

## ELECTRONIC VISIT VERIFICATION UNLOCK REQUEST Reference Guide and Instructions

Providers have 95 days from the date of the visit to perform any visit maintenance in the Electronic Visit Verification (EVV) vendor system before the visit transaction is locked. A **Visit Maintenance Unlock (VMU) Request** form can be completed and submitted to Community First Health Plans to unlock a visit under certain circumstances, as noted in this reference guide.

The Provider is responsible for ensuring that visit transactions are successfully transmitted and accepted in the EVV aggregator prior to claim submission, and that visit maintenance is performed before the visit is locked. Visit transaction errors can be identified on the **Failed to Export Report**, including the reason codes for the rejection.

Refer to the [Best Practices to Avoid EVV Claim Mismatches](#) guide for technical guidance and for help avoiding EVV claim mismatches.

### EVV VISIT MAINTENANCE UNLOCK REQUEST PROCESS

Beginning July 18, 2022, all EVV Visit Maintenance Unlock Requests must follow the process listed below:

1. Determine the reason for submitting the Visit Maintenance Unlock Request Form.  
Below is a list of approved reasons:
  - a. Visit related to retro-authorizations or back-dated authorizations.
  - b. Visit related to retro-eligibility of a Member.
  - c. Visit related to a payor change.
  - d. Visit related to circumstances outside of Provider control.
  - e. HHSC determines that an exception is required for circumstances like a natural disaster.
  - f. The Program Provider, Financial Management Services Agency (FMSA), or Consumer Directed Services (CDS) Employer was unable to manually enter an EVV visit during the visit maintenance time frame because of a payer or EVV vendor system error, and the error persisted throughout the visit maintenance time frame. In this case, the Program Provider, FMSA, or CDS Employer must provide proof demonstrating:
    - i. Community First was informed of the issue within the visit maintenance time frame.
    - ii. The issue was not resolved during the visit maintenance time frame.
    - iii. A good faith effort was made to comply with the visit maintenance time frame.
2. If one or more of the approved reasons above applies, send a secure email to [cfvmurevv@cfhp.com](mailto:cfvmurevv@cfhp.com) with the applicable Visit Maintenance Unlock Request Form attached. You can download the forms below:
  - a. [FMSA VMU Request Form](#)
  - b. [CDS Employer VMU Request Form](#)

Instructions on completing the forms can be found on the instructions tab of each form.

3. Community First will review the Visit Maintenance Unlock Request Form within:
  - a. Ten (10) business days from the date of receipt of the secure email with the completed Unlock Request Form attached.
  - b. 30 business days from the date of receipt of a secure email with the completed request for an appeal or reconsideration with supporting documentation.

If a Provider is asked to send additional supporting documentation, the Provider must respond within five (5) business days through a secure email or 15 business days if the additional request of information is related to an appeal or reconsideration.

**IMPORTANT:** A Visit Maintenance Unlock Request Form missing information or that attempts to correct a data element field that is not allowed or not listed as an approved reason (listed above) will be denied. The following data elements **cannot** be corrected:

- a. Actual Time In
- b. Actual Time Out
- c. Actual Visit
- d. Reason Codes

**Community First Health Plans reserves the right to approve or deny Visit Maintenance Unlock Requests.**

**For questions regarding unlock requests only, please call (210) 510-0245 or (210) 510-2455.**