

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

**EVV Visit Maintenance Processes on Hold for  
Dates of Service Prior to Go-Live Date with  
Current EVV System – What this Means for  
Providers, FMSAs, and CDS Employers**

**Background:**

As mentioned in the GovDelivery notice sent on Feb. 9 and [posted by Texas Medicaid & Healthcare Partnership \(TMHP\) on Feb. 12](#), program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers should not submit Visit Maintenance Unlock Requests (VMURs) for dates of service prior to going live with HHAExchange or their EVV proprietary system. HHSC is actively working with TMHP to develop a solution to allow visit maintenance for program providers, FMSAs, and CDS employers.

**Key Details:**

In the meantime, please note that HHSC stopped the clock on the deadline to submit VMURs for dates of service prior to Oct. 1, 2023.

**Action Items:**

Once the hold has lifted, HHSC and TMHP will notify users of HHAExchange and EVV Proprietary System Operators (PSOs) that they may resume visit maintenance, including submitting VMURs, for dates of service prior to their go-live date with their current EVV system.

**Additional Information:**

All required visit maintenance, for dates of service on or after the go-live date with HHAExchange or an EVV proprietary system, can be performed in your current EVV system. VMURs for dates of service on or after the go-live date can be sent to your payer.

**Resources:**

- Register your email address with [GovDelivery](#) to receive EVV notices by email.
- [Email TMHP](#) for assistance with the TMHP EVV Portal or visit the [TMHP EVV website](#).
- For more information about EVV, visit the [EVV webpage](#) or [email HHSC EVV Operations](#) for questions.