Electronic Visit Verification (EVV)

Visit Maintenance Unlock Request (VMUR) Job Aid for Program Providers and Financial Management Services Agencies (FMSAs)

This document provides step-by-step instructions for program providers and financial management services agencies (FMSAs) to follow when completing a Visit Maintenance Unlock Request (VMUR) and includes common Visit Maintenance Unlock Request examples.

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Visit Maintenance Unlock Request (VMUR) Overview

After the visit maintenance time frame has expired (within 95 days from the date of service delivery), the EVV system locks the EVV visit transaction. If you need to make corrections to a visit transaction 95 days or more after the visit date, you must submit an EVV Visit Maintenance Unlock Request to your payer. The EVV Visit Maintenance Unlock Request for Program Providers and Financial Management Services Agencies (FMSAs) is an Excel spreadsheet template.

On the Visit Maintenance Unlock Request, you can request to:
- Unlock certain data elements on visits captured in your current EVV system or your former EVV system.
- Create manual visits or export visits in your current EVV system.

If you need to unlock data elements on visits captured in **both** your current and former EVV systems, please submit a **separate** Visit Maintenance Unlock Request for each EVV system.

Click the appropriate link below for instructions on completing a Visit Maintenance Unlock Request:

- VMUR Instructions - Visits Captured in Your Current EVV System

- VMUR Instructions - Visits Captured in Your Former EVV System

VMUR Instructions – Visits Captured in Your Current EVV System

1. **Access the EVV Visit Maintenance Unlock Request for Program Providers and FMSAs (Excel) on your payer's webpage and save it to your computer.**

   - If **HHSC** is your payer: Access the EVV Visit Maintenance Unlock Request for Program Providers and FMSAs (Excel) on the HHSC EVV webpage.

   - If a **managed care organization (MCO)** is your payer: Access the EVV Visit Maintenance Unlock Request for Program Providers and FMSAs (Excel) from your MCO's website. MCO websites are on the last page of the EVV Contact Information Guide for Program Providers and FMSAs (PDF).

   Save the request to your computer:

   - Click **File** > **Save As**.
   - Click **Browse** to select the save location; then click **Save**.

2. **Open the EVV Visit Maintenance Unlock Request for Program Providers and FMSAs (Excel). It contains two tabs:**

   ▸ **Instructions** tab - Please read the instructions before completing the VMUR tab.
   ▸ **VMUR** tab – Use this tab to enter the information needed for the Visit Maintenance Unlock Request. Do not modify the tab names or the field names. Some fields display a drop-down list when double-clicked; you must select your choice from the list. You may need to zoom out to see the list. Otherwise, type in the data needed.

3. **Complete the Payer and EVV System Information section.**

   ▸ **Payer (Listed on the visit)**: Click to select the payer listed on the visit from the drop-down list.
   ▸ **Current EVV System:** Click to select your current EVV system from the drop-down list. This will be the state provided EVV system vendor (HHAeXchange) or the legal entity name for your Proprietary System Operator (PSO) if you're using an EVV proprietary system. Your current EVV system is the system you're using to capture EVV clock in and clock out data.
   ▸ **Former EVV System (If applicable):** If you need to submit a Visit Maintenance Unlock Request to unlock visits captured in your former EVV system, refer to the VMUR Instructions – Visits Captured in your Former EVV System section of this document for instructions. Otherwise, **leave this field blank**.

Program Provider and FMSA Must Complete the Following:	
Payer (Listed on the visit)	HHSC (LTC)
Current EVV System	HHAeXchange
Former EVV System (If applicable)	

4. **Complete the Program Provider and FMSA Information section.**

   ▸ **Program**: Click to select the program from the drop-down list.
   ▸ **Program Provider and FMSA Legal Name**: Enter your organization's legal name.
   ▸ **Program Provider and FMSA NPI or API:** Enter your National Provider Identifier or Atypical Provider Identifier.
   ▸ **Program Provider and FMSA TIN:** Enter your Taxpayer Identification Number.
   ▸ **Program Provider and FMSA Provider Number:** Enter your Provider Number.

