An Important Message from

The Texas Health and Human Services Commission (HHSC)

Updates to EVV Visit Maintenance Unlock Request Templates

HHSC processed the feedback received from TMHP, EVV vendors and MCOs about updating the Electronic Visit Verification (EVV) Visit Maintenance Unlock Request (VMUR) templates and decided to add a new option to the Incorrect Data Element drop-down list.

'N/A - Export Only' was added to address situations where visit maintenance needs to be unlocked so that verified and validated visits can be exported to the EVV Aggregator.

Key Details:

VMUR Updates

- Updates to the Instructions tab to reflect the 'N/A - Export Only' option.
- Updates to the templates to include the 'N/A - Export Only' option.
- Minor formatting updates, such as additional rows and fixing cells that did not allow data to fully read (e.g., EVV Visit IDs would not fully show).

VMUR Job Aids

HHSC is currently creating job aids for each VMUR template. The job aids will include information on the VMUR process, including examples of the most common VMURs.

These jobs aids will be published May 2 on the [EVV webpage](#) in the VMUR section.

Email questions to uhc_cp_prov_relations@uhc.com.