

## Electronic Visit Verification (EVV) Visit Maintenance Unlock Request (VMUR) for Program Providers and Financial Management Services Agencies (FMSAs)

### INSTRUCTIONS

VMUR Field	Instructions
<b>Payer (Listed on the visit)</b>	Select the payer listed on the visit from the drop-down list.
<b>EVV Vendor System</b>	Select the EVV vendor system from the drop-down list, if applicable.
<b>Proprietary System Name</b>	Enter the EVV proprietary system's name, if applicable.
<b>Program Provider and FMSA Information</b>	
<b>Program</b>	Select the program from the drop-down list.
<b>Program Provider and FMSA Legal Name</b>	Enter the organization's legal name.
<b>Program Provider and FMSA NPI or API</b>	Enter National Provider Identifier or Atypical Provider Identifier
<b>Program Provider and FMSA TIN</b>	Enter Taxpayer Identification Number
<b>Program Provider and FMSA Provider Number</b>	Enter Provider Number
<b>Service Area</b>	Enter the HHSC Region, Catchment Area, LMHA or LIDDA Service Area.
<b>Member Information</b>	
<b>Member Name</b>	Enter the member's name that received services.
<b>Medicaid Member ID</b>	Enter the nine digit Medicaid ID for the member.
<b>Correction Request Information</b>	
<b>EVV Visit ID (Column I)</b>	Enter the EVV visit ID.
<b>EVV Visit Date (Column J)</b>	Enter the EVV visit date.
<b>Incorrect Data Element (Column K)</b>	Select from the approved data element options allowed for corrections from the drop-down list. Multiple corrections for one visit will require multiple line submissions. <b>Note:</b> '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.
<b>Incorrect Data Element Information (Column L)</b>	Enter the incorrect data currently showing in the EVV system.
<b>Correct Data Element Information (Column M)</b>	Enter the data element that will show in the EVV system after the correction has been made.
<b>Reason for Data Element Correction (Column N)</b>	Enter the reason for the data element correction.

**Do not enter any information in fields that payers must complete (Yellow fields).**

**More Information**

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.

VMUR request emails must include a contact name, email address and phone number.

EVV system support staff cannot provide specific information or direction on updates to data elements.

Review [section 8000](#) of the EVV Policy Handbook for more information about visit maintenance.