Program Provider and FMSA Information				
Program	Program Provider and FMSA Legal Name	Program Provider and FMSA NPI or API	Program Provider and FMSA TIN	Program Provider and FMSA Provider Number
HCS	Smith Home Care Agency LLC	1234567890	123412345	999999999

5. Complete the Member Information section.

▸ **Member Name:** Enter the member's name that received services.
▸ **Medicaid Member ID:** Enter the nine-digit Medicaid ID for the member.

Member Information	
Member Name	Medicaid Member ID
Marie Hernandez	111222333

6. Complete the Correction Request Information section.

▸ **Request Row Number:** This is the row ID number for each entered visit ID. Do not change the Request Row Number for existing rows. Add rows if needed, starting with the number after the last row (for example, number 1001).
▸ **EVV Visit ID:** Enter the complete EVV visit ID as seen in the EVV Portal.
▸ **EVV Visit Date:** Enter the date of service.
▸ **Incorrect Data Element:** Click to access the drop-down list. Select the data element you want to change on the visit or indicate if you want to create a manual visit or export a visit (last two options in the drop-down list). Multiple corrections for one visit require multiple line submissions. Options include:
  • **Bill Hours:** Select to downward adjust the Bill Hours (total hours that will be billed for EVV services).
  • **Bill Time In:** Select to change the Bill Time In (clock in time).
  • **Bill Time Out:** Select to change the Bill Time Out (clock out time).
  • **Contract Number:** Select to change the contract number.
  • **Employee ID:** Select to change the Employee ID.
  • **HCPCS Code:** Select to change the HCPCS Code, which identifies the service provided.

- **Medicaid Member ID:** Select to change the member's Medicaid ID.
- **Modifier:** Select to change the Modifier, which provides additional information about the service.
- **NPI/API:** Select to change the National Provider Identifier (NPI) or Atypical Provider Identifier (API) of the program provider or FMSA who provided EVV services.
- **Payer:** Select to change the payer (payer of the EVV claim).
- **Reason Code:** Select to add a reason code, which explains the reason for visit maintenance.
- **Service Code:** Select to change the service code, which identifies the Long-term Care (LTC) service within the program and is only used in Fee-For-Service (FFS) programs for LTC.
- **Service Group:** Select to change the service group, which identifies the LTC program for the service and is only used in the FFS programs for LTC.
- **Units:** Select to change the units.
- **Visit Location:** Select to change the visit location where services were provided.
- **N/A – Create Manual Visit:** Select to enter a visit manually in the EVV system (e.g., enter a missing clock in time, clock out time, or both). Payers will only approve Visit Maintenance Unlock Requests to enter a visit manually if the reason for creating a manual visit is due to a payer or EVV system error and you must provide supporting documentation along with the Visit Maintenance Unlock Request. HHSC may also approve these requests due to other circumstances, such as a disaster.
- **N/A – Export Only:** Select when a visit has already been corrected and you only need to export it to the EVV Aggregator.
- ‣ **Incorrect Data Element Information:** Enter the incorrect data currently showing in the EVV system.
- ‣ **Correct Data Element Information**: Enter the data that will show in the EVV system after the correction has been made.
- ‣ **Reason for Data Element Correction:** Enter the reason for the data element correction.

Correction Request Information						
Request Row Number	EVV Visit ID	EVV Visit Date	Incorrect Data Element	Incorrect Data Element Information	Correct Data Element Information	Reason for Data Element Correction
1	123456789012	3/31/2024	Bill Hours	3	1	Agency over billed units

To see more examples, refer to the Common Visit Maintenance Unlock Request Examples section of this job aid.

7. **When you are done entering data in the Visit Maintenance Unlock Request, save the completed request (Excel spreadsheet) to the save location you selected in step #1. Do not save the file as a PDF; payers will deny PDF requests.**

▸ **Tip:** If you need to complete another Visit Maintenance Unlock Request in the future, you can reuse the completed template and update it as needed; that will prevent you from having to fill out all the fields again each time you submit a Visit Maintenance Unlock Request.

