



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 Type	Contact Information
Claims Related	
Electronic Data Interchange (EDI) – Submitting Claims for EVV	Texas Medicaid and Healthcare Partnership (TMHP) EDI Help Desk: <ul style="list-style-type: none"> ● Phone: 1-888-863-3638, Option 4
Claim Rejections - Excluding Long-Term Care (LTC) claim rejections with error codes F, RJ and/or AC.	
EVV Claims Processing	Entity that pays or denies your claims: <ul style="list-style-type: none"> ● Managed Care Organization (MCO) - Phone ● 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
Submitting EVV Claims in the Client Assignment and Registration (CARE) System	CARE Help Desk: <ul style="list-style-type: none"> ● Phone: 1-888-952-4357
Submitting EVV Claims in the Clinical Management for Behavioral Health Services (CMBHS) System	CMBHS Help Desk: <ul style="list-style-type: none"> ● Phone: 1-866-806-7806
Complaints	
General Complaints	<ul style="list-style-type: none"> ● HHSC program providers and Financial Management Services Agencies: <ul style="list-style-type: none"> ▶ HHSC EVV Operations: EVV@hhs.texas.gov ● MCO program providers and FMSAs: <ul style="list-style-type: none"> ▶ Email the MCO

MCO Complaints	HHSC Managed Care Compliance & Operations: <ul style="list-style-type: none"> • HPM_Complaints@hhsc.state.tx.us
EVV Vendor Complaints	TMHP EVV: 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: EVV@hhs.texas.gov
Reviews for: <ul style="list-style-type: none"> • Allowable Phone Identification • Compliance Oversight • Misuse of EVV Reason Codes and Required Free Text • EVV Usage 	<ul style="list-style-type: none"> • HHSC program providers: <ul style="list-style-type: none"> ▶ HHSC EVV Operations: EVV@hhs.texas.gov • MCO program providers: <ul style="list-style-type: none"> ▶ Email the MCO
Policy and Requirements	
EVV Standard Reports and Understanding EVV Reports	
Visit Maintenance and Unlock Request Policy	
Reason Codes	
Systems	
EVV Portal	TMHP EVV: 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 	EVV vendors: <ul style="list-style-type: none"> • DataLogic/Vesta: <ul style="list-style-type: none"> ▶ Program providers: <ul style="list-style-type: none"> ◇ Phone: 1-844-880-2400 ◇ info@vestaevv.com ▶ FMSAs: <ul style="list-style-type: none"> ◇ Phone: 1-877-329-3574 ◇ info@vestaevv.com • First Data/AuthentiCare <ul style="list-style-type: none"> ▶ Phone: 1-877-829-2002 ▶ AuthentiCareTXSupport@firstdata.com

<p>EVV Proprietary Systems:</p> <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>
<p>TexMedConnect & Electronic Data Interchange:</p> <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:</p> <ul style="list-style-type: none"> ● 1-888-863-3638, Option 4
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>EVV vendors:</p> <ul style="list-style-type: none"> ● DataLogic/Vesta: <ul style="list-style-type: none"> ▶ Program providers: <ul style="list-style-type: none"> ◇ Phone: 1-844-880-2400 ◇ info@vestaevv.com ▶ FMSAs: <ul style="list-style-type: none"> ◇ Phone: 1-877-329-3574 ◇ info@vestaevv.com ● First Data/AuthentiCare <ul style="list-style-type: none"> ▶ Phone: 1-877-829-2002 ▶ AuthentiCareTXSupport@firstdata.com
<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 for assistance.</p>
<p>TMHP Systems:</p> <ul style="list-style-type: none"> ● EVV Portal & EVV Standard Reports ● Claims Submission 	<p>TMHP EVV: EVV@TMHP.com</p>

EVV Policy (Non-System Related)

- HHSC program providers and Financial Management Services Agencies:
 - ▶ HHSC EVV Operations: EVV@hhs.texas.gov
- MCO program providers and FMSAs:
 - ▶ [Email the MCO](#)

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