

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

Update to the EVV Visit Maintenance Process Hold for PSOs

Background:

HHSC is continuing to work with Texas Medicaid & Healthcare Partnership (TMHP) to develop a solution to allow visit maintenance for EVV Proprietary System Operators (PSOs) who lost access to the EVV system where the visit was entered.

Key Details:

HHSC has instructed Fee-for-Service (FFS) and managed care organizations (MCOs) to consider timely filing overrides for EVV users impacted by this hold. HHSC will continue to provide updates as new information is available.

- **Note:** All required visit maintenance, for dates of service on or after the go-live date, can be performed in your EVV proprietary system. Visit Maintenance Unlock Requests (VMURs) for dates of service on or after the go-live date can be sent to your payer.

Resources:

[Email TMHP](#) for assistance with the TMHP EVV Portal.

[Email HHSC EVV Operations](#) for questions.