8. **Attach the Visit Maintenance Unlock Request to an email.**

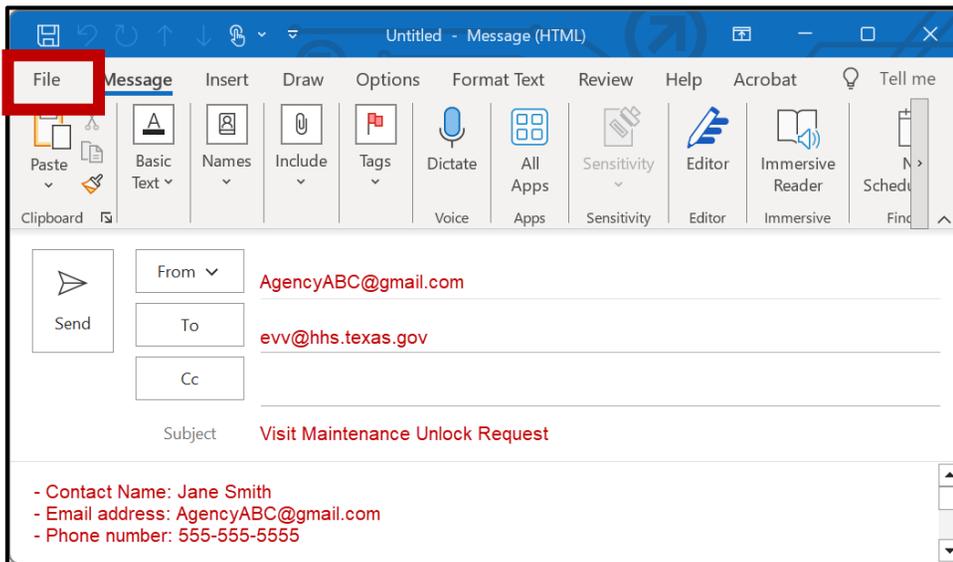In the email, include the following information:

▸ Contact name
▸ Email address
▸ Phone number
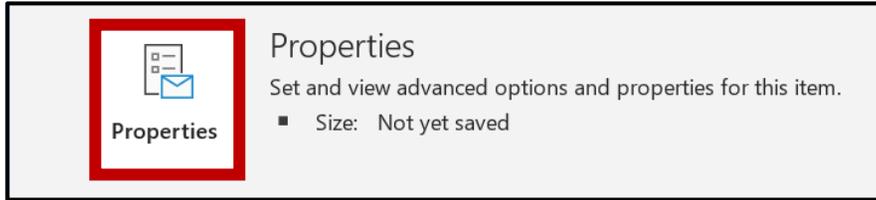
9. **Secure the email before you send it.**

Important! Emails not sent securely could result in a Health Insurance Portability and Accountability Act (HIPAA) violation and the payer will deny the request.
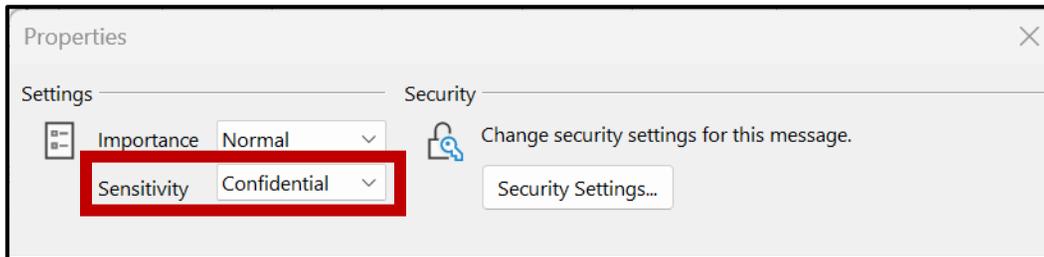
To Send a Secure Email in Microsoft Outlook:

▸ In the email message, click **File**.

‣ Select **Properties.**

Properties

Properties
Set and view advanced options and properties for this item.
▪ Size: Not yet saved

‣ **Click** the **Sensitivity** drop-down and select **Confidential**. Then click **Close**.

Properties ✕

Settings   Security

Importance Normal   Change security settings for this message.

Sensitivity Confidential   Security Settings...

10. **Send the secure email, along with the attached Visit Maintenance Unlock Request, to your payer.**

‣ If **HHSC** is your payer: Send to evv@hhs.texas.gov.
‣ If an **MCO** is your payer: Send to your MCO. MCO emails are included on the last page of the EVV Contact Information Guide for Program Providers and FMSAs (PDF).

Having Trouble Sending a Secure Email? Email your payer and request a secure email. Once you receive the email, reply to it, and attach your Visit Maintenance Unlock Request.

