Texas Health and Human Services Commission (HHSC) contract managers who perform a monitoring visit or investigation won’t review the Client Visit Log as evidence of claim submission in the Vesta Electronic Visit Verification (EVV) system. Contract managers only review the standard reports, including the EVV Visit Log located under the standard reports tab, and don’t have access to the Client Visit Log in the Vesta system.

Please ensure your agency can pull the EVV Visit Log for each member in the EVV system. If you cannot pull the EVV Visit Log, [notify DataLogic immediately](#).

The EVV Visit Log may not populate data if the following data is missing or incorrect:

- Missing Healthcare Common Procedure Coding System (HCPCS) or invalid HCPCS billing code combos
- Missing or invalid contract number
- Missing or invalid* tax identification number
- Missing or invalid* national provider identification number
- Missing or invalid* Texas provider identification (United Healthcare only)
- Missing or invalid* Medicaid ID
- Incorrect payer assigned to the person*Invalid = incorrect number of characters

If an HHSC contract manager or your agency cannot pull the EVV Visit Log for members selected for review, or if all required data elements including “Pay Hours” on the EVV Visit Log do not match the claims submitted for reimbursement, those visits and hours may be subject to recoupment.

For questions about this alert, contact [HHSC EVV Operations](#).