



Aetna Better Health of Texas
PROVIDER NOTIFICATION
Electronic Visit Verification (EVV) Data Access and Conversion

Background:

This notice is for program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers transitioning to HHAeXchange.

TMHP will transfer five years of profile data from the EVV systems, AuthentiCare or Vesta, to HHAeXchange. Program providers, FMSAs, and CDS employers who use these current EVV systems (AuthentiCare and Vesta), will lose access on December 22, 2023.

Key Details:

All visits in the EVV Aggregator will continue to be available and accessible for program providers, FMSAs, and CDS employers. One year of historical accepted visits will be available in HHAeXchange as part of data conversion. This will be based on the data available in the EVV Aggregator.

For visit dates within the 95-day visit maintenance window, program providers, FMSAs, and CDS employers should refer to the EVV Portal and perform visit maintenance in their legacy vendor system. If program providers, FMSAs and CDS employers rely on specific fields from EVV systems, DataLogic/Vesta and First Data/AuthentiCare, this data may not be available after they are migrated to HHAeXchange.

Data Conversion

The following data will be transferred from your current EVV systems (AuthentiCare or Vesta) and uploaded to the new HHAeXchange system:

- Five years of profile data
 - Direct service provider information
 - Member information
 - CDS employer information
 - Service authorization information
- One year of accepted visit information (from the EVV Aggregator)

Data Availability

EVV visit data for dates of service September 1, 2019, to present is available in the EVV Portal. Program providers or FMSAs needing access to data prior to September 1, 2019, can email EVV@hhs.texas.gov.

Program providers and FMSAs are encouraged to download and archive data in your current EVV systems that is not being converted as outlined above. For program providers and FMSAs that use the EVV systems or the paid for versions of AuthentiCare or Vesta to store or maintain non-EVV visit data, you should **take steps now** to maintain your non-EVV visit data. Access to the state provided AuthentiCare and Vesta systems will end on December 22, 2023.

September 2023

Once the data has been reviewed, users should contact HHAeXchange for any issues or concerns with their data.

Email [HHAeXchange](#) or call 1-833-430-1307.

Additional Information:

[Contact HHAeXchange](#) for data transfer questions.

Resources:

Notice - EVV Data Access Conversion

Sincerely, Provider Experience Aetna Better Health of Texas

STAR (Medicaid)

Bexar area: 1-800-248-7767 (TTY: 711)

Tarrant area: 1-800-306-8612 (TTY: 711)

STAR Kids

Dallas and Tarrant areas: 1-844-787-5437 (TTY: 711)