

Update to Revised EVV Visit Maintenance Unlock Request Policy

Information posted July 12, 2019

On June 26, 2019, HHSC notified program providers and managed care organizations about the revised Electronic Visit Verification Visit Maintenance Unlock Request Policy and Visit Maintenance Unlock Request Form, effective July 1, 2019. **The revised policy is on hold.**

Program providers and MCOs **must follow the existing policy** for unlocking visit maintenance per the [EVV Provider Policy Handbook, Section 4200 - Visit Maintenance](#).

Program providers will continue to request the unlocking of visit maintenance by submitting the revised [Visit Maintenance Unlock Request Form](#) to their appropriate payer. A copy of the form may also be requested from your payer.

Contact [HHSC EVV Operations](#) with any questions.