

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

**EVV Visit Maintenance Process for
Legacy Visits Resumes for PSOs**

Last updated on 1/24/2025

Effective Jan. 24, 2025, EVV Proprietary System Operators (PSOs) who have passed operational readiness reviews for visit maintenance testing to import legacy visits into their proprietary system, may resume visit maintenance, including submitting Visit Maintenance Unlock Requests (VMURs), for dates of service prior to their go-live date with their current EVV system.

Please contact your proprietary system vendor if they have not advised you that they passed their operational readiness review for visit maintenance testing to import legacy visits.

Note

All required visit maintenance, for dates of service on or after the go-live date, can be performed in your EVV proprietary system. VMURs for dates of service on or after the go-live date can be sent to your payer.

Email TMHP for assistance with the TMHP EVV Portal. EVV@TMHP.com

Email HHSC EVV Operations for questions. EVV@hhs.texas.gov