11. **The payer will process the Visit Maintenance Unlock Request.**

‣ Payers must process Visit Maintenance Unlock Requests within:
  • Ten business days.
  • Thirty business days if the request was submitted as supporting documentation for an MCO claims appeal.
‣ If the payer **approves** your Visit Maintenance Unlock Request, the payer will reply to your unlock request email confirming approval and copy the state provided EVV system vendor or EVV proprietary system vendor.

- The payer will **deny** the Visit Maintenance Unlock Request if it is incomplete or missing required information, cannot be opened by the payer, was submitted using an outdated, modified, or incorrect version of the Visit Maintenance Unlock Request form, if it could not be unencrypted, or was not sent through a secure method. The payer will include the Reason for Denial in the yellow portion of the Visit Maintenance Unlock Request:

Payer Use Only:	
Date of decision:	12/31/9999
Approval Status	Reason for Denial

- If the payer requests **clarification**, provide the requested information within 10 business days of the payer's request for clarification. Once the requested information is received, the payer must approve or deny the Visit Maintenance Unlock Request within 10 business days.

12. **The state provided EVV system vendor or EVV proprietary system vendor must process the approved request and unlock the approved data elements on the visit transaction(s) within 10 business days.**

- Only approved items in the Incorrect Data Element column of the Visit Maintenance Unlock Request will be unlocked for editing.
- Once unlocked, they must email the payer and other included contacts to indicate visit maintenance can be performed.
- If the visits cannot be unlocked due to incorrect, invalid, or missing data elements, the VMUR will be returned along with the reason why the visit transactions cannot be unlocked. Once the information is corrected, a new VMUR must be submitted.

13. **Once you receive the email from your EVV system vendor indicating the visits have been unlocked, you must complete visit maintenance in the EVV system within 20 business days.**

- Only edit the data elements that the payer approved for you to change on the Visit Maintenance Unlock Request.
- If additional time is needed to complete visit maintenance, you may request an extension from your EVV system vendor before the end of the 20 business days and explain why an extension is needed.
- When visit maintenance is complete, make sure the EVV visit transaction exports to the EVV Aggregator for claims matching. Check the EVV Portal the next day to ensure the EVV visit transaction is in "Accepted" status before submitting the corresponding EVV claim. Refer to Best Practices to Avoid EVV Claim Mismatches (PDF) for additional steps to follow before billing to help prevent EVV claim denials.

VMUR Instructions – Visits Captured in Your Former EVV System

- If you transferred from one EVV system to another, you can request to unlock visits from your former EVV system. If approved, your payer will use the information you provide in the Visit Maintenance Unlock Request to download the accepted visit transactions from the EVV Portal in the EVV Visit Maintenance Report and allow import into your current EVV system, where you can then perform visit maintenance and make the corrections.
- Only visit transactions in an "Accepted" status in the EVV Portal can be unlocked from a former EVV system. Use the Accepted Visit Search tab or the Visit History search tab in the EVV Portal to ensure the visit transactions are in an "Accepted" status. Access the EVV Portal Job Aids in the TMHP LMS if you need help performing searches in the EVV Portal.
- **Note:** For instructions on how to submit a Visit Maintenance Unlock Request for visits captured in your *current* EVV system, please refer to the VMUR Instructions - Visits Captured in Your Current EVV System section of this job aid.

1. **Access the EVV Visit Maintenance Unlock Request for Program Providers and FMSAs (Excel) on your payer's webpage and save it to your computer.**

   ‣ If **HHSC** is your payer: Access the EVV Visit Maintenance Unlock Request for Program Providers and FMSAs (Excel) on the HHSC EVV webpage.
   ‣ If a **managed care organization (MCO)** is your payer: Access the EVV Visit Maintenance Unlock Request for Program Providers and FMSAs (Excel) from your MCO's website. MCO websites are on the last page of the EVV Contact Information Guide for Program Providers and FMSAs (PDF).

   To save the request to your computer:

   ‣ Click **File** > **Save As**.
   ‣ Click **Browse** to select the save location; then click **Save**.

