

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

**EVV System Interruptions Update**

**EVV Aggregator Visit Files Not Being Processed - Resolved**

HHSC and the Texas Medicaid & Healthcare Partnership (TMHP) are aware of an issue with some EVV nightly files not being processed by the EVV Aggregator. This issue will be resolved by tomorrow, Wed., Dec. 24. These files will automatically be reprocessed.

**Update, as of Wed., Dec. 24, this issue has been resolved.**

**EVV Visits Being Rejected - Resolved**

HHSC and TMHP are aware of an issue with certain EVV visits being rejected in error by the EVV Aggregator due to LTC Medicaid member eligibility verification issues. Please do not resubmit these visits with eligibility issues until further notice as TMHP is actively working to resolve the rejection issue.

As a reminder, before billing claims, program providers and financial management services agencies (FMSAs) should review their visits in their EVV system or the EVV Portal to ensure they have been accepted by the EVV Aggregator.

**Update, as of Wed., Dec. 24, upon further investigation, visits were not being rejected in error by the EVV Aggregator. Program providers and FMSAs should handle any rejected visits per their normal processes and resubmit as needed.**

**EVV Aggregator Authorization Webservice Missing Data**

HHSC and TMHP are aware of an issue with the EVV Authorization Web Service not being able to pull back authorization data for certain LTC Medicaid members. Program providers and FMSAs who encounter this should enter the missing information manually in their respective EVV system to complete the Medicaid Member profile setup so the electronic visit record can be captured. Program providers and FMSAs can find the authorization data through MESAV located in LTC TexMedConnect.

**Update, as of Wed., Dec. 24, TMHP is actively working to resolve this issue.**

**Questions?**

[Contact EVV with questions.](#)

For additional questions, please contact **UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.**