

12/23/2024

EVV Updates for VMUR Templates, VMUR Job Aids and EVV Policy 9060, VMUR

Background:

HHSC updated the Visit Maintenance Unlock Request (VMUR) templates, job aids, and EVV Policy 9060, VMUR.

Key Details:

Effective Jan. 1, 2025, HHSC will publish new EVV VMUR templates for Program Providers and FMSAs (Excel) and for CDS employers (Excel), the EVV VMUR Job Aids for Program Providers (PDF) and CDS employers (PDF), and the standalone EVV Policy 9060, on the EVV webpage.

Updated VMUR Templates and VMUR Job Aid

- Added an option to select a “Former EVV System” when submitting a VMUR for legacy visits.
- Added all approved PSOs in the “Current EVV System” and “Former EVV System” drop-down list cell.
- A new column, “Request Row Number”, has been added to help MCOs identify visits that did not make it to the batch report.
- “Date of Decision” is added in the Payer Use Only section.
- Removed the “Service Area” column.
- Revised the instructions tab to reflect these changes.

Updated Standalone EVV Policy 9060, VMUR.

This revision increases the timeframe for HHAeXchange (the state provided EVV system vendor) to unlock visit transactions once they have received the VMUR from the payer and validated the request. This will make the timeframe consistent with that of the proprietary system vendors.

Action:

By Jan. 3, 2025:

- MCOs should reflect HHSC’s communication and policy updates regarding VMUR in their policies.
- If MCOs use HHSC’s policies and communications, they must ensure that they use the latest policies, including using the current weblinks.

Additional Information:

Effective January 1, 2025, MCOs can begin processing VMURs with visit transactions from the former EVV systems. This applies to a Proprietary System Operator who has completed and passed readiness testing for legacy visits. MCOs must use the EVV Visit Maintenance report from the EVV Portal to process these requests.

Resources:

For program providers and FMSAs (Excel) (attached)

For CDS employers (excel) (attached)

For program providers and FMSAs (PDF) (attached)

For CDS employers (PDF) (attached)

EVV Visit Maintenance Report Job Aid (PDF) (attached)

Attachments:

evv-visit-maintenance-unlock-request_v10

evv-visit-maintenance0unlock-request-cds-employers_v6

vmur-jobaid-pp-fmsa.pdf

vmur-jobaid-cds-employers.pdf

evv-visitmaintenancereport-2024-0725r.pdf

Contact:

EVVMCO@hhs.texas.gov

Attachment:

evv-visit-maintenance-unlock-request_v10.xlsm evv-visit-maintenance-unlock-request-cds-employers_v6.xlsm vmur-jobaid-pp-fmsa.pdf vmur-jobaid-cds-employers.pdf standalone-policy-vmur-nov-2024.pdf evv-visitmaintenancereport-2024-0725r.pdf

Type: Action Required

To: MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: EVV