

# Implementation of Electronic Visit Verification Compliance Enforcement

Information posted December 21, 2015

Effective April 1, 2016, the Health and Human Services Commission (HHSC), Department of Aging and Disability Services (DADS), and the managed care organizations (MCOs) will enforce electronic visit verification (EVV) compliance. Regardless of your implementation date for the use of an EVV system - DataLogic/Vesta or MEDsys - all Medicaid providers under contract to provide one or more of the below services will have their EVV visits reviewed for 90 percent compliance as outlined in the EVV Provider Compliance plan. HHSC will issue detailed guidance to include an updated version of the Provider Compliance plan by January 31, 2016.

<b>Services</b>	<b>Description</b>
Managed Care:	STAR+PLUS and STAR Health programs and Dual Eligible Integrated Care Demonstration <ul style="list-style-type: none"> <li>• Personal assistance services (PAS) and personal care services (PCS) provided in the home and in the community</li> <li>• In-home respite care</li> <li>• CFC Services: habilitation and PAS</li> </ul>
HHSC Fee-For-Service (FFS):	Comprehensive Care Program (CCP) <ul style="list-style-type: none"> <li>• Personal care services (PCS) provided in the home and in the community</li> </ul>
DADS Fee-For-Service (FFS):	Attendant-like services provided in the home and in the community for the following programs: <ul style="list-style-type: none"> <li>• Community Living Assistance and Support Services (CLASS)</li> <li>• Residential habilitation and in-home respite services</li> <li>• CFC services provided in the home and in the community for CLASS individuals beginning June 1, 2015</li> <li>• Medically Dependent Children Program (MDCP)</li> <li>• In-home respite services and flexible family support services</li> <li>• Community attendant services (CAS)</li> <li>• Family care (FC)</li> <li>• Primary home care (PHC)</li> </ul>

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
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 providers	<a href="mailto:DADS.EVV@dads.state.tx.us">DADS.EVV@dads.state.tx.us</a>
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@medsysyhcs.com">info@medsysyhcs.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>

Inquiry	Contact information
	<p data-bbox="818 184 915 212"><u>Tarrant</u></p> <p data-bbox="818 247 1373 317">l'Esha Hudson-Buggs, 1-800-589-5274 ext. 5779</p> <p data-bbox="818 352 1328 380"><a href="mailto:l'esha.hudsonbuggs@amerigroup.com">l'esha.hudsonbuggs@amerigroup.com</a></p>
Cigna HealthSpring	<p data-bbox="818 422 1032 449">1-877-653-0331</p> <p data-bbox="818 457 906 485">Email:</p> <p data-bbox="818 491 1403 518"><a href="mailto:ProviderRelationsCentral@healthspring.com">ProviderRelationsCentral@healthspring.com</a></p>
Molina	<p data-bbox="818 527 1032 554">1-855-322-4080</p> <p data-bbox="818 562 906 590">Email:</p> <p data-bbox="818 596 1263 623"><a href="mailto:MHTEVV@molinahealthcare.com">MHTEVV@molinahealthcare.com</a></p>
Superior	<p data-bbox="818 632 1032 659">1-877-391-5921</p> <p data-bbox="818 667 1247 695">Email: <a href="mailto:SHP_EVV@centene.com">SHP_EVV@centene.com</a></p>
UnitedHealthcare	<p data-bbox="818 695 1032 722">1-888-887-9003</p> <p data-bbox="818 730 1349 758">Email: <a href="mailto:uhc_cp_prov_relations@uhc.com">uhc_cp_prov_relations@uhc.com</a></p>