

# An Important Message from The Texas Health and Human Services Commission (HHSC) Upcoming EVV Visit Maintenance Unlock Request Updates

## Background:

HHSC will publish and have an effective date of the EVV Visit Maintenance Unlock Request updates to the [EVV webpage](#) on Nov. 15. The updates were made to ensure required fields are included on the spreadsheets, to create a new request spreadsheet for Consumer Directed Services employers who select Option 1 on [Form 1722](#) and to make the spreadsheets more user friendly.

## Key Details:

HHSC made the following updates:

- EVV Visit Maintenance Unlock Request for Program Providers and Financial Management Services Agencies
  - Added new fields
  - Added drop-down lists to applicable fields
    - Payer
    - EVV Vendor System
    - Program type
    - Incorrect Data Element
    - Approval Status
  - Updated and simplified field headers
  - Instructions were revised to:
    - Reflect EVV policy updates
    - List detailed steps and notes to complete the Request
- EVV Visit Maintenance Unlock Request for Consumer Directed Services Employers
  - A new request (Excel spreadsheet) for CDS employers who select Option 1 on [Form 1722, Employer's Selection for EVV Responsibilities](#), to complete visit maintenance
  - Drop-down lists to applicable fields
    - Payer
    - EVV Vendor System
    - Program type
    - Incorrect Data Element
    - Approval Status
  - Sections for CDS employers to complete
  - Sections for payers to complete
  - Instructions reflect:
    - EVV policy updates
    - Detailed steps and notes to complete the request
  - Will also be on the [HHSC EVV CDS webpage](#) by end of November

Email questions to [uhc\\_cp\\_prov\\_relations@uhc.com](mailto:uhc_cp_prov_relations@uhc.com).