

Changes to Electronic Visit Verification (EVV) Vendor System Effective June 1, 2019

Information posted May 23, 2019

Effective June 1, 2019, the Texas Health and Human Services Commission (HHSC) is making additional enhancements to the Electronic Visit Verification (EVV) provider data validation process that was implemented on April 1, 2019, for all program providers required to use EVV. These enhancements will improve data quality by standardizing EVV data within the Vesta EVV system.

The Vesta EVV system will alert program providers when discrepancies are found between the program provider data currently in the Vesta EVV system and the Medicaid enrolled program provider data stored in the EVV Aggregator.

Alerts for discrepancies for the following data elements will begin in the Vesta EVV system effective June 1, 2019:

- Legal Name
- Address
- City
- State
- ZIP code

Program providers will be required to accept the changes in the Vesta EVV system. By accepting the required changes, program providers are ensuring their program provider data used for EVV visit transactions matches the Medicaid enrolled program provider data stored in the EVV Aggregator.

If program providers determine that an update is needed to their Medicaid enrolled program provider data, the program provider should use one of the appropriate methods listed below:

- Program providers enrolled with TMHP (must have a Texas Provider Identifier [TPI]) and can update their demographic information, contact information, and addresses using the Provider Information Management System (PIMS) or by fax or mail using the Provider Information Change Form. Additional information on how to use PIMS can be found in the [PIMS User Guide](#) or by calling the TMHP EDI Help Desk at 1-888-863-3638, Option 4.
- HHSC Long-Term Care program providers should contact HHSC at hhseopcm@hhsc.state.tx.us or call (512) 438-3550.
- MCO Long-Term Services & Support (LTSS) program providers should contact HHSC at [MCO LTSS Provider Re-Enrollment@hhsc.state.tx.us](mailto:MCO_LTSS_Provider_Re-Enrollment@hhsc.state.tx.us).

For details about this and future EVV updates, program providers can refer to the [HHSC EVV webpage](#), the Publications section in the Vesta EVV Home Tab, your MCO's website, and in future articles on this website.

Please contact HHSC at electronic_visit_verification@hhsc.state.tx.us or your MCO for EVV questions.

Please sign for EVV alerts at [GovDelivery](#).