



## **M E M O R A N D U M**

**TO:** Valued EVV Providers

**FROM:** El Paso Health

**DATE:** 6/17/2024

**RE:** Waive Timely Filing of Electronic Visit Verification (EVV) Service Claims Impacted by the VMUR Hold 6.14.24

In February 2024, HHSC instructed program providers, financial management services agencies (FMSAs) and Consumer Directed 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, 2024, EVV 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.

### **HHAeXchange Users:**

Effective April 2024, 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 MCO) for dates of service prior to their go-live date.

From December 2023 to April 2024, program providers, FMSAs and CDS employers were unable to submit VMURs for dates of service prior to their go-live date with HHAeXchange.

Due to the VMUR hold that was in place from December 2023 until April 2024, HHSC is requesting that the MCO waive timely file of claims impacted by the VMUR hold on HHAeXchange users.



**El Paso Health**  
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## **MEMORANDUM**

### **PSOs:**

From December 2023 to present, program providers, FMSAs and CDS employers remain unable to submit VMURs for dates of service prior to their go-live date with their EVV proprietary system.

Due to the continuing VMUR hold, HHSC is requesting that the MCO waive timely filing of claims impacted by the VMUR hold on PSOs.

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](mailto:ProviderRelationsDG@elpasohealth.com).