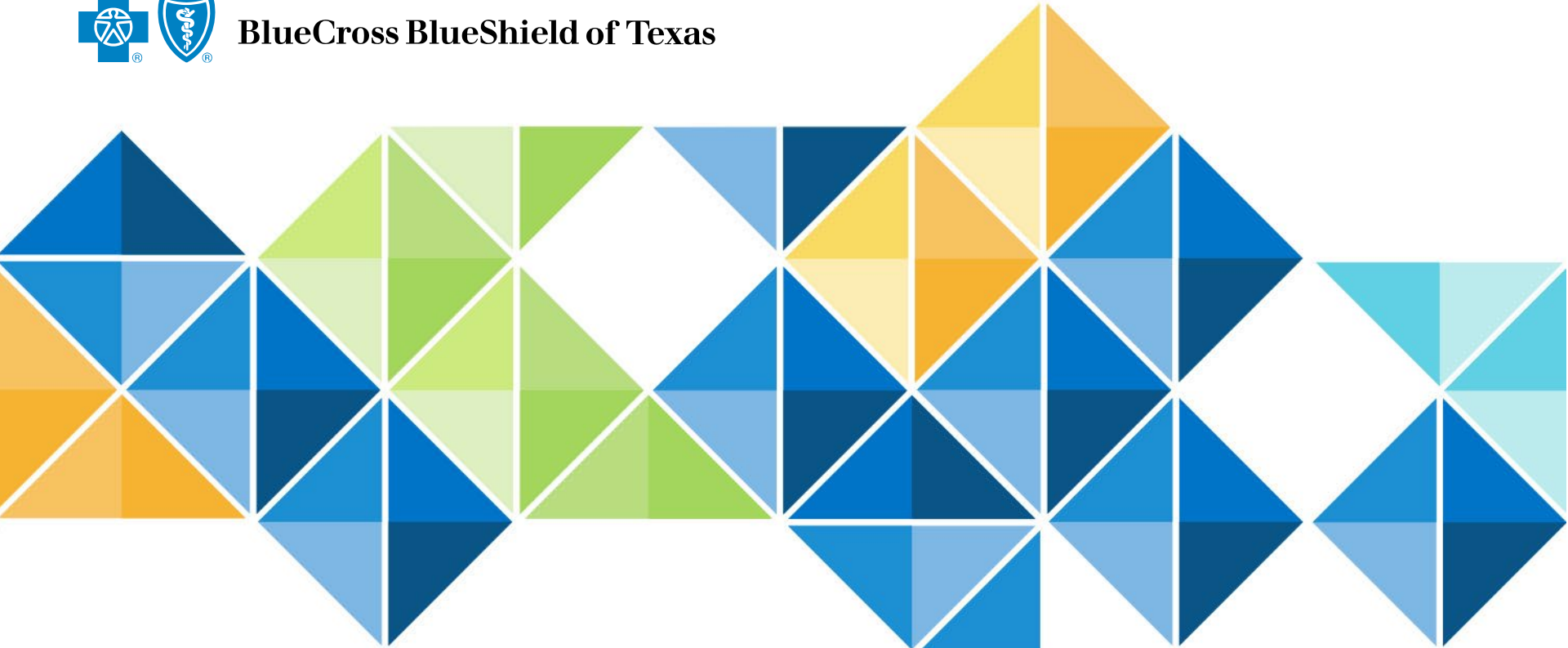




BlueCross BlueShield of Texas



Electronic Visit Verification (EVV) Visit Maintenance Unlock Request (VMUR)

SKSCP-9035-0722

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Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company,
an Independent Licensee of the Blue Cross and Blue Shield Association



Training Instructions

- This is an annual, 30-minute training sessions
- Our training is Instructor – led
- Registration via the Teams Meeting is required to attend the training and will track training completion for attendees.
- Currently no assessment is included in the training.

Overview of Training

- Visit Maintenance (VM) Unlock Request Overview
- EVV Key Terms and Definitions
- VM Rules in EVV Policy Handbook
- Blue Cross and Blue Shield of Texas (BCBSTX) EVV Website and Resources
- BCBSTX EVV Contact Information

