



Electronic Visit Verification Contact Information Guide for Consumer Directed Services Employers

The Texas Health and Human Services Commission (HHSC) published the following contact guide for Consumer Directed Services (CDS) employers to use for Electronic Visit Verification (EVV) inquiries.

EVV Vendor System Questions	
Inquiry	Contact Information
<p>For current EVV vendor questions about, but not limited to:</p> <ul style="list-style-type: none"> Using the system (including training) Accessing EVV system reports Clock In and clock Out methods Visit maintenance 	<p>If DataLogic/Vesta is your EVV vendor:</p> <ul style="list-style-type: none"> Dial 1-877-329-3574 Email info@vestaevv.com <p>If First Data/AuthentiCare is your EVV vendor:</p> <ul style="list-style-type: none"> Dial 1-877-829-2002 Email AuthentiCareTXSupport@firstdata.com
<p align="center">HHAeXchange</p> <p>By Oct. 1, 2023, users of the current EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) must transition to HHAeXchange or onboard as an EVV Proprietary System Operator by completing an assigned applicable Operational Readiness Review.</p> <p>The following is HHAeXchange's contact information:</p> <ul style="list-style-type: none"> Email: TXsupport@hhaexchange.com Website: https://www.hhaexchange.com/info-hub/texas 	
EVV Vendor System Complaints	
<p>For complaints against a current EVV vendor, email Texas Medicaid & Healthcare Partnership (TMHP) at EVV@TMHP.com.</p>	
CDS Policy Questions	
<p>For CDS policy questions, email HHSC CDS Policy at CDS@hhs.texas.gov.</p>	

Financial Management Services Agencies (FMSAs)

Contact the FMSA to discuss:

- Payroll
- [Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities](#)
- Approving time worked
- Which EVV system to use
- EVV policy training

Complaints About an FMSA

To submit a complaint about an FMSA that is related to EVV, email HHSC EVV Operations at EVV@hhs.texas.gov.

To submit a complaint about an FMSA that is not related to EVV, email CAPM_Referrals@hhs.state.tx.us.

EVV Questions

Inquiry

For EVV questions about, but not limited to:

- EVV requirements
- Programs and services required to use EVV
- Reason Codes
- Training requirements
- Visit Maintenance Unlock Requests

Contact Information

- If services are provided by HHSC, email HHSC EVV Operations at EVV@hhs.texas.gov.
- If services are provided by a managed care organization (MCO), [contact the MCO](#) by using the information on the next page.

EVV CDS Webpage

Visit the [EVV CDS webpage](#) for more resources and information.

EVV Contact Information for Managed Care Organizations (MCOs)

MCO	Email	Phone Number
Note: Clicking on an MCO name below will open the MCO's EVV webpage.		
Aetna	evvmailbox@aetna.com	1-844-787-5437
Amerigroup	TXEVVSupport@amerigroup.com	1-800-454-3730
Blue Cross Blue Shield	BCBSTX_EVV_Questions@bcbstx.com	1-877-784-6802
Community First Health	cfhpevv@cfhp.com	1-855-607-7827
Community Health Choice	EVVProvider@CommunityHealthChoice.org	713-295-2295
Cook Children's Health Plan	CCHPEVV@cookchildrens.org	1-888-243-3312
Dell Children's Health Plan	kristen.cover@ascension.org mvnguyen2@ascension.org	832-567-2013 512-324-1000, x17994
Driscoll Children's Health Plan	evvquestions@dchstx.org	1-877-324-3627
El Paso Health	EPH_EVV@elpasohealth.com	1-877-532-3778
FirstCare	HPREGION1@BSWHealth.org	1-800-431-7798
Molina Healthcare of Texas	mhtxevv@molinahealthcare.com	1-866-449-6849
Parkland Community Health Plan	PCHP.EVV@PHHS.Org	1-888-672-2277
Right Care (Scott&White Health Plan)	HPREGION1@BSWHealth.org	1-855-897-4448
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