Selecting an Electronic Visit Verification (EVV) Vendor

Texas Medicaid & Healthcare Partnership (TMHP) has selected two EVV vendors on behalf of the Health and Human Services Commission (HHSC): DataLogic Software, Inc. and First Data Government Solutions.

EVV Vendors

☑ **DataLogic Software, Inc. – Vesta EVV**
Phone: 844-880-2400
Email: info@vestaevv.com

☑ **First Data Government Solutions – AuthentiCare**
Phone: 877-829-2002
Email: AuthentiCareTXSupport@firstdata.com

Some questions to ask when researching an EVV vendor:

All **program providers and FMSAs** are required to select an EVV system to be in compliance with EVV state and federal law.

What are the clock in and clock out methods, and how do they work?

How is data entered into the EVV vendor's system?

What does training consist of and how is it delivered?

CDS employers will use the EVV system selected by the FMSA.

Once you select an EVV vendor:

Complete the EVV Provider Onboarding Form and submit it to the selected EVV vendor.

Determine who will need training and schedule it with the EVV vendor.

Ask questions before, during, and after training.

Know who to contact for EVV vendor system support.

Complete the EVV Provider Onboarding process (information on the Onboarding process is on pages 12-13).

i EVV vendors are required to provide **training and technical support** on the use of the EVV vendor systems.

EVV vendor system training must be completed before permissions are granted.

EVV Proprietary Systems

Program providers and FMSAs will also have the **option to use their EVV proprietary system** instead of selecting an EVV vendor. Additional information is available on the HHSC EVV Proprietary Systems webpage and the TMHP EVV Proprietary Systems webpage.