

## **Reminder: Missing, Incomplete or Inaccurate Data Will Result in Partial EVV System Lockout Effective December 14, 2015**

Information posted November 13, 2015

Providers with missing, incomplete or inaccurate data in the EVV system have a limited time to enter this data into their EVV system. The data elements that were not included in the last communication have been identified with an "A" in list below. The Health and Human Service Commission (HHSC) is allowing additional time to complete the entry because not all required data elements were included in the last communication.

Providers that do not correct the missing, incomplete or inaccurate data by Monday, December 14, 2015, midnight, will experience a partial lock out of the system. A system lockout will prevent agencies from completing timely visit maintenance until all required data is entered into the system. Providers will retain limited system access until all necessary data is addressed to completion.

DataLogic and MEDsys provide daily reports to providers indicating what information is missing, incomplete and inaccurate data elements. The reports are:

- DataLogic – EVV Data Compliance Standards Alert
- MEDsys - Critical Data Checkup Report

The following data elements must be entered accurately and completely in the EVV system to identify:

- The provider agency:
  - TIN (Taxpayer Identification Number)
  - NPI (National Provider Identifier)
  - API or TPI (if applicable)
  - Provider legal name (A)
  - Provider address (A)
  - Provider city (A)
  - Provider zip (A)
- The individual or member receiving services:
  - Medicaid identification number
  - First name
  - Last name
  - Date of birth
  - Home telephone landline number , (if applicable) (A)
  - Payor (A)
  - DADS region of individual's residence (if applicable)
  - DADS contract number (if applicable)
  - DADS service group (if applicable)
  - DADS service code (if applicable)

- MCO HCPCS (if applicable)
- MCO modifier(s) (if applicable)
- MCO System Unique Member ID (if applicable)
- MCO Service Delivery Area of member's residence (if applicable)
- Employee providing services: (Entire Section Added)
  - Employee ID (Employer Assigned ID for HR/Payroll purposes)
  - Employee last four Social Security numbers or passport number
  - Employee discipline (must be one of the following: attendant, nurse, CNA, PT, OT, SLP, other)
  - Employee first name
  - Employee last name
  - Employee start date (start date of employment with provider)
  - Employee end date (end date of employment with provider) (if applicable)

Additional data that is required, but will not result in system lock out.

- Employee EVV user ID (user ID used to conduct visit maintenance)
- Employee EVV user first name (EVV user name- first name of person associated with EVV user ID)
- Employee EVV user last name (EVV user name- last name of person associated with EVV user ID)

Previous EVV Medicaid provider notifications on this topic are listed below:

- "HHSC EVV Instruction on Ensuring Data Integrity", posted June 3, 2015,  
[www.dads.state.tx.us/evv/docs/MedicaidProviderNotification\\_DataIntegrity.pdf](http://www.dads.state.tx.us/evv/docs/MedicaidProviderNotification_DataIntegrity.pdf)
- "Missing, Incomplete or Inaccurate Data Will Result in EVV System Lockout from Visit Maintenance Entry", posted November 2, 2015  
[www.dads.state.tx.us/evv/docs/IncorrectMissingDataElements.pdf](http://www.dads.state.tx.us/evv/docs/IncorrectMissingDataElements.pdf)

## General Information

Provider agencies are encouraged to sign-up for email updates. DADS contracted providers are required to sign-up for email updates at:

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

## Questions and Concerns

Inquiry	Contact information
HHSC general questions and complaints regarding an EVV vendor	<a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a>
Complaints regarding an MCO	<a href="mailto:HPM_Complaints@hhsc.state.tx.us">HPM_Complaints@hhsc.state.tx.us</a>
DADS contracted fee-for-service	<a href="mailto:DADS.EVV@dads.state.tx.us">DADS.EVV@dads.state.tx.us</a>

Inquiry	Contact information
providers	
DADS EVV website	<a href="http://www.dads.state.tx.us/evv">www.dads.state.tx.us/evv</a>
TMHP Questions regarding HHSC EVV Vendor Selection and CCP Policy & Compliance	1-800-925-9126, Option 5
Data Logic (Vesta) Software, Inc.	Tech Support: <a href="mailto:support@vesta.net">support@vesta.net</a>  Sales: (888) 880-2400  Sales & Training: <a href="mailto:info@vestaevv.com">info@vestaevv.com</a>
MEDsys Software Solutions, LLC	Support: (877) 698-9392; Option 1  Sales: (877) 698-9392; Option 2  Sales Email: <a href="mailto:info@medsyshcs.com">info@medsyshcs.com</a>
Amerigroup	<u>Bexar/Travis</u> Jennifer Pena, 1-800-589-5274 ext. 54925 <a href="mailto:Jennifer.pena@anthem.com">Jennifer.pena@anthem.com</a>  <u>El Paso</u> Nancy Belcher, 1-800-589-5274 ext. 52317 <a href="mailto:Nancy.belcher@amerigroup.co">Nancy.belcher@amerigroup.co</a>  <u>Harris</u> Eric Preston, 1-800-325-0011 ext. 55446 <a href="mailto:Eric.preston@amerigroup.com">Eric.preston@amerigroup.com</a>  <u>Jefferson</u> Kristal Babino 1-800-325-0011 ext. 55684 <a href="mailto:Kristal.babino@amerigroup.com">Kristal.babino@amerigroup.com</a>  <u>Lubbock/Amarillo/Western RSA</u> Nancy Belcher, 1-800-589-5274 ext. 52317 <a href="mailto:Nancy.belcher@amerigroup.com">Nancy.belcher@amerigroup.com</a>  <u>Tarrant</u> l'Esha Hudson-Buggs, 1-800-589-5274 ext. 5779 <a href="mailto:l'eshahudsonbuggs@amerigroup.com">l'eshahudsonbuggs@amerigroup.com</a>
Cigna HealthSpring	1-877-653-0331  Email: <a href="mailto:ProviderRelationsCentral@healthspring.com">ProviderRelationsCentral@healthspring.com</a>

Inquiry	Contact information
Molina	1-855-322-4080 Email: <a href="mailto:MHTEVV@molinahealthcare.com">MHTEVV@molinahealthcare.com</a>
Superior	1-877-391-5921 Email: <a href="mailto:SHP_EVV@centene.com">SHP_EVV@centene.com</a>
UnitedHealthcare	1-888-887-9003 Email: <a href="mailto:uhc_cp_prov_relations@uhc.com">uhc_cp_prov_relations@uhc.com</a>