

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

EVV Visit Maintenance Timeframe Extended for Visits with Dates of Service Sept. 1, 2019 – Oct. 31, 2019

HHSC is extending the visit maintenance timeframe for program providers to correct data elements on EVV visit transactions for visits with dates of service between Sept. 1, 2019 and Oct. 31, 2019. Program providers will have 90 calendar days from the date of the visit instead of the standard 60 calendar days to perform visit maintenance in the EVV system.

This extension will give program providers more time to:

- Adjust to new EVV processes effective Sept. 1, 2019
- Update records for STAR+PLUS bill code changes effective Sept. 1, 2019
 - Program providers can [refer to this article](#) for instructions on creating new authorizations using the updated bill codes, modifiers, and unit increments in the Vesta EVV system
- Correct visits to ensure an EVV visit transaction is accepted in the EVV Portal before billing the claim

Program providers are responsible for ensuring data elements in the EVV system are accurate and complete. Missing or incorrect data elements in the EVV system will result in rejected EVV visit transactions and denied claims.

For questions, email Electronic_Visit_Verification@hhsc.state.tx.us.