



# Electronic Visit Verification (EVV) Visit Maintenance Unlock Request (VMUR) for Program Providers and Financial Management Services Agencies (FMSAs) January 1, 2025 (version 10)

**INSTRUCTIONS:**

Please review these instructions before completing the FMSA Visit Maintenance Unlock Request form.

VMUR Field	Instructions
Payer (Listed on the visit)	Select the payer listed on the visit from the drop-down list.
EVV Vendor System	Select the EVV vendor system from the drop-down list, if applicable.
Former EVV System (If applicable)	Select the former EVV system from the drop-down list. Legacy visits must be exported to the current EVV System.
Program Provider and FMSA Information	Instructions
Program	Select the program from the drop-down list.
Program Provider and FMSA Legal Name	Enter the organization's legal name.
Program Provider and FMSA NPI or API	Enter National Provider Identifier or Atypical Provider Identifier.
Program Provider and FMSA TIN	Enter Taxpayer Identification Number.
Program Provider and FMSA Provider Number	Enter Provider Number.
Member Information	Instructions
Member Name	Enter the name of the Member who received services.
Medicaid Member ID	Enter the Member's nine digit Medicaid ID number.
Correction Request Information	Instructions
Request Row Number	Row ID number for each entered visit ID. Add rows if needed.
EVV Visit ID	Enter the EVV visit ID.
EVV Visit Date	Enter the EVV visit date.
Incorrect Data Element	Select from the approved data element options allowed for corrections from the drop-down list. <i>Multiple corrections for one visit will require multiple line submissions.</i> <i>Note: "N/A - Export Only" may be selected for situations when a visit has been corrected but not exported to the EVV Aggregator because the visit is locked.</i>
Incorrect Data Element Information	Enter the incorrect data currently showing in the EVV system.
Correct Data Element Information	Enter the data element that will show in the EVV system after the correction has been made.
Reason for Data Element Correction	Enter the reason for the data element correction.
<b>Do not enter any information in the yellow fields. They must be completed by payers.</b>	
<p><b>More Information</b></p> <ul style="list-style-type: none"> <li>• Requests that are not sent securely could result in a Health Insurance Portability and Accountability Act (HIPAA) violation and the payer will deny the request.</li> <li>• VMUR request emails must include a contact name, email address, and phone number.</li> <li>• EVV system support staff cannot provide specific information or direction on updates to data elements.</li> <li>• Review <a href="#">Section 9000</a> of the EVV Policy Handbook for more information about Visit Maintenance.</li> </ul>	

Program Providers and FMSAs Must Complete the Following:

Payer (listed on the visit):

EVV Vendor System:

Former EVV System (If applicable):

# EVV Visit Maintenance Unlock Request Form for Program Providers and FMSAs

## January 1, 2025 (version 10)

Program Provider and FMSA Information					Member Information		Correction Request Information							PAYER USE ONLY	
Date of Decision:															
Program	Program Provider and FMSA Legal Name	Program Provider and FMSA NPI or API	Program Provider and FMSA TIN	Program Provider and FMSA Provider Number	Member Name	Medicaid Member ID	Request Row Number	EVV Visit ID	EVV Visit Date	Incorrect Data Element	Incorrect Data Element Information	Correct Data Element Information	Reason for Data Element Correction	Approval Status	Reason for Denial