

**An Important Message from
The Texas Health and Human Services Commission (HHSC)
EVV Program Providers and FMSAs Must Download Visit Data by
Dec. 22, 2023**

Background:

Program providers and financial management services agencies (FMSAs) transitioning to HHAeXchange and who have visits in Vesta or AuthentiCare, that have not been successfully submitted to the EVV Aggregator, should download a copy of their visit data by **December 22**. The downloaded visit data can be used to support future Visit Maintenance Unlock Requests (VMURs).

Key Details:

Data Availability

Access to the state provided Vesta and AuthentiCare systems will end on **December 22**.

Program providers and FMSAs are encouraged to download and archive data in their current EVV systems that is not being converted as outlined below. For program providers and FMSAs that use the EVV systems or the paid for versions of Vesta or AuthentiCare to store or maintain non-EVV visit data, should **take steps now** to maintain their non-EVV visit data.

- Once the data has been reviewed, users should contact [HHAeXchange](#) for any issues or concerns with their data.

EVV visit data for dates of service Sept. 1, 2019, to present is available in the EVV Portal.

- Program providers or FMSAs needing access to data prior to Sept. 1, 2019, can email [HHSC EVV](#).

Data Conversion

The following data will be transferred from your current EVV systems (AuthentiCare or Vesta) and uploaded to the new HHAeXchange system:

- Five years of profile data
 - Direct service provider information
 - Member information
 - CDS employer information
 - Service authorization information
- One year of accepted visit information (from the EVV Aggregator)

Visit Maintenance

Those who are live with HHAeXchange must complete their visit maintenance in the Vesta or AuthentiCare systems, by December 22, for visits with dates of service prior to your go-live date. Any visits for dates of service on or after your go-live date with HHAeXchange will be captured and maintained in the HHAeXchange system.

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

Submit Visit Maintenance Unlock Requests by December 11

Program providers, FMSAs, and CDS employers who are transitioning to HHAeXchange must submit their VMURs for locked visits found in Vesta or AuthentiCare to their payer by **December 11**.

- A VMUR allows users the opportunity to correct data elements on an EVV visit transaction after the visit maintenance time frame of 95 days (from the date of service delivery) has expired.

Resources:

Email [HHSC EVV Operations](#) with any questions.