCHPEVV@cookchildrens.org</a>	1-888-243-3312
<b>Driscoll Children’s Health Plan</b>	<a href="mailto:evvquestions@dchstx.org">evvquestions@dchstx.org</a>	1-877-324-3627
<b>Molina Healthcare of Texas</b>	<a href="mailto:mhtxevv@molinahealthcare.com">mhtxevv@molinahealthcare.com</a>	1-866-449-6849
<b>Superior Health Plan</b>	<a href="mailto:SHP_EVV@superiorhealthplan.com">SHP_EVV@superiorhealthplan.com</a>	1-877-391-5921
<b>Texas Children’s Health Plan</b>	<a href="mailto:EVVGroup@texaschildrens.org">EVVGroup@texaschildrens.org</a>	1-800-731-8527
<b>United Health Group</b>	<a href="mailto:uhc_evv@uhc.com">uhc_evv@uhc.com</a>	1-888-887-9003