

Electronic visit verification unlock request

Reference guide

Providers have 60 days from the date of the visit(s) to perform visit maintenance in the Electronic Visit Verification (EVV) vendor system. If a provider does not make the correction to the visit(s) within the allotted 60 days, the transaction is locked. In order to perform visit maintenance after the transaction is locked, the Visit Maintenance Unlock Request form is used to request approval from the payer to open visit maintenance for the visit(s) the provider wishes to correct.

It is the provider agency's responsibility to confirm that visit transactions are successfully transmitted and accepted in the EVV aggregator and exported to the payer prior to claim submission. If any visit transactions are rejected by the payer due to an error on the transaction, providers can see the rejected transactions on the Failed to Export Report along with the reasons for the rejection.

Instructions for completing the Visit Maintenance Unlock Request form

The Visit Maintenance Unlock Request form is available at UHCprovider.com/TXcommunityplan > Provider Forms > EVV Visit Maintenance Unlock Request Form.

The Visit Maintenance Unlock Request form has 3 sections. Each section must be filled out in its entirety before submitting the request to the payer. The information required in these sections are:

Provider agency information:

- Agency legal name, tax ID number (TIN) and National Provider Identifier (NPI) number

Individual/member information:

- Individual/member name and individual/member Medicaid ID

Correction request information:

- EVV visit date
- What needs to be corrected in the EVV system
- What is currently in the EVV system
- What will be entered in the EVV system after the correction is made
- Reason for the correction
 - Only the following data elements may be approved for correction:
 - Date of birth
 - Medicaid number
 - NPI number
 - Payer
 - Service delivery area
 - HCPCS code
 - Modifier
 - Pay hour
 - The following data elements **cannot** be corrected:

- Actual time in
- Actual time out
- Actual visit date
- Reason codes: The program providers can add a new reason code, but cannot remove or change any existing reason codes

Submitting the Visit Maintenance Unlock Request form

The Visit Maintenance Unlock Request form must be sent by **secure** email to the UnitedHealthcare EVV mailbox at **UHC_EVV@uhc.com** with the subject line “Unlocking Visit Maintenance Request.”

Any request not sent by secure email will not be reviewed or approved. The provider agency will receive a response email indicating that UnitedHealthcare has received the provider agency’s request.

Reviewing the Visit Maintenance Unlock Request form

UnitedHealthcare will review the Visit Maintenance Unlock Request form within:

- Ten business days from the date of receipt of a secure and complete request by the provider, **or**
- Thirty business days after receipt of a secure and complete request from the provider if submitted as supporting documentation with an appeal or reconsideration

All requests received must have UnitedHealthcare as the payer on the current visit transaction or the request will be denied.

- If the request is denied because we are not the payer, the provider will be advised to forward the request to the payer currently on the visit transaction

Providers should include any information or supporting documentation that will help UnitedHealthcare review the request and make a decision.

- If a provider is asked for additional information, they must respond in one of the following time frames:
 - Five business days for secured requests originally submitted by the provider, **or**
 - Fifteen business days if the requested supporting documentation is part of an appeal or reconsideration

Any visit maintenance unlock requests with missing information or trying to correct something not listed as an allowed corrected field will be denied.

The provider will be informed of denials by email and phone. A reason for the denial will also be given to the provider.

- UnitedHealthcare will notify the EVV vendor within 3 business days of the approved EVV visit maintenance unlock request

Visit maintenance approval exceptions

UnitedHealthcare will grant immediate approvals to EVV visit maintenance unlock requests under the following circumstances:

- If the EVV visit transactions outside the EVV visit maintenance window of 60 days are due to incorrect or incomplete information on the authorization for a member and the updated authorization will require updates to EVV visit transactions
- If the provider receives a retroactive authorization for a member that will require the provider to resubmit EVV visit transactions or claims

We're here to help

If you have questions, please call us at **888-787-4107**, 8 a.m. to 5 p.m. CT, Monday through Friday. Thank you.