

Medicaid Provider Notification: HHSC Electronic Visit Verification

Implementation of Electronic Visit Verification Compliance Enforcement

Effective April 1, 2016, the Health and Human Services Commission (HHSC), Department of Aging and Disability Services (DADS) and the managed care organizations (MCOs) will enforce electronic visit verification (EVV) compliance. Regardless of your implementation date for the use of an EVV system - DataLogic/Vesta or MEDsys - all Medicaid providers under contract to provide one or more of the below services will have their EVV visits reviewed for 90 percent compliance as outlined in the EVV Provider Compliance plan. HHSC will issue detailed guidance to include an updated version of the Provider Compliance plan by January 31, 2016.

Services	Description
Managed Care:	STAR+PLUS and STAR Health programs and Dual Eligible Integrated Care Demonstration <ul style="list-style-type: none">• Personal assistance services (PAS) and personal care services (PCS) provided in the home and in the community• In-home respite care• CFC Services: habilitation and PAS
HHSC Fee-For-Service (FFS):	Comprehensive Care Program (CCP) <ul style="list-style-type: none">• Personal care services (PCS) provided in the home and in the community
DADS Fee-For-Service (FFS):	Attendant-like services provided in the home and in the community for the following programs: <ul style="list-style-type: none">• Community Living Assistance and Support Services (CLASS)• Residential habilitation and in-home respite services• CFC services provided in the home and in the community for CLASS individuals beginning June 1, 2015• Medically Dependent Children Program (MDCP)• In-home respite services and flexible family support services

	<ul style="list-style-type: none"> • Community attendant services (CAS) • Family care (FC) • Primary home care (PHC)
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General Information:

Provider agencies are encouraged to sign-up for email updates at:

<https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>

Questions and concerns about EVV may be directed to:

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@medsysahcs.com

Inquiry	Contact information
Amerigroup	<p><u>Bexar/Travis</u> Jennifer Pena, 1-800-589-5274 ext. 54925 Jennifer.pena@anthem.com</p> <p><u>El Paso</u> Nancy Belcher, 1-800-589-5274 ext. 52317 Nancy.belcher@amerigroup.co</p> <p><u>Harris</u> Eric Preston, 1-800-325-0011 ext. 55446 Eric.preston@amerigroup.com</p> <p><u>Jefferson</u> Kristal Babino 1-800-325-0011 ext. 55684 Kristal.babino@amerigroup.com</p> <p><u>Lubbock/Amarillo/Western RSA</u> Nancy Belcher, 1-800-589-5274 ext. 52317 Nancy.belcher@amerigroup.com</p> <p><u>Tarrant</u> I’Esha Hudson-Buggs,1-800-589-5274 ext. 5779 I’esha.hudsonbuggs@amerigroup.com</p>
Cigna HealthSpring	<p>1-877-653-0331 Email: ProviderRelationsCentral@healthspring.com</p>
Molina	<p>1-855-322-4080 Email: MHTEVV@molinahealthcare.com</p>
Superior	<p>1-877-391-5921 Email: SHP_EVV@centene.com</p>
UnitedHealthcare	<p>1-888-887-9003 Email: uhc_cp_prov_relations@uhc.com</p>