

**An Important Message from  
The Texas Health and Human Services Commission (HHSC)**

**EVV System Interruptions Update for LTC Providers**

**EVV Visits Being Rejected**

HHSC and TMHP have received reports from providers that certain EVV visits may have been rejected in error by the EVV Aggregator due to LTC Medicaid member authorization and eligibility issues. If you receive a rejection in error, please allow 24 hours before resubmitting your visit.

As a reminder, before billing claims, program providers and financial management services agencies (FMSAs) should review their visits in their EVV system or the EVV Portal to ensure they have been accepted by the EVV Aggregator.

**EVV Aggregator Authorization Webservice Missing Data**

HHSC and TMHP are aware of an issue with the EVV Authorization Web Service not being able to pull back authorization data for certain LTC Medicaid members. Program providers and FMSAs who encounter this should enter the missing information manually in their respective EVV system to complete the Medicaid Member profile setup so the electronic visit record can be captured. Program providers and FMSAs can find the authorization data through MESAV located in LTC TexMedConnect.

**TMHP is actively working to resolve these issues. Updates will be published once the issues have been resolved.**

**Questions?**

[Contact EVV with questions.](#)

For additional questions, please contact **UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.**