



# Electronic Visit Verification

## Contact Information Matrix

Updated June 20, 2019

Questions about	Contact
<b>Claims Related</b>	
<b>Electronic Data Interchange (EDI) – Submitting Claims for EVV</b>  <b>Claim Rejections</b> (excluding Long-Term Care [LTC] claim rejections with error code F, RJ, and/or AC)	TMHP EDI Helpdesk: P: 1-888-863-3638, Option 4
<b>EVV Claims Processing</b>	<b>Entity that pays or denies your claims:</b> Managed Care Organization: Your MCO via phone (see page 3)
	TMHP: <ul style="list-style-type: none"> <li>• LTC: 1-800-626-4117, Option 2</li> <li>• Acute Care: 1-800-925-9126, Option 2</li> </ul>
<b>Complaints</b>	
<b>General Complaints</b>	HHSC Program Providers: <a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a>
	MCO Program Providers: Your MCO’s EVV mailbox (see page 3)
<b>MCO Complaints</b>	HHSC Managed Care Compliance & Operations: <a href="mailto:HPM_Complaints@hhsc.state.tx.us">HPM_Complaints@hhsc.state.tx.us</a>
<b>EVV Vendor Complaints</b>	TMHP EVV mailbox: <a href="mailto:EVV@tmhp.com">EVV@tmhp.com</a>
<b>Policy and Compliance</b>	
<b>General EVV:</b> <ul style="list-style-type: none"> <li>• Rules</li> <li>• Programs/Services Required to Use EVV</li> <li>• 21<sup>st</sup> Century Cures Act</li> </ul>	HHSC EVV Operations mailbox: <a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a>

Policy and Compliance	
<b>Reviews for:</b> <ul style="list-style-type: none"> <li>• Allowable Phone Identification and Recoupment</li> <li>• Compliance Oversight</li> <li>• Reason Codes</li> <li>• EVV Usage</li> </ul>	<p style="text-align: center;">HHSC Program Providers:  <a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a></p> <p style="text-align: center;">MCO Program Providers: Your MCO’s EVV mailbox (see page 3)</p>
<b>Policy and Requirements</b>	
<b>EVV Reports and Understanding EVV Reports</b>	
<b>Visit Maintenance and Unlock Request Policy</b>	
<b>Reason Codes</b>	
Systems	
<b>EVV Aggregator or EVV Portal</b>	TMHP EVV mailbox: <a href="mailto:EVV@tmhp.com">EVV@tmhp.com</a>
<b>EVV Vendor System:</b> <ul style="list-style-type: none"> <li>• General Support</li> <li>• EVV Provider Onboarding</li> <li>• EVV Reports in the Vendor System</li> <li>• EVV Visit Transactions – Includes Accepted and/or Rejected EVV Visit Transactions</li> </ul>	<p style="text-align: center;">HHSC-Approved EVV Vendors</p> <p style="text-align: center;">DataLogic Software, Inc./Vesta:  P: 1-844-880-2400  E: <a href="mailto:info@vestaevv.com">info@vestaevv.com</a></p>
<b>TexMedConnect &amp; Electronic Data Interchange:</b> <ul style="list-style-type: none"> <li>• File Submission Errors</li> <li>• Form Processing (i.e. EDI Agreement, TPA, and TPAEF)</li> <li>• PIMS Assistance</li> <li>• Submitter IDs – Creation and Modification</li> <li>• TexMedConnect &amp; EDI – Account Setup, Submitting Claims for EVV</li> </ul>	<p style="text-align: center;">TMHP EDI Helpdesk: 1-888-863-3638, Option 4</p>
Training	
<b>EVV Vendor System:</b> <ul style="list-style-type: none"> <li>• General</li> <li>• Accessing Reports</li> <li>• EVV Clock In/Out Methods</li> <li>• Making Corrections through Visit Maintenance</li> </ul>	<p style="text-align: center;">HHSC-Approved EVV Vendors</p> <p style="text-align: center;">DataLogic Software, Inc./Vesta:  P: 1-844-880-2400  E: <a href="mailto:info@vestaevv.com">info@vestaevv.com</a></p>
<b>TMHP Systems:</b> <ul style="list-style-type: none"> <li>• EVV Aggregator</li> <li>• EVV Portal &amp; EVV Standard Reports</li> <li>• Claims submission</li> </ul>	<p style="text-align: center;">TMHP EVV mailbox: <a href="mailto:EVV@tmhp.com">EVV@tmhp.com</a></p>
<b>Non-system related: EVV Policy</b>	<p style="text-align: center;">HHSC Program Providers:  <a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a></p> <p style="text-align: center;">MCO Program Providers: Your MCO’s EVV mailbox (see page 3)</p>

## MCO EVV Contact Information

MCO	EVV Mailbox	Phone Number
<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>	1-855-817-5790
<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>Children’s Medical Center Health Plan</b>	<a href="mailto:cmchpevv@childrens.com">cmchpevv@childrens.com</a>	1-800-947-4969
<b>Cigna-Health Spring</b>	<a href="mailto:providerrelationscentral@healthspring.com">providerrelationscentral@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>	1-800-964-2247
<b>Driscoll Children’s Health Plan</b>	<a href="mailto:evvquestions@dchstx.org">evvquestions@dchstx.org</a>	1-877-324-7543
<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