2. **Open the EVV Visit Maintenance Unlock Request for Program Providers and FMSAs (Excel). It contains two tabs:**

   ‣ **Instructions** tab - Please read the instructions before completing the VMUR tab.
   ‣ **VMUR** tab – Use this tab to enter the information needed for the Visit Maintenance Unlock Request. Do not modify the tab names or the field names. Some fields display a drop-down arrow on the right side of the field when double-clicked; click the drop-down arrow and select your choice from the list. Otherwise, type in the data needed. You may need to zoom out to see all options in the drop-down lists.

3. **Complete the Payer and EVV System Information section.**

   ‣ **Payer (Listed on the visit)**: Click to select the payer listed on the visit from the drop-down list.
   ‣ **Current EVV System:** Click to select your current EVV system from the drop-down list that will be used to perform visit maintenance. Your current EVV system is the system you're using to capture EVV clock in and clock out data. This will be the state provided EVV system vendor (HHAeXchange) or the legal entity name for your Proprietary System Operator (PSO) if you're using an EVV proprietary system.
   ‣ **Former EVV System (If applicable):** Click to select the name of your former EVV system that was used to capture or enter the visit from the drop-down list:
   - DataLogic, First Data: Former EVV vendors
   - HHAeXchange: State provided EVV system vendor
   - The rest of the options in the drop-down list are EVV proprietary systems.

Program Provider and FMSA Must Complete the Following:	
Payer (Listed on the visit)	HHSC (LTC)
Current EVV System	HHAeXchange
Former EVV System (If applicable)	DataLogic

4. **Complete the Program Provider and FMSA Information section.**

   ‣ **Program**: Click to select the program from the drop-down list.
   ‣ **Program Provider and FMSA Legal Name**: Enter your organization's legal name.
   ‣ **Program Provider and FMSA NPI or API:** Enter your National Provider Identifier or Atypical Provider Identifier.
   ‣ **Program Provider and FMSA TIN:** Enter your Taxpayer Identification Number.
   ‣ **Program Provider and FMSA Provider Number:** Enter your Provider Number.

Program Provider and FMSA Information				
Program	**Program Provider and FMSA Legal Name**	**Program Provider and FMSA NPI or API**	**Program Provider and FMSA TIN**	**Program Provider and FMSA Provider Number**
HCS	Smith Home Care Agency LLC	1234567890	123412345	999999999

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5. Complete the Member Information section.

- ‣ **Member Name:** Enter the member's name that received services.
- ‣ **Medicaid Member ID:** Enter the nine-digit Medicaid ID for the member.

Member Information	
Member Name	**Medicaid Member ID**
Marie Hernandez	111222333

6. Complete the Correction Request Information section.

- ‣ **Request Row Number:** This is the row ID number for each entered visit ID. Add rows if needed, starting with the number after the last row (for example, number 1001).
- ‣ **EVV Visit ID:** Enter the complete EVV visit ID as seen in the EVV Portal.
- ‣ **EVV Visit Date:** Enter the date of service.
- ‣ **Incorrect Data Element:** Click to access the drop-down list. Select the data element you want to change on the visit or indicate if you want to create a manual visit or export a visit (last two options in the drop-down list). Multiple corrections for one visit require multiple line submissions. Options include:
  - • **Bill Hours:** Select to downward adjust the Bill Hours (total hours that will be billed for EVV services).
  - • **Bill Time In:** Select to change the Bill Time In (clock in time).
  - • **Bill Time Out:** Select to change the Bill Time Out (clock out time).
  - • **Contract Number:** Select to change the contract number.
  - • **Employee ID:** Select to change the Employee ID.
  - • **HCPCS Code:** Select to change the HCPCS Code, which identifies the service provided.
  - • **Medicaid Member ID:** Select to change the member's Medicaid ID.
  - • **Modifier:** Select to change the Modifier, which provides additional information about the service.
  - • **NPI/API:** Select to change the National Provider Identifier (NPI) or Atypical Provider Identifier (API) of the program provider or FMSA who provided EVV services.
  - • **Payer:** Select to change the payer (payer of the EVV claim).
  - • **Reason Code:** Select to add a reason code, which explains the reason for visit maintenance.
  - • **Service Code:** Select to change the service code, which identifies the Long-term Care (LTC) service within the program and is only used in Fee-For-Service (FFS) programs for LTC.
  - • **Service Group:** Select to change the service group, which identifies the LTC program for the service and is only used in the FFS programs for LTC.

