



**Aetna Better Health of Texas
PROVIDER NOTIFICATION**

Electronic Visit Verification (EVV): Complete Visit Maintenance before Dec. 2023

Background:

EVV users of the current EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) must complete visit maintenance on visit transactions before they lose access to their EVV vendor systems on December 22, 2023.

Key Details:

Program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers transitioning to the new state EVV vendor, HHAeXchange, are responsible for completing all required visit maintenance (including submitting visit maintenance unlock requests) in their current EVV vendor system, DataLogic/Vesta or First Data/AuthentiCare.

DataLogic/Vesta and First Data/AuthentiCare EVV vendor systems will be available for visit maintenance until **Dec. 22, 2023**. Therefore, program providers, FMSAs and CDS employers are encouraged to immediately perform visit maintenance for manual, pending, or rejected visit (s) before they lose access.

After going live with HHAeXchange, visit maintenance for visits with dates of service prior to the providers, FMSAs, and CDS employers go-live date must be completed in the AuthentiCare or Vesta systems. Any visits for dates of service on or after their go-live date with HHAeXchange will be captured and maintained in the HHAeXchange system.

As a reminder, HHAeXchange will go-live for current EVV users that have not onboarded as a proprietary system operator on Oct. 1.

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)