

HHSC EVV Notice: Despite Recent Vendor Disruption, EVV Remains Mandatory in Texas

Information posted October 19, 2015

Despite the recent disruption experienced by providers using the CM2000 electronic visit verification (EVV) system, providers are still required to use EVV in Texas.

Note: *Attendant-like services providers must also participate in EVV.*

What Should Providers Do?

Providers should share the March 2015 "[Letter to Individuals Receiving Services Subject to Electronic Visit Verification](#)" with individuals, members, and attendants as a reminder of the EVV mandate. [The letter also is available in Spanish.](#)

In addition, providers who were using CM2000 should use paper time sheets or other supporting documentation that meet program policy requirements while selecting and transitioning to a new EVV system.

Vendor Demonstrations

Providers who were using CM2000 have until October 30, 2015, to choose a new vendor. Vendor demonstrations are currently taking place around the state.

When choosing a new EVV vendor, providers will need to use the revised [Medicaid Electronic Visit Verification Provider Systems Selection Form](#).

Email questions to Electronic_Visit_Verification@hhsc.state.tx.us.

Programs That Must Participate in EVV

Managed Care

- STAR+PLUS and STAR Health programs and Dual Eligible Integrated Care Demonstration
- Personal assistance services (PAS) and personal care services (PCS) provided in the home and in the community
- In-home respite care
- Community First Choice (CFC) Services: habilitation and PAS

HHSC fee-for-service

- Comprehensive Care Program (CCP)
- Personal care services (PCS) provided in the home and in the community

DADS fee-for-service

- Community Living Assistance and Support Services (CLASS)
- Residential habilitation and in-home respite services

- CFC services provided in the home and in the community for CLASS individuals beginning June 1, 2015
- Medically Dependent Children Program (MDCP)
- In-home respite services and flexible family support services
- Community attendant services (CAS)
- Family care (FC)
- Primary home care (PHC)

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 the contacts below:

Inquiry	Contact Information
HHSC - EVV general questions and complaints regarding an EVV vendor: Complaints regarding an MCO:	Electronic_Visit_Verification@hhsc.state.tx.us HPM_Complaints@hhsc.state.tx.us
DADS - (contracted fee-for-service providers) EVV website:	DADS.EVV@dads.state.tx.us http://www.dads.state.tx.us/evv
TMHP- Questions regarding HHSC EVV Vendor Selection and CCP Policy & Compliance	1-800-925-9126, Option 5
HHSC EVV Vendors	Data Logic (Vesta) Software, Inc. Tech Support: support@vesta.net Sales & Training: info@vestaevv.com MEDsys Software Solutions, LLC Support: (877) 698-9392; Option 1 Sales: (877) 698-9392; Option 2 Sales email: info@medsysshcs.com

MCO Contracted Providers	Amerigroup		
	Service Area	Contact Name	Contact Number
	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	l'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			