

A message from the Texas Health and Human Services Commission

## Updates to the EVV Visit Maintenance Processes Hold for HHAeXchange System Users for Dates of Service Prior to Go-Live Date

Effective April 22, Electronic Visit Verification (EVV) program providers, financial management services agencies (FMSAs), and Consumer Direct Services (CDS) employers who use HHAeXchange as their EVV system may now perform visit maintenance processes for dates of service prior to their go-live date with HHAeXchange.

For Proprietary System Operators (PSOs), the visit maintenance hold for dates of service prior to go-live with their EVV proprietary system remains in place. Further details will be provided soon.

### Reminder

- At this time, only those who use HHAeXchange as their EVV system may perform visit maintenance for dates of service prior to their go-live date with HHAeXchange.
- HHAeXchange users may now send Visit Maintenance Unlock Requests (VMURs) to their payer (HHSC or Managed Care Organization) for dates of service prior to your go-live date.
- All EVV users may perform visit maintenance processes for dates of service after their go-live date with their EVV system or EVV proprietary system.

### Resources

- The VMUR Job Aid provides step-by-step instructions for [Program Providers and FMSAs \(PDF\)](#) and [CDS employers \(PDF\)](#), when completing a VMUR.
- Refer to [EVV Policy 8060 VMUR](#) in the EVV Policy Handbook.

[Email TMHP](#) for assistance with the TMHP EVV Portal.

[Email TMHP PSO with any questions.](#)

[provider.wellpoint.com/tx](https://provider.wellpoint.com/tx)

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