- **Units:** Select to change the units.
- **Visit Location:** Select to change the visit location where services were provided.
- **N/A – Create Manual Visit:** Select to enter a visit manually in the EVV system (e.g., enter a missing clock in time, clock out time, or both). Payers will only approve Visit Maintenance Unlock Requests to enter a visit manually if the reason for creating a manual visit is due to a payer or EVV system error and you must provide supporting documentation along with the Visit Maintenance Unlock Request. HHSC may also approve these requests due to other circumstances, such as a disaster.
- **N/A – Export Only:** Do not select this option when submitting a VMUR for visits captured in your former EVV system, since visit transactions must have previously exported to the EVV Aggregator and be in "Accepted" status in the EVV Portal. If you have visit transactions that are pending export in your former EVV system or were rejected by the EVV Aggregator, select N/A – Create Manual Visit to request to enter the visits manually in your current EVV system.

‣ **Incorrect Data Element Information:** Enter the incorrect data currently showing in the EVV system.
‣ **Correct Data Element Information**: Enter the data that will show in the EVV system after the correction has been made.
‣ **Reason for Data Element Correction:** Enter the reason for the data element correction.

Correction Request Information						
Request Row Number	EVV Visit ID	EVV Visit Date	Incorrect Data Element	Incorrect Data Element Information	Correct Data Element Information	Reason for Data Element Correction
1	123456789012	3/31/2024	Bill Hours	3	1	Agency over billed units

To see more examples, refer to the Common Visit Maintenance Unlock Request Examples section of this job aid.

7. **When you are done entering data in the Visit Maintenance Unlock Request, save the completed request (Excel spreadsheet) to the save location you selected in step #1. Do not save the file as a PDF; payers will deny PDF requests.**

   ‣ **Tip:** If you need to complete another Visit Maintenance Unlock Request in the future, you can reuse the completed template and update it as needed; that will prevent you from having to fill out all the fields again each time you submit a Visit Maintenance Unlock Request.

8. **Attach the Visit Maintenance Unlock Request to an email. In the email, include the following:**
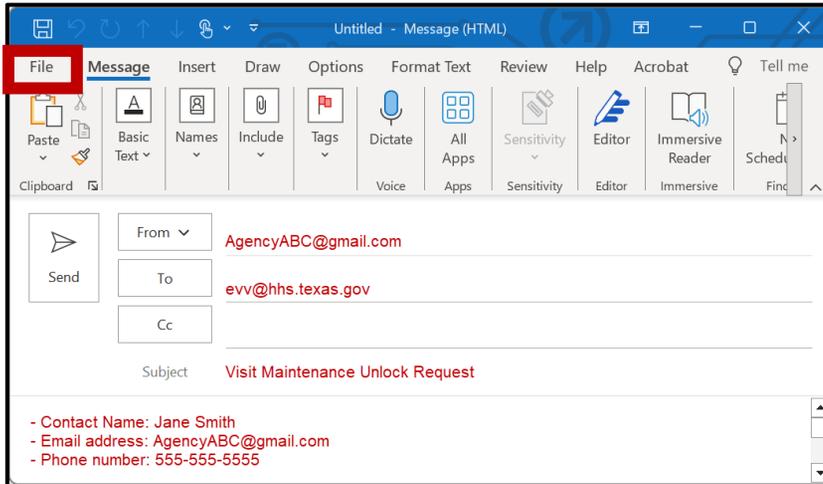
   ‣ Contact name
   ‣ Email address
   ‣ Phone number
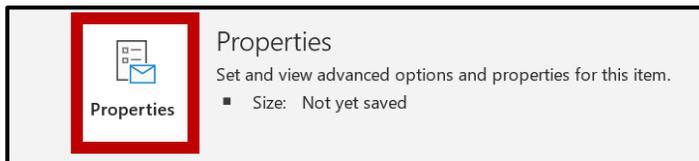
9. Secure the email before you send it.

Important! Emails not sent securely could result in a Health Insurance Portability and Accountability Act (HIPAA) violation and the payer will deny the request.

