

# Electronic Visit Verification (EVV) Revises Visit Maintenance Unlock Request Policy and Form

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Effective **July 1, 2019**, the Texas Health and Human Services Commission (HHSC), applicable managed care organizations, and program providers must adhere to the revised Electronic Visit Verification Visit Maintenance Unlock Request policy. The revised policy is up-to-date with time frames payers must follow when processing visit maintenance unlock requests.

The EVV Visit Maintenance Unlock Request policy allows program providers an opportunity to correct certain data elements on EVV visit transactions after the standard 60-day visit maintenance timeframe has passed.

Read the full EVV Visit Maintenance Unlock Request policy [here](#).

The [EVV Visit Maintenance Unlock Request form](#) is up-to-date and lists the data elements that cannot be changed when performing visit maintenance. The form is located on the [Training Resources](#) page of the HHSC EVV website. Program providers can also contact their payer to request a copy of the form.

For questions about this alert contact [HHSC EVV Operations](#).