

**An Important Message from
The Texas Health and Human Services Commission (HHSC)
Waive Timely Filing of Electronic Visit Verification (EVV) Service
Claims Impacted by the VMUR Hold**

Background:

In February 2024, HHSC instructed program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers to not submit Visit Maintenance Unlock Requests (VMURs) for dates of service prior to going live with HHAeXchange or their EVV proprietary system.

Effective April 22, 2024, EVV program providers, FMSAs, and 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.

Key Details:

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 VMURs to their payer (HHSC or Managed Care Organization) for dates of service prior to their go-live date.

From December 2023 to April 2024, program providers, FMSAs, and CDS employers were not able to submit VMURs for dates of service prior to their go-live date with HHAeXchange. HHSC is requesting that the MCO waive timely file of claims impacted by the VMUR hold.

Resources:

EVVMCO@hhs.texas.gov