



MEMORANDUM

TO: Valued STAR and CHIP Providers

FROM: El Paso Health

DATE: 04/25/2024

RE: Updates to the EVV Visit Maintenance Processes Hold for Dates of Service Prior to Go-Live Date

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.

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.

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.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com.