

Medicaid Provider Notification: HHSC Electronic Visit Verification

Notification Regarding CM2000's Mass EVV Communication

Providers, you may have received an email communication from CM2000 this morning regarding HHSC's decision to not renew CM2000's contract. HHSC has fulfilled its current contractual obligations and has, within our rights, merely declined to renew CM2000's contract and will allow it to expire by its own terms on November 6, 2015. HHSC provided formal notification of our intent to CM2000 and we discussed our decision several times with the vendor. In the upcoming days, HHSC will begin communication with the CM2000 team regarding transaction activities. HHSC intends to enforce CM2000's Turnover obligations and to transition CM2000's Electronic Visit and Verification (EVV) providers to the remaining HHSC approved EVV vendors as soon as possible.

HHSC is sincerely apologetic regarding the abrupt actions taken by a contracted vendor. HHSC is prepared to provide administrative relief to the EVV provider community who were using the CM2000 EVV system. Effective immediately, October 1, 2015, and until further notice, HHSC has instructed all payors to accept paper timesheets, or other forms of documentation from the provider which will validate services were delivered by an attendant.

HHSC will allow all EVV impacted CM2000 providers to make an educated choice on an alternative HHSC approved EVV vendor. The DataLogic and MEDsys vendor system demonstrations will begin next week in Houston. Please review the DADS EVV webpage: www.dads.state.tx.us/evv/training.cfm, and click on the "Orientation Materials and Training Opportunities" link for a full listing of the EVV Vendor demonstrations to be held across the state.

Frequently Asked Questions:

1. How Does Provider Record Attendant Visits?

Effective immediately, October 1, 2015, HHSC has instructed all payors to accept paper timesheets, or other forms of documentation a provider may possess that can validate services were delivered by an attendant.

2. What Does A Provider Do with CM2000 Small Alternative Devices?

At this time providers are asked to retain the devices until further notice.

3. How do I learn about the other HHSC Approved EVV Vendors?

Please review the DADS EVV webpage: www.dads.state.tx.us/evv/training.cfm, and click on the "Orientation Materials and Training Opportunities" link for a full listing of the EVV Vendor demonstrations to be held across the state.

General Information:

Provider agencies are encouraged to sign-up for email updates at:

<https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>

Questions and concerns about EVV may be directed to:

Inquiry	Contact Information								
<ul style="list-style-type: none"> • HHSC - EVV general questions and complaints regarding an EVV vendor: • Complaints regarding an MCO: 	<ul style="list-style-type: none"> • Electronic_Visit_Verification@hhsc.state.tx.us • HPM_Complaints@hhsc.state.tx.us 								
<ul style="list-style-type: none"> • DADS - (contracted fee-for-service providers) • EVV website: 	<ul style="list-style-type: none"> • DADS.EVV@dads.state.tx.us • www.dads.state.tx.us/evv 								
<ul style="list-style-type: none"> • TMHP- Questions regarding HHSC EVV Vendor Selection and CCP Policy & Compliance 	<ul style="list-style-type: none"> • 1-800-925-9126, Option 5 								
<ul style="list-style-type: none"> • HHSC EVV Vendors 	<p>Data Logic (Vesta) Software, Inc.</p> <ul style="list-style-type: none"> • Tech Support : Email: support@vesta.net • Sales & Training Email: info@vestaevv.com <p>MEDsys Software Solutions, LLC</p> <ul style="list-style-type: none"> • Support - (877) 698-9392; Option 1 • Sales - (877) 698-9392; Option 2 • Sales Email: info@medsysshcs.com 								
<ul style="list-style-type: none"> • MCO Contracted Providers 	<p>Amerigroup</p> <table border="1" data-bbox="683 1864 1424 1894"> <thead> <tr> <th data-bbox="683 1864 919 1894">Service Area</th> <th data-bbox="919 1864 1227 1894">Contact Name</th> <th data-bbox="1227 1864 1424 1894">Contact Number</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>			Service Area	Contact Name	Contact Number			
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Bexar/Travis	Jennifer Pena	1-800-589-5274 ext. 54925
El Paso	Deborah Kurtzrock	1-877-405-9871 ext. 59503
Harris/Jefferson	Eric Preston	1-800-325-0011 ext. 55446
Lubbock/Amarillo	Nancy Beltcher	1-800-589-5274 ext. 52317
Tarrant	I'Esha Hudson-Buggs	1-800-589-5274 ext. 5779
Western RSA	Nancy Beltcher	1-800-589-5274 ext. 52317

• Email: www.amerigroup.com/providers

Cigna HealthSpring

- 1-877-653-0331
- Email: ProviderRelationsCentral@healthspring.com

Molina

- 1-855-322-4080

Superior

- 1-877-391-5921
- Email: SHP_EVV@centene.com

United

- 1-888-887-9003
- Email: uhc_cp_prov_relations@uhc.com