



Electronic Visit Verification

Contact Information Matrix

Updated June 20, 2019

Questions about	Contact
Claims Related	
Electronic Data Interchange (EDI) – Submitting Claims for EVV	TMHP EDI Helpdesk: P: 1-888-863-3638, Option 4
Claim Rejections (excluding Long-Term Care [LTC] claim rejections with error code F, RJ, and/or AC)	
EVV Claims Processing	Entity that pays or denies your claims: Managed Care Organization: Your MCO via phone (see page 3)
	TMHP: • 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: • 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: • Allowable Phone Identification and Recoupment • Compliance Oversight • Reason Codes • EVV Usage	HHSC Program Providers: Electronic_Visit_Verification@hhsc.state.tx.us MCO Program Providers: Your MCO’s EVV mailbox (see page 3)
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: • 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: • 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: • 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: • EVV Aggregator • EVV Portal & EVV Standard Reports • Claims submission	TMHP EVV mailbox: EVV@tmhp.com
Non-system related: EVV Policy	HHSC Program Providers: Electronic_Visit_Verification@hhsc.state.tx.us
	MCO Program Providers: Your MCO’s EVV mailbox (see page 3)

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