

## Purpose

Program providers have 95 days from the date of the visit to perform visit maintenance (VM) in the electronic visit verification (EVV) system. If a program provider does not make the correction to visits within the standard 95-day visit maintenance timeframe, the Visit Maintenance Unlock Request Form is used to request approval to open visit maintenance from the appropriate payer for the visits the program provider wishes to correct.

## Instructions for Completing the HHSC Visit Maintenance Unlock Request Form

The VM Unlock Request Form contains the following sections that must be completed by the program provider:

- Program Provider Information
- Member Information
- Correction Request Information
- Additional Information

Please answer all questions for the sections listed above. Program providers must include supporting documentation, such as EVV vendor ticket numbers, call logs, etc. for all requests being submitted. Payers may ask for additional information before approving a request.

A program provider may request the payer unlock visit maintenance to correct data element(s) on an EVV visit transaction; however, the following data elements cannot be changed:

1. Actual time in
2. Actual time out
3. Actual visit date
4. Reason codes
  - The program provider can add a new reason code, but cannot remove or change the existing reason code.

Approvals and denials of EVV visit maintenance unlock requests after the standard 95-day visit maintenance timeframe has passed are at the payer's discretion and are determined on a case-by-case basis.

## Submitting the HHSC Visit Maintenance Unlock Request Form

It is required that the Visit Maintenance Unlock Request Form be sent via secure email to the appropriate payer.

If HHSC is the payer, this form must be sent via secure email to [Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us) with the subject line "Visit Maintenance Unlock Request."

### Steps to submit an unlock request:

1. Please download the unlock request [here](#).
2. Once completed, this form must be sent via a secure email to [PCHPEVV@phhs.org](mailto:PCHPEVV@phhs.org) with the subject line: "Visit Maintenance Unlock Request."
3. Submit the spreadsheet in the approved Microsoft Excel format. The submission will not be accepted if the layout is altered.