

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

EVV Aggregator Visit Rejecting with Ex0002C

Background:

HHSC and the Texas Medicaid & Healthcare Partnership (TMHP) is aware of an issue that occurred between Sept. 12 – 14, with EVV visits submitted to the EVV Aggregator, receiving rejection message “**Ex0002C-Provider NPI cannot be validated as active for the visit date**”. This issue has since been resolved.

Key Details:

TMHP will re-export Ex0002C visits in all EVV systems (HHAeXchange and proprietary system vendors) by Friday, Sept. 20. No action is needed from program providers or financial management services agencies.

Resources:

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