

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

**EVV Visit Maintenance Processes on Hold for
Dates of Service Prior to Go-Live Date with
Current EVV System**

Key Details:

Program providers, financial management services agencies (FMSAs) and Consumer Direct Services (CDS) employers should not submit Visit Maintenance Unlock Requests (VMURs) for dates of service prior to going live with HHAExchange or their EVV proprietary system. HHSC is actively working with Texas Medicaid & Healthcare Partnership (TMHP) to develop a solution to allow visit maintenance for program providers, FMSAs and CDS employers.

Once the hold has lifted, HHSC and TMHP will notify users of HHAExchange and EVV Proprietary System Operators (PSOs) that they may resume visit maintenance, including submitting VMURs, for dates of service prior to their go-live date with their current EVV system.

The go-live date is the "System Start Date" for your current EVV system. Program providers and FMSAs can determine their go-live date by reviewing the EVV Provider Report in the TMHP EVV Portal.

Action Items:

All required visit maintenance, for dates of service on or after the go-live date with HHAExchange or an EVV proprietary system, can be performed in your current EVV system. VMURs for dates of service on or after the go-live date can be sent to your payer.

Resources:

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

[Email HHSC EVV Operations](#) for questions.