



## Electronic Visit Verification Proprietary System Access and Training Guide for Managed Care Organizations and State Staff

This document provides a list of information and contacts for managed care organizations and state staff to request system access and training from approved Electronic Visit Verification Proprietary System Operators.

- Proprietary System Operators are program providers and Financial Management Services Agencies that use a proprietary system and are responsible for providing system access and ongoing training, as needed.
- MCOs and state staff should first request system access and then training.
- Email questions about training requirements to [EVVPSO@hhs.texas.gov](mailto:EVVPSO@hhs.texas.gov).

Visit the [HHSC EVV Proprietary Systems webpage](#) for more information about EVV proprietary systems.

Legal Entity Name	Proprietary System Name	Proprietary System Access and Training Contact(s)	NPIs or APIs	HHSC Contract Numbers
Acumen Fiscal Agent, LLC	Direct Care Innovations (DCI)	Len Davis, <a href="mailto:Lend@acumen2.net">Lend@acumen2.net</a>	1720145378	• 001030076 • 001029952 • 001030074
Christus VNA – Home Care & Community Care	Complia Health	Diane Finch, <a href="mailto:Diane.Finch@lhcgrou.com">Diane.Finch@lhcgrou.com</a>	1144744244	001029951
Vela Investment Corporation	Love 'N Care	Abdon Ibarra, <a href="mailto:Support@valware.com">Support@valware.com</a>	1457573628	001019397

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Segnik Group, Inc.	Emcentrix	<p>For system access:</p> <ul style="list-style-type: none"> <li>Joshua Oyeniyi, <a href="mailto:Joshua@segnik.com">Joshua@segnik.com</a></li> </ul> <p>For training:</p> <ul style="list-style-type: none"> <li>Peter Wong, <a href="mailto:Jr@mypaperlessoffice.com">Jr@mypaperlessoffice.com</a></li> </ul>	<ul style="list-style-type: none"> <li>1124012877</li> <li>1093941007</li> </ul>	<ul style="list-style-type: none"> <li>001010666</li> <li>001010667</li> <li>001010668</li> <li>001010669</li> <li>001010670</li> <li>001010671</li> <li>001010672</li> </ul>
St. Jude Home Care & Hospice	CareSnap	James Hughes, <a href="mailto:James@caresnap.com">James@caresnap.com</a>	1679683544	001014820
REM Management LLC	Unidos	Abdon Ibarra, <a href="mailto:Support@valware.com">Support@valware.com</a>	1033397070	001017225
Valley Care Home Health Services	Valware (Medius)	Abdon Ibarra, <a href="mailto:Support@valware.com">Support@valware.com</a>	1861449100	001014674