

**An Important Message from  
The Texas Health and Human Services Commission (HHSC)  
EVV Visit Transaction Rejection Errors Guide Now  
Available**

TMHP has created the [EVV Visit Transaction Rejection Guide](#) to help program providers and financial management services agencies (FMSAs) who receive Electronic Visit Verification (EVV) visit transaction rejections in the EVV system from the EVV Aggregator. The guide provides step-by-step instructions for identifying and correcting the issues that are causing the rejections.

This guide, and all other EVV training materials are available on the TMHP Learning Management System (LMS). The guide is also available on the TMHP EVV Training webpage. A user name and password are required to access training material on the LMS. To obtain a user name and password, each user must create an account by clicking [here](#).

For LMS access issues, email TMHP LMS support at [TMHPTrainingSupport@tmhp.com](mailto:TMHPTrainingSupport@tmhp.com).

For more information, contact [evv@tmhp.com](mailto:evv@tmhp.com)