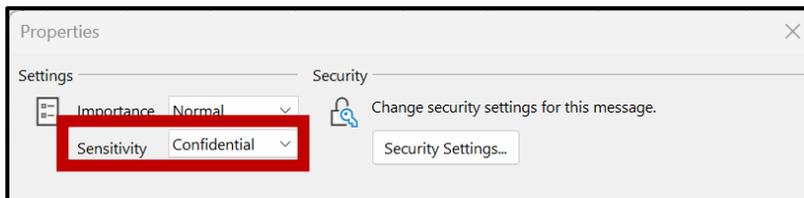**To Send a Secure Email in Microsoft Outlook:**

‣ In the email message, click **File**.

‣ Select **Properties.**

‣ **Click** the **Sensitivity** drop-down and select **Confidential**. Then click **Close**.

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10. **Send the secure email, along with the attached Visit Maintenance Unlock Request, to your payer.**

▸ If **HHSC** is your payer: Send to evv@hhs.texas.gov.
▸ If an **MCO** is your payer: Send to your MCO. MCO emails are included on the last page of the [EVV Contact Information Guide for Program Providers and FMSAs (PDF)](#).

Having Trouble Sending a Secure Email? Email your payer and request a secure email. Once you receive the email, reply to it, and attach your Visit Maintenance Unlock Request.

11. **The payer will process the Visit Maintenance Unlock Request.**

▸ When a Visit Maintenance Unlock Request is for visit transactions that were recorded in a former EVV system, the payer must generate the EVV Visit Maintenance Report in the EVV Portal, which exports the visits from the EVV Aggregator and sends them to your current EVV system vendor, and process Visit Maintenance Unlock Requests within:
  • Ten business days.
  • Thirty business days if the request was submitted as supporting documentation for an MCO claims appeal.
▸ If the payer **approves** your Visit Maintenance Unlock Request, they will reply to your unlock request email confirming approval and copy the state provided EVV system vendor or EVV proprietary system vendor.
  • The email includes confirmation that the visits will be imported into your current EVV system, and other details regarding the request.
▸ The payer will **deny** the Visit Maintenance Unlock Request if it is incomplete or missing required information, cannot be opened by the payer, was submitted using an outdated, modified, or incorrect version of the Visit Maintenance Unlock Request form, if it could not be unencrypted, or was not sent through a secure method. The payer will include the Reason for Denial in the yellow portion of the Visit Maintenance Unlock Request:

Payer Use Only:	
Date of decision:	12/31/9999
Approval Status	Reason for Denial

- If the payer requests **clarification**, provide the requested information within 10 business days of the payer's request for clarification. Once the requested information is received, the payer must approve or deny the Visit Maintenance Unlock Request within 10 business days.

12. **The state provided EVV system vendor or EVV proprietary system vendor must process the request and unlock the approved data elements on the visit transaction(s) within 10 business days.**

   - The state provided EVV system vendor or EVV proprietary system vendor must import the visit transactions into their EVV system and ensure they're unlocked. Once unlocked, they must email the payer and other included contacts to indicate visit maintenance can be performed.
   - Only approved items in the Incorrect Data Element column of the Visit Maintenance Unlock Request will be unlocked for editing.
   - If the visits cannot be unlocked due to incorrect, invalid, or missing data elements, the VMUR will be returned along with the reason why the visit transactions cannot be unlocked. Once the information is corrected, a new VMUR must be submitted.

13. **Once you receive the email from your EVV system vendor indicating the visits have been imported and unlocked, you must complete visit maintenance within 20 business days.**

   - Only edit the data elements that the payer approved for you to change on the Visit Maintenance Unlock Request.
   - If additional time is needed to complete visit maintenance, you may request an extension from your EVV system vendor before the end of the 20 business days and explain why an extension is needed.
   - When visit maintenance is complete, make sure the EVV visit transaction exports to the EVV Aggregator for claims matching. Check the EVV Portal the next day to ensure the EVV visit transaction is in "Accepted" status before submitting the corresponding EVV claim. Refer to Best Practices to Avoid EVV Claim Mismatches (PDF) for additional steps to follow before billing to help prevent EVV claim denials.

Common Visit Maintenance Unlock Request Examples

Example 1: Request to Adjust Bill Time In

Scenario: The service provider clocked in at 7:00AM and clocked out at 9:00AM. The program provider only wants to bill for one hour.

