

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

EVV Visit Maintenance Unlock Request Updates

The Texas Health and Human Services Commission (HHSC) has updated the Electronic Visit Verification (EVV) Visit Maintenance Unlock Request (VMUR) templates, VMUR job aids, and VMUR policy on the EVV webpage.

Policy

HHSC has posted an advanced notice of the revised 9060 VMUR policy that will be added to the EVV Policy Handbook in an upcoming handbook revision. These revisions are outlined in the [9060 Visit Maintenance Unlock Request \(PDF\)](#) and became effective Nov. 12, 2024. The revisions are also available on the [EVV webpage](#).

Revisions include:

Standardizing the timeframes for processing a VMUR.

Clarifying the roles of program providers, financial management services agencies (FMSAs), consumer directed services (CDS) employers, proprietary system operators (PSOs), payers, state provided EVV system vendors, and EVV proprietary system vendors.

Updates to VMUR Templates and VMUR Job Aids

HHSC published EVV VMUR templates for [Program Providers and FMSAs \(Excel\)](#) and for [CDS employers \(Excel\)](#) on the [EVV webpage](#).

These updates include:

A new option to select a Former EVV System from the drop-down list when submitting a VMUR for legacy visits.

Adding all approved PSOs in the Current EVV System and Former EVV System drop-down list.

- Removal of the Service Area column.
- Revised instructions tab to reflect these changes.

The VMUR job aids contains information on the VMUR process, including examples of the most common VMURs. The [EVV VMUR Job Aid for Program Providers and FMSAs \(PDF\)](#) and [EVV VMUR Job Aid for CDS Employers](#) are available on the [EVV webpage](#).

Questions?

Contact HHSC EVV Operations at evv@hhs.texas.gov for questions.

Please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.