



Electronic Visit Verification

Contact Information Guide for Program Providers and FMSAs

Updated Dec. 1, 2020

Questions about	Contact
Claims Related	
Electronic Data Interchange (EDI) – Submitting Claims for EVV <hr/> Claim Rejections (excluding Long-Term Care [LTC] claim rejections with error code F, RJ, and/or AC)	TMHP EDI Help Desk: P: 1-888-863-3638, Option 4
EVV Claims Processing	Entity that pays or denies your claims: Managed Care Organization: Your MCO via phone (see page 4)
	TMHP: <ul style="list-style-type: none"> • LTC: 1-800-626-4117, Option 1 then Option 6 • Acute Care: 1-800-925-9126, Option 7
Complaints	
General Complaints	HHSC Program Providers and Financial Management Services Agencies (FMSAs): Electronic_Visit_Verification@hhsc.state.tx.us
	MCO Program Providers and FMSAs: Your MCO’s EVV mailbox (see page 4)
MCO Complaints	HHSC Managed Care Compliance & Operations: HPM_Complaints@hhsc.state.tx.us
EVV Vendor Complaints	TMHP EVV mailbox: evv@tmhp.com
Policy and Compliance	
General EVV: <ul style="list-style-type: none"> • Programs/Services Required to Use EVV • 21st Century Cures Act • Rules 	HHSC EVV Operations mailbox: Electronic_Visit_Verification@hhsc.state.tx.us

Questions about	Contact
Policy and Compliance	
Reviews for: <ul style="list-style-type: none"> • Allowable Phone Identification • Compliance Oversight • Misuse of EVV Reason Codes and Required Free Text • EVV Usage 	<p>HHSC Program Providers: Electronic_Visit_Verification@hhsc.state.tx.us</p> <p>MCO Program Providers: Your MCO's EVV mailbox (see page 4)</p>
Policy and Requirements	
EVV Standard Reports and Understanding EVV Reports	
Visit Maintenance and Unlock Request Policy	
Reason Codes	
Systems	
EVV Portal	TMHP EVV mailbox: evv@tmhp.com
EVV Vendor Systems: <ul style="list-style-type: none"> • General Support • EVV Provider Onboarding • EVV Reports in the Vendor System • EVV Visit Transactions – Includes Accepted and/or Rejected EVV Visit Transactions 	<p>DataLogic Software, Inc./Vesta</p> <p>Program Providers P: 1-844-880-2400 E: info@vestaevv.com</p> <p>FMSAs P: 1-877-329-3574 E: info@vestaevv.com</p> <hr style="border-top: 1px dashed black;"/> <p>First Data Government Solutions/AuthentiCare P: 1-877-829-2002 E: AuthentiCareTXSupport@firstdata.com</p>
EVV Proprietary Systems: <ul style="list-style-type: none"> • General Support • EVV Provider Onboarding • EVV Reports in the Vendor System • EVV Visit Transactions – Includes Accepted and/or Rejected EVV Visit Transactions 	<p>Contact your Proprietary Systems Operator (PSO) for assistance.</p>
TexMedConnect & Electronic Data Interchange: <ul style="list-style-type: none"> • File Submission Errors • Form Processing (i.e. EDI Agreement, TPA, and TPAEF) • PIMS Assistance • Submitter IDs – Creation and Modification • TexMedConnect & EDI – Account Setup, Submitting Claims for EVV 	<p>TMHP EDI Help Desk: 1-888-863-3638, Option 4</p>

Questions about	Contact
Training	
<p>EVV Vendor Systems:</p> <ul style="list-style-type: none"> • General Support • Accessing Reports • EVV Clock In/Out Methods • Making Corrections through Visit Maintenance 	<p>DataLogic Software, Inc./Vesta</p> <p>Program Providers P: 1-844-880-2400 E: info@vestaevv.com</p> <p>FMSAs P: 1-877-329-3574 E: info@vestaevv.com</p> <hr style="border-top: 1px dashed black;"/> <p>First Data Government Solutions/AuthentiCare P: 1-877-829-2002 E: AuthentiCareTXSupport@firstdata.com</p>
<p>EVV Proprietary Systems:</p> <ul style="list-style-type: none"> • General Support • Accessing Reports • EVV Clock In/Out Methods • Making Corrections through Visit Maintenance 	<p>Contact your Proprietary Systems Operator (PSO) for assistance.</p>
<p>TMHP Systems:</p> <ul style="list-style-type: none"> • EVV Portal & EVV Standard Reports • Claims Submission 	<p>TMHP EVV mailbox: evv@tmhp.com</p>
<p>EVV Policy (Non-System Related)</p>	<p>HHSC Program Providers and FMSAs: Electronic_Visit_Verification@hhsc.state.tx.us</p> <hr style="border-top: 1px dashed black;"/> <p>MCO Program Providers and FMSAs: Your MCO's EVV mailbox (see page 4)</p>

MCO EVV Contact Information

MCO	Email	Phone Number
Aetna	evvmailbox@aetna.com	1-844-787-5437
Amerigroup	TXEVVSupport@amerigroup.com	1-800-454-3730
Blue Cross Blue Shield	BCBSTX_EVV_Questions@bcbstx.com	1-877-784-6802
Cigna-Health Spring	providerrelationscentral@healthspring.com	1-877-653-0331
Community First Health	cfhppevv@cfhp.com	1-855-607-7827
Cook Children’s Health Plan	CCHPEVV@cookchildrens.org	1-800-964-2247
Driscoll Children’s Health Plan	evvquestions@dchstx.org	1-877-324-7543
Molina Healthcare of Texas	mhtxevv@molinahealthcare.com	1-866-449-6849
Superior Health Plan	SHP_EVV@superiorhealthplan.com	1-877-391-5921
Texas Children’s Health Plan	EVVGroup@texaschildrens.org	1-800-731-8527
United Health Group	uhc_evv@uhc.com	1-888-887-9003