Correction Request Information						
Request Row Number	EVV Visit ID	EVV Visit Date	Incorrect Data Element	Incorrect Data Element Information	Correct Data Element Information	Reason for Data Element Correction
1	123456789012	4/1/2024	Bill Time In	7:00AM	8:00AM	Downward adjusting

Note: Select **Bill Time In** as the incorrect data element if you want to change the **clock in time**. You cannot change the Bill Time In to a value before the original clock in time. The EVV system will recalculate the Bill Hours.

Example 2: Request to Change Bill Hours

Scenario: Program provider Jamie Davis needs to unlock a visit to make a correction to the Bill Hours to match the actual hours provided to the member during service delivery.

Correction Request Information						
Request Row Number	EVV Visit ID	EVV Visit Date	Incorrect Data Element	Incorrect Data Element Information	Correct Data Element Information	Reason for Data Element Correction
1	123456789012	3/31/2024	Bill Hours	3	1	Agency over billed units

Note: You may downward adjust Bill Hours if the actual hours worked captured in the EVV system are incorrect, or if you intend to bill Medicaid for less time than actual hours worked in the EVV system. You cannot increase Bill Hours beyond the actual hours worked. If you need to add more time to a visit, you must create a new, manual visit with the additional time in the Bill Time In and Bill Time Out fields.

Example 3: Request to Adjust Bill Time Out

Scenario: The service provider began work at 8AM and clocked in with the mobile app. The service provider ended work at 10AM but forgot to clock out until 2PM.

Correction Request Information						
Request Row Number	EVV Visit ID	EVV Visit Date	Incorrect Data Element	Incorrect Data Element Information	Correct Data Element Information	Reason for Data Element Correction
1	123456789014	5/15/2024	Bill Time Out	2:00PM	10:00AM	Adjust to match service delivery

Note: Select **Bill Time Out** as the incorrect data element if you want to change the **clock out time**. You cannot change the Bill Time Out to a value after the original clock out time. The EVV system will recalculate the Bill Hours.

Example 4: Request to Create a Manual Visit

Scenario: There was an EVV system outage on July 19, 2024, that prevented the service provider from clocking in and clocking out using the mobile method and you must enter a manual visit to document service delivery.

Correction Request Information						
Request Row Number	EVV Visit ID	EVV Visit Date	Incorrect Data Element	Incorrect Data Element Information	Correct Data Element Information	Reason for Data Element Correction
1	N/A	7/19/2024	N/A - Create Manual Visit	N/A	Clock In: 1:00PM Clock Out: 4:00PM	EVV system outage

Note: Payers will only approve requests to create manual visits if you were unable to manually enter the visits during the visit maintenance time frame due to an EVV system or payer error (supporting documentation must be provided) or due to a natural disaster. Examples of documentation include:

- Screenshots from the EVV system showing error pop ups, documentation of email communications between the service provider, program provider, FMSA and/or state provided EVV system vendor, PSO, or other stakeholder explaining the issue/error and indicate the actual time worked (EVV system error documentation)
- Emails or other communications showing a delay in authorization/Medicaid eligibility renewal or anything else that would support your request (EVV payer error documentation)

Example 5: Request to Export a Visit

Scenario: The payer submitted an updated authorization for a member. Program provider Landon Hill has several EVV visit transactions that were already corrected and verified but didn't export to the EVV Aggregator because the visits were locked. No corrections are needed.

Correction Request Information						
Request Row Number	EVV Visit ID	EVV Visit Date	Incorrect Data Element	Incorrect Data Element Information	Correct Data Element Information	Reason for Data Element Correction
1	000011112222	2/15/2024	N/A - Export Only	N/A	N/A	Received updated authorization
2	000011112223	2/16/2024	N/A - Export Only	N/A	N/A	Received updated authorization

Note: You may select **N/A – Export Only** in situations when a visit transaction has been corrected in your *current* EVV system but not exported to the EVV Aggregator because the visit is locked.

You cannot select **N/A – Export Only** to export visit transactions to the EVV Aggregator from your *former* EVV system if you have transferred from one EVV system to another. If you have visit transactions that are pending export in your former EVV system or were rejected by the EVV Aggregator, select **N/A – Create Manual Visit** to request to enter the visits manually in your current EVV system.