Medicaid Provider Notification

Missing, Incomplete or Inaccurate Data Will Result in EVV System Lockout from Visit Maintenance Entry

This is the second notification to provider agencies of the required data elements they must use in an approved Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) system, and to remind providers to make sure data is entered into the EVV system completely and accurately. The first communication, "HHSC EVV Instruction on Ensuring Data Integrity", was posted June 3, 2015, http://www.dads.state.tx.us/evv/docs/MedicaidProviderNotification_DataIntegrity.pdf

Providers with missing, incomplete or inaccurate data in the EVV system have until 30 days from the posting of this notification (November 2, 2015), to correct their data or they 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

Providers are responsible for ensuring that all required data elements are uploaded or entered into the EVV system completely and accurately and in a timely manner, as described in the contract Agreement and EVV Provider Compliance Plan. http://www.dads.state.tx.us/evv/complianceplan/HHSCEVVProviderCompliancePlan.pdf

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)

- The individual or member receiving services:
  - Medicaid Identification Number
  - First Name
  - Last Name
  - Date of Birth
  - DADS region of individual's residence
  - DADS Contract Number
  - DADS Service Group
  - DADS Service Code
  - MCO HCPCS
  - MCO Modifier(s)

- o MCO System Unique Member ID (if applicable)
- o MCO Service Delivery Area of member's residence

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	Electronic_Visit_Verification@hhsc.state.tx.us
Complaints regarding an MCO	HPM_Complaints@hhsc.state.tx.us
DADS contracted fee-for-service providers	DADS.EVV@dads.state.tx.us
DADS EVV website	http://www.dads.state.tx.us/evv
TMHP Questions regarding HHSC EVV Vendor Selection and CCP Policy & Compliance	1-800-925-9126, Option 5
Data Logic (Vesta) Software, Inc.	Tech Support: support@vesta.net Sales: (888) 880-2400 Sales & Training: info@vestaevv.com
MEDsys Software Solutions, LLC	Support: (877) 698-9392; Option 1 Sales: (877) 698-9392; Option 2 Sales Email: info@medsyshcs.com

Inquiry	Contact information
Amerigroup	Bexar/Travis Jennifer Pena, 1-800-589-5274 ext. 54925 Jennifer.pena@anthem.com El Paso Deborah Kurtzrock, 1-877-405-9871 ext. 59503 Deborah.kurtzrock@amerigroup.com Harris/Jefferson Eric Preston, 1-800-325-0011 ext. 55446 Eric.preston@amerigroup.com Lubbock/Amarillo Nancy Beltcher, 1-800-589-5274 ext. 52317 Nancy.belcher@amerigroup.com Tarrant I'Esha Hudson-Buggs,1-800-589-5274 ext. 5779 I'esha.hudsonbuggs@amerigroup.com Western RSA Nancy Beltcher, 1-800-589-5274 ext. 52317 Nancy.belcher@amerigroup.com
Cigna HealthSpring	1-877-653-0331 Email: ProviderRelationsCentral@healthspring.com
Molina	1-855-322-4080
Superior	1-877-391-5921 Email: SHP_EVV@centene.com
United	1-888-887-9003 Email: uhc_cp_prov_relations@uhc.com