



Electronic Visit Verification Contact Information Guide for Consumer Directed Services Employers

The Texas Health and Human Services Commission (HHSC) published the following contact guide for Consumer Direct Services (CDS) employers to use for Electronic Visit Verification (EVV) inquiries.

EVV Vendor System Questions	
DataLogic (Vesta)	First Data (AuthentiCare)
<p>For EVV vendor questions regarding, but not limited to:</p> <ul style="list-style-type: none"> • How the EVV vendor system works; • Accessing EVV system reports; • EVV Clock In/Clock Out Methods; • EVV Visit Maintenance; or • EVV vendor system training, <p>contact DataLogic/Vesta:</p> <ul style="list-style-type: none"> • phone: 1-877-329-3574, or • email: info@vestaevv.com 	<p>For EVV vendor questions regarding, but not limited to:</p> <ul style="list-style-type: none"> • How the EVV vendor system works; • Accessing EVV system reports; • EVV Clock In/Clock Out Methods; • EVV Visit Maintenance; or • EVV vendor system training, <p>contact First Data/AuthentiCare:</p> <ul style="list-style-type: none"> • phone: 1-877-829-2002, or • email: AuthentiCareTXSupport@firstdata.com
EVV Vendor System Complaints	
<p>For complaints against the EVV vendor, email Texas Medicaid and Healthcare Partnership (TMHP) at EVV@TMHP.com.</p>	
CDS Policy Questions	
<p>For CDS policy questions, email HHSC CDS Policy at CDS@hsc.state.tx.us.</p>	

Financial Management Services Agencies (FMSAs)

The FMSA assists with:

- payroll;
- [Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities](#);
- approving time worked;
- which EVV system to use; and
- EVV Policy Training.

EVV Questions

If services are provided by HHSC	If services are provided by a managed care organization
<p>For EVV questions regarding, but not limited to:</p> <ul style="list-style-type: none"> • EVV requirements; • EVV Reason Codes; • programs and services required to use EVV; or • training requirements, <p>email HHSC EVV Operations: EVV@hhs.texas.gov.</p>	<p>For EVV questions regarding, but not limited to:</p> <ul style="list-style-type: none"> • EVV requirements; • EVV Reason Codes; • programs and services required to use EVV; or • training requirements, <p>contact the MCO (more information on next page).</p>

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.		
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	CHS_EVV@healthspring.com	1-877-653-0331
Community First Health	cfhpevv@cfhp.com	1-855-607-7827
Cook Children's Health Plan	CCHPEVV@cookchildrens.org	1-888-243-3312
Driscoll Children's Health Plan	evvquestions@dchstx.org	1-877-324-3627
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