Key Terms and Definitions

Key Term	Definition
Electronic Visit Verification (EVV)	Is a computer-based system that electronically documents and verifies service delivery information, such as date, time, service type and location for certain Medicaid service visits.
21st Century Cures Act	The 21st Century Cures Act is a federal law enacted by the U.S. Congress in December 2016. This law requires all states to use EVV for Medicaid personal care services (PCS) and home health care services (HHCS) requiring an in-home visit that are provided under a State plan or under a waiver of the plan
EVV Compliance Reviews	A set of standards established by Texas HHSC and Managed Care Organizations (MCOs) to review on a regular basis to ensure program providers, Financial Management Services Agencies (FMSAs), and Consumer Directed Services (CDS) employers adhere to EVV requirements
EVV Policy Handbook	The Texas Health and Human Services Commission (HHSC) handbook that provides EVV standards and policy requirements
EVV Usage Reviews	Payers are required to review EVV Usage Score quarterly and report results to HHSC
Manual EVV Visits	EVV visits that were manually entered into the EVV Vendor System to correct missing clock in or clock out time for the CDS Employee
Rejected EVV Visits	EVV Visits transactions not accepted by the EVV Aggregator and may require Visit Maintenance
Visit Maintenance	Process used by the program provider, FMSA or CDS employer to correct an EVV visit transaction in the EVV system to accurately reflect the delivery of service.

VM Rules in EVV Policy Handbook

- Visit Maintenance is the process used by the program provider, FMSA, CDS Employers to correct the identification and visit data in the EVV Vendor System to accurately reflect the delivery of service.
- VM is like correcting paper timesheets.
- VM is required by the Program Provider, FMSA, or CDS Employer when:
 - EVV system cannot “auto-verify” a visit transaction.
 - EVV system identifies exceptions and critical errors.
 - EVV Aggregator rejects the EVV visit transaction due to incorrect or missing data.
 - Program provider, FMSA or CDS employer reduces bill hours after the EVV system auto-verifies the EVV visit transaction.
 - EVV system is unavailable.
 - Service provider or CDS employee fails to use the EVV system.
- Exceptions are identified by an EVV system and prevent an EVV visit transaction from being auto-verified or sent to the EVV Aggregator.

Visit Maintenance Unlock Request

- Visit Maintenance Unlock Request (VMUR) allows a Program Provider, FMSA, or CDS Employer the opportunity to correct data element(s) on an EVV visit transaction(s) after the visit maintenance time frame has expired.
- Visit Maintenance must be completed within 95 days from the date of service delivery. Once that time frame has expired, then the VM Unlock request can be submitted on the required form(s).
- Visit Maintenance cannot change: Actual time in; Actual time out; Actual visit date; Reason Codes (can add new reason codes but cannot change).
- Two New Visit Maintenance Unlock Requests forms – one for Program Providers and FMSAs, and one for CDS Employers. Both forms are located on the [BCBSTX EVV Website](#).

Visit Maintenance Unlock Request – Cont.

- **VM Unlock Request Basics**

- Submit the completed request to the BCBSTX EVV email address
- Make sure you include the reason why the unlock request is needed (i.e., what prevented you from fixing what was needed during the Visit Maintenance time period)
- BCBSTX will respond within 10 business days after receiving the request
- If BCBSTX requests more information the Program Provider, FMSA, or CDS Employer has 10 business days to submit the requested information back to BCBSTX.
- If request is approved, then BCBSTX will email approval and also advise EVV Vendor that the unlock request was approved. EVV Vendor has 10 business days to complete approved VM Unlock request.
- BCBSTX is required to automatically deny request if
 - The request was not sent through a secure method
 - The request is incomplete or missing required information
- EVV Visit Maintenance Unlock Request does not override the timely filing deadline for submission of a new or corrected claim

BCBSTX EVV Website

- [BCBSTX EVV Webpage](https://www.bcbstx.com/provider/medicaid/evv) - <https://www.bcbstx.com/provider/medicaid/evv>
- Four Resource Sections – Policies, Training, Notices, and Archives
- EVV Visit Maintenance Unlock Request (VMUR) forms (located on our [EVV webpage](#))
 - Programs Providers and FMSA
 - CDS Employers
- Health and Human Services EVV Contact Information
- Texas Medicaid & Healthcare Partnership (TMHP) EVV Contact Information
- EVV Vendor Contact Information
- EVV Compliance Oversight Reviews
- EVV Most Common Reasons for Denial and Recoupment
- Span Billing Guidelines

BCBSTX EVV Contact Information

- BCBSTX_EVV_Questions@bcbstx.com
- Provider Customer Service at **1-877-784-6802**
- For Service Coordination needs, call **1-877-301-4394** (TTY 7-1-1)
- Information on how to submit a [Complaint or Appeal](#)
- [Sign Up for GovDelivery](#) – Ensures you will have the most current news and alerts related to EVV

Questions?

