

# Electronic Visit Verification unlock request

## Reference guide

Program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers have 95 days from the date of the visit(s) to perform visit maintenance in the Electronic Visit Verification (EVV) vendor system. If a provider does not make the correction to the visit(s) within the allotted 95 days, the transaction is locked. To perform visit maintenance after the transaction is locked, please use the Visit Maintenance Unlock Request form to request approval from the payer to open the visit(s) you wish to correct.

It is the program providers, FMSAs or CDS employers' responsibility to confirm that visit transactions are successfully transmitted and accepted in the EVV aggregator and exported to the payer prior to claim submission. If any visits are rejected, the EVV aggregator returns the EVV visit transaction to the EVV system with the reason for the rejection.

### How to complete the Visit Maintenance Unlock Request form

You can find the Visit Maintenance Unlock Request forms on [UHCprovider.com](https://uhcprovider.com) or at the following direct links:

- [Consumer Directed Services \(CDS\) Employers](#) (Excel)
- [Program Providers and Financial Management Services Agencies \(FMSAs\)](#) (Excel)

The program providers and FMSAs Visit Maintenance Unlock Request form has 4 sections. Each of the following sections must be filled out in its entirety before submitting the request to the payer:

#### Program provider and FMSA information:

- Payer (select from embedded list)
- Current EVV system name
- Form EVV system name (if applicable)

#### Program provider and FMSA information:

- Program (from list)
- Program provider and FMSA legal name
- Program provider and FMSA National Provider Identifier (NPI) number or Atypical Provider Identifier (API)
- Program provider and FMSA provider number

**Member information:**

- Member name
- Member Medicaid ID

**Correction request information:**

- EVV visit ID
- EVV visit date
- Incorrect data element (select from embedded list that needs to be corrected)
- Incorrect data element information
- Correct data element information
- Reason for data element correction
  - Only the following data elements may be approved for correction:
    - Bill hours
    - Bill time in
    - Bill time out
    - Contract number (does not apply to CDS employers)
    - Employee ID
    - HCPCS code/modifier
    - Member Medicaid ID
    - Modifier
    - NPI/API (does not apply to CDS employers)
    - Payer
    - Reason code
    - Service code
    - Service group
    - Units
    - Visit location
    - N/A-Create manual visit (please reference EVV Policy Handbook 9060 for requirements)
    - N/A-Export only
  - The following data elements cannot be corrected:
    - Actual service delivery date
    - Actual service delivery clock-in time
    - Actual service delivery clock-out time
    - Actual hours worked
    - GPS coordinates

## Submit the Visit Maintenance Unlock Request form

You can submit the completed form by secure email to our EVV mailbox at [uhc\\_evv@uhc.com](mailto:uhc_evv@uhc.com). Please include a contact name, email address and phone number and use the subject line, "Unlocking Visit Maintenance Request."

We will not review or approve any request not sent by secure email. The provider agency will receive a response email indicating that UnitedHealthcare has denied the provider agency's request.

## Review the Visit Maintenance Unlock Request form

We will review the Visit Maintenance Unlock Request form within:

- Ten business days from the date of receipt of a secure and complete request by the provider or
- Thirty business days after receipt of a secure and complete request from the provider if submitted as supporting documentation with an appeal or reconsideration

All requests received must list UnitedHealthcare as the payer on the current visit transaction or the request will be denied.

- If the request is denied because we are not the payer, the provider will be advised to forward the request to the payer currently on the visit transaction

Providers should include any information or supporting documentation that will help us review the request and make a decision.

- If we ask a provider to provide additional information, they must respond in one of the following time frames:
  - Ten business days for secured requests originally submitted by the provider or
  - Fifteen business days if the requested supporting documentation is part of an appeal or reconsideration

Any visit maintenance unlock requests that are missing information or trying to correct something not listed as an allowed corrected field will be denied.

The provider will be informed of denials by email or phone within 10 business days for approved, denied or partial approved/denied EVV visit maintenance unlock request. You will also be given a reason for a denial.

- We will notify the EVV vendor within 3 business days from the approved decision date of EVV visit maintenance unlock request

### We're here to help

If you have questions, please call us at **888-787-4107**, 8 a.m.-5 p.m. CT, Monday-Friday.