



Aetna Better Health of Texas (ABHTX) EVV Updates Now Available for Reason Codes and Visit Maintenance Unlock Request Templates and Job Aid

EVV Updates Now Available for Reason Codes and Visit Maintenance Unlock Request Templates and Job Aids

Background:

On July 28, 2023, HHSC published [EVV Updates Now Available for Policy, Reason Codes, Visit Maintenance Unlock Request and EVV Policy Training | Texas Health and Human Services](#).

The purpose of this notice is to require MCOs to post the attached communication and policies regarding the changes to the Reason Codes and Visit Maintenance Unlock Request (VMUR) templates and VMUR job aids.

Key Details:

Reason Codes

HHSC has published [EVV Reason Codes Effective Oct. 1, 2023 and after](#) and the [EVV Reason Codes Crosswalk \(PDF\)](#), to compare the different versions of reason codes, on the EVV webpage.

Updated VMUR Templates and VMUR Job Aids

HHSC published EVV VMUR templates [for Program Providers and FMSAs \(Excel\)](#) and [for CDS employers \(Excel\)](#), on the EVV webpage.

A new option is now available in the Incorrect Data Element drop-down list. “Bill Time In” and “Bill Time Out” was added to document the actual clock in time of the service and the actual clock out time of the service.

An example of a request to document the “Bill Time In” and “Bill Time Out” can be found in the [EVV VMUR Job Aid for Program Providers and FMSAs \(PDF\)](#) and [EVV VMUR Job Aid for CDS employers \(PDF\)](#).