

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

**Current EVV Users Must Complete Visit Maintenance Before They Lose
Access on Dec. 22, 2023**

Background:

Program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers transitioning to the new state EVV vendor, HHAeXchange, are responsible for completing all required visit maintenance (including visit maintenance unlock requests) in their current EVV vendor system, DataLogic/Vesta or First Data/AuthentiCare.

Key Details:

DataLogic/Vesta and FirstData/AuthentiCare will be available for visit maintenance until **Dec. 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.

After going live with HHAeXchange, visit maintenance for visits with dates of service prior to your go-live date must be completed in the AuthentiCare or Vesta systems. Any visits for dates of service on or after your go-live date with HHAeXchange will be captured and maintained in the HHAeXchange system.

Additional Information:

As a reminder, HHAeXchange will go-live for current EVV users that have not onboarded as a proprietary system operator on Oct. 1.

Resources:

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