



M E M O R A N D U M

TO: Valued EVV Providers

FROM: El Paso Health

DATE: 5/16/2024

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

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.

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 El Paso Health (EPH) for dates of service prior to their go-live date. EPH will waive timely filing of claims impacted by the VMUR hold.

Program providers, FMSAs and CDS employers must follow the instructions on the EVV Visit Maintenance Unlock Request Process.

Send request emails to EPH_EVV@elpasohealth.com.

Email must include:

Contact name
Email address
Phone number

Requests that are not sent securely could result in a Health Insurance Portability and Accountability Act (HIPAA) violation and request will be denied.

If provider does not have secure email EPH will send email to allow Secure response.



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

MEMORANDUM

EPH Provider Relations will respond via email to FMSA/CDS/EVV Vendor or PSO as required via policy for all approvals or denials.

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.