



## Electronic Visit Verification Contact Information Guide for Program Providers and FMSAs

The Texas Health and Human Services Commission (HHSC) published the following contact guide for program providers and financial management services agencies (FMSAs) to use for Electronic Visit Verification (EVV) inquiries.

| Inquiry   | Contact Information  |
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| <b>Authorizations</b>                               |  |
| Acute Care Fee-for-Service (FFS)                    | 1-800-925-9126 or <a href="http://www.tmhp.com/contact">www.tmhp.com/contact</a> |
| CLASS and DBMD                                      | Utilization Review at 512-438-4896   |
| HCS and TxHmL                                       | The service coordinator listed on your individual personal planning (IPP).       |
| Managed care (STAR+PLUS, STAR Kids and STAR Health) | Provider should contact their MCO for assistance.                                |
| PCS for a FFS PCS/CFC client                        | The provider should contact the DSHS case manager.                               |
| PHC, FC and CAS                                     | HHSC regional case manager listed on your authorization.                         |
| YES and HCBS-AMH                                    | CMBHS Help Desk at 1-866-806-7806  |

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|---|---|
| <b>Claims</b>   |   |
| <p>Claims submitted in the Client Assignment and Registration (CARE) System before May 1, 2022</p>  | <p>Call the CARE Help Desk:</p> <ol style="list-style-type: none"> <li>1. Dial 1-888-952-4357</li> <li>2. Press 2</li> <li>3. Press asterisk button (*)</li> <li>4. Press 4</li> </ol>  |
| <p>Claims submitted through Electronic Data Interchange (EDI) and TexMedConnect, including claim rejections – excludes Long-term Care (LTC) claim rejections with error codes F, RJ or AC</p> | <p>Call the Texas Medicaid &amp; Healthcare Partnership (TMHP) EDI Help Desk at 1-888-863-3638, Option 4.</p>   |
| <p>Claims processing</p>  | <p>Contact the entity that pays or denies your claims.</p> <p>Managed care organization (MCO): <a href="#">Contact the MCO</a></p> <p>TMHP</p> <ul style="list-style-type: none"> <li>▶ LTC: Dial 1-800-626-4117, Option 1, then Option 6</li> <li>▶ Acute Care: Dial 1-800-925-9126, Option 7</li> </ul> |
| <p>Submitting claims in the Clinical Management for Behavioral Health Services (CMBHS) System</p>   | <p>Call the CMBHS Help Desk at 1-866-806-7806.</p>  |

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|--|--|
| <b>Complaints</b>  |  |
| General complaints   | <ul style="list-style-type: none"> <li>• HHSC program providers and FMSAs email EVV Operations at <a href="mailto:EVV@hhs.texas.gov">EVV@hhs.texas.gov</a>.</li> </ul> MCO program providers and FMSAs <a href="#">email the MCO</a> . |
| Complaints about an MCO  | Email HHSC Managed Care Compliance & Operations at <a href="mailto:HPM_Complaints@hsc.state.tx.us">HPM_Complaints@hsc.state.tx.us</a> .  |
| Complaints about a current EVV vendor  | Email TMHP EVV at <a href="mailto:EVV@TMHP.com">EVV@TMHP.com</a> .   |
| <b>Policy and Compliance</b>   |  |
| General EVV topics, such as:<br>Programs and services required to use EVV<br>21st Century Cures Act<br>Rules                       | Email HHSC EVV Operations at <a href="mailto:EVV@hhs.texas.gov">EVV@hhs.texas.gov</a> .  |
| Reviews for:<br>Allowable Phone Identification<br>EVV Compliance<br>Misuse of EVV Reason Codes and Required Free Text<br>EVV Usage | HHSC program providers and FMSAs email EVV Operations at <a href="mailto:EVV@hhs.texas.gov">EVV@hhs.texas.gov</a> .<br><br>MCO program providers and FMSAs <a href="#">contact the MCO</a> .   |
| Policy and Requirements  |  |
| EVV standard reports   |  |
| Visit Maintenance Unlock Requests  |  |
| Reason Codes   |  |

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| <b>Systems and Training</b>   |  |
| EVV Portal and standard reports   | Email TMHP EVV at <a href="mailto:EVV@TMHP.com">EVV@TMHP.com</a> .   |
| For EVV vendor system: <ul style="list-style-type: none"> <li>• Clock in and clock out methods</li> <li>• Visit transactions</li> <li>• General support</li> <li>• Provider onboarding</li> <li>• Reports</li> <li>• Visit maintenance</li> </ul> | Contact HHAeXchange: <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 proprietary systems:<br>Clock in and clock out methods<br>Visit transactions<br>General support<br>Provider onboarding<br>Reports<br>Visit maintenance  | Contact your Proprietary Systems Operator (PSO) for assistance.  |
| Inquiry   | Contact Information  |
| TexMedConnect & Electronic Data Interchange:<br>Account setup<br>File submission errors<br>Form processing (EDI Agreement, TPA and TPAEF)<br>PIMS assistance  | Call the TMHP EDI Help Desk at 1-888-863-3638, Option 4.   |
| EVV Policy (non-system related)   | HHSC program providers and FMSAs email HHSC EVV Operations at <a href="mailto:EVV@hhs.texas.gov">EVV@hhs.texas.gov</a> .<br><br>MCO program providers and FMSAs <a href="#">contact the MCO</a> .  |

## 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><br><a href="mailto:mvnguyen2@ascension.org">mvnguyen2@ascension.org</a> | 832-567-2013<br>512-324-1000,<br>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                          |