



## MEMORANDUM

**TO:** Valued EVV Providers

**FROM:** El Paso Health

**DATE:** 02/07/2025

**RE:** EVV VMUR Updates

HHSC updated the Visit Maintenance Unlock Request (VMUR) Templates and Job Aids

### Key Details:

HHSC will be replacing the current VMUR templates and job aids with the attached versions. These updated versions include minor formatting updates to fix cells that did not allow data to fully read. The VMUR job aids screenshots align with the revised VMUR templates.

### Action:

#### By Feb. 5, 2025:

- If MCOs use their own request templates, they must reflect HHSC's updates.
- If MCOs use HHSC templates, they must ensure the latest files are used, including using the current web link.

### Resources:

For program providers and FMSAs: [evv-visit-maintenance-unlock-request\\_v11](#) (Excel)

For CDS employers: [evv-visit-maintenance-unlock-request-cds-employers\\_v7](#) (Excel)

For program providers and FMSAs: [vmur-jobaid-pp-fmsa.pdf](#) (PDF)

For CDS employers: [vmur-jobaid-cds-employers.pdf](#) (PDF)

Contact:

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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).