



M E M O R A N D U M

TO: Valued STAR Providers

FROM: El Paso Health

DATE: 12/08/2023

RE: Important Dates: Complete EVV Visit Maintenance and Submit VMURs Before Losing Access

Program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers who are transitioning to HHAeXchange, are responsible for completing all required visit maintenance, including Visit Maintenance Unlock Requests (VMURS), in their current EVV vendor system, Datalogic/Vesta or First Data/AuthentiCare by December 22, 2023.

Summary of Request:

1. EVV users must submit their VMURs by December 11, 2023. A VMUR allows program providers, FMSAs and CDS employers the opportunity to correct data element(s) on an EVV visit transaction(s) after the visit maintenance time frame of 95 days (from the date of service delivery) has expired.
2. DataLogic/Vesta and First Data/ AuthentiCare will be available for visit maintenance until December 22, 2023. Therefore, program providers, FMSAs and CDS employers are encouraged to immediately start working on visit maintenance for manual, pending, or rejected visit(s) before they lose access.

Additional Information:

A notice with instructions on how to complete visit maintenance after December 22, 2023, for visits originally captured in the Vesta and Authenticare systems, will be sent out later this month.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com