



Electronic Visit Verification

Contact Information Matrix

Updated June 20, 2019

| Questions about | Contact |
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| Claims Related | |
| Electronic Data Interchange (EDI) – Submitting Claims for EVV <hr/> Claim Rejections (excluding Long-Term Care [LTC] claim rejections with error code F, RJ, and/or AC) | TMHP EDI Helpdesk: P: 1-888-863-3638, Option 4 |
| EVV Claims Processing | Entity that pays or denies your claims: Managed Care Organization: Your MCO via phone (see page 3) |
| | TMHP: <ul style="list-style-type: none"> • LTC: 1-800-626-4117, Option 2 • Acute Care: 1-800-925-9126, Option 2 |
| Complaints | |
| General Complaints | HHSC Program Providers: Electronic_Visit_Verification@hhsc.state.tx.us |
| | MCO Program Providers: Your MCO’s EVV mailbox (see page 3) |
| MCO Complaints | HHSC Managed Care Compliance & Operations: HPM_Complaints@hhsc.state.tx.us |
| EVV Vendor Complaints | TMHP EVV mailbox: EVV@tmhp.com |
| Policy and Compliance | |
| General EVV: <ul style="list-style-type: none"> • Rules • Programs/Services Required to Use EVV • 21st Century Cures Act | HHSC EVV Operations mailbox: Electronic_Visit_Verification@hhsc.state.tx.us |

| Policy and Compliance | |
|--|--|
| Reviews for: <ul style="list-style-type: none"> Allowable Phone Identification and Recoupment Compliance Oversight Reason Codes EVV Usage | <p>HHSC Program Providers: Electronic_Visit_Verification@hhsc.state.tx.us</p> <p>MCO Program Providers: Your MCO's EVV mailbox (see page 3)</p> |
| Policy and Requirements | |
| EVV Reports and Understanding EVV Reports | |
| Visit Maintenance and Unlock Request Policy | |
| Reason Codes | |
| Systems | |
| EVV Aggregator or EVV Portal | TMHP EVV mailbox: EVV@tmhp.com |
| EVV Vendor System: <ul style="list-style-type: none"> General Support EVV Provider Onboarding EVV Reports in the Vendor System EVV Visit Transactions – Includes Accepted and/or Rejected EVV Visit Transactions | HHSC-Approved EVV Vendors DataLogic Software, Inc./Vesta: P: 1-844-880-2400 E: info@vestaevv.com |
| TexMedConnect & Electronic Data Interchange: <ul style="list-style-type: none"> File Submission Errors Form Processing (i.e. EDI Agreement, TPA, and TPAEF) PIMS Assistance Submitter IDs – Creation and Modification TexMedConnect & EDI – Account Setup, Submitting Claims for EVV | TMHP EDI Helpdesk: 1-888-863-3638, Option 4 |
| Training | |
| EVV Vendor System: <ul style="list-style-type: none"> General Accessing Reports EVV Clock In/Out Methods Making Corrections through Visit Maintenance | HHSC-Approved EVV Vendors DataLogic Software, Inc./Vesta: P: 1-844-880-2400 E: info@vestaevv.com |
| TMHP Systems: <ul style="list-style-type: none"> EVV Aggregator EVV Portal & EVV Standard Reports Claims submission | TMHP EVV mailbox: EVV@tmhp.com |
| Non-system related: EVV Policy | <p>HHSC Program Providers: Electronic_Visit_Verification@hhsc.state.tx.us</p> <p>MCO Program Providers: Your MCO's EVV mailbox (see page 3)</p> |

MCO EVV Contact Information

| MCO | EVV Mailbox | Phone Number |
|--|--|----------------|
| Aetna | evvmailbox@aetna.com | 1-844-787-5437 |
| Amerigroup | TXEVVSupport@amerigroup.com | 1-855-817-5790 |
| Blue Cross Blue Shield | BCBSTX_EVV_Questions@bcbstx.com | 1-877-784-6802 |
| Children’s Medical Center Health Plan | cmchpevv@childrens.com | 1-800-947-4969 |
| Cigna-Health Spring | providerrelationscentral@healthspring.com | 1-877-653-0331 |
| Community First Health | cfhpevv@cfhp.com | 1-855-607-7827 |
| Cook Children’s Health Plan | CCHPEVV@cookchildrens.org | 1-800-964-2247 |
| Driscoll Children’s Health Plan | evvquestions@dchstx.org | 1-877-324-7543 |
| Molina Healthcare of Texas | mhtxevv@molinahealthcare.com | 1-866-449-6849 |
| Superior Health Plan | SHP_EVV@superiorhealthplan.com | 1-877-391-5921 |
| Texas Children’s Health Plan | EVVGroup@texaschildrens.org | 1-800-731-8527 |
| United Health Group | uhc_evv@uhc.com | 1-888-887-9003 |