

April 25, 2024

## UPDATES TO THE EVV VISIT MAINTENANCE PROCESSES HOLD FOR DATES OF SERVICE PRIOR TO GO-LIVE DATE

### BACKGROUND

On Feb. 12, 2024, HHSC posted an MCO Notice instructing Electronic Visit Verification (EVV) program providers, financial management services agencies (FMSAs) and Consumer Direct Services (CDS) employers, to not submit Visit Maintenance Unlock Requests (VMURs) for dates of service prior to going live with HHAeXchange or their EVV proprietary system.

### KEY DETAILS

Effective April 22, program providers, FMSAs, and CDS employers who use HHAeXchange as their EVV system may now perform visit maintenance processes for dates of service prior to their go-live date with HHAeXchange.

For Proprietary System Operators (PSOs), the visit maintenance hold for dates of service prior to go-live with their EVV proprietary system remains in place. Further details will be provided soon.

### ADDITIONAL INFORMATION

- At this time, only those who use HHAeXchange as their EVV system may perform visit maintenance for dates of service prior to their go-live date with HHAeXchange.
- HHAeXchange users may now send VMURs to their payer (HHSC or Managed Care Organization) for dates of service prior to their go-live date.
- All EVV users may perform visit maintenance processes for dates of service after their go-live date with their EVV system or EVV proprietary system.