

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

EVV Visit Maintenance Unlock Request Resources Available

Background:

The Electronic Visit Verification (EVV) Visit Maintenance Unlock Request (VMUR) templates and VMUR job aids are available on the [EVV webpage](#).

Key Details:

VMUR Templates

The VMUR allows program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers an opportunity to correct certain data elements on EVV visit transactions after the visit maintenance time frame of 95 days (from the date of service delivery) has expired.

EVV users must always download a new copy of the EVV VMUR templates [for Program Providers and FMSAs \(Excel\)](#) and [for CDS employers \(Excel\)](#), or contact their payer to request a copy. This is to make sure current versions are used.

Instructions on how to complete a request to unlock visit maintenance is included in the VMUR template.

VMUR Job Aids

The EVV VMUR Job Aid [for Program Providers and FMSAs \(PDF\)](#) and [for CDS Employers \(PDF\)](#) provides step-by-step instructions when completing a VMUR and includes examples of common VMURs.

Resources:

Refer to [EVV Policy 8060 VMUR](#) in the EVV Policy Handbook for more information.

Email questions to your payer, [HHSC](#) or your managed care organization.