

## EVV Request to Unlock Visit Maintenance

Requests to unlock visit maintenance beyond the 60 day visit maintenance period will be reviewed and approved by Molina on a case by case basis. Providers are required to complete visit maintenance prior to billing and within 60 days from the date of service. The process to submit a request to unlock visit maintenance is as follows:

- Email [MHTXEVV@molinahealthcare.com](mailto:MHTXEVV@molinahealthcare.com) request a copy of the unlock form.
- Complete all required data elements on the form to ensure timely processing of your request.
- Please send a SECURE EMAIL (we will not be able to open your message if it is not sent SECURE) to the Molina Healthcare EVV Mailbox at [MHTXEVV@molinahealthcare.com](mailto:MHTXEVV@molinahealthcare.com) with your spreadsheet attached.
  - If you are not able to send a SECURE EMAIL, please email [MHTXEVV@molinahealthcare.com](mailto:MHTXEVV@molinahealthcare.com) and we will send you a secure link.
- Please allow 7 business days for review and determination of your request.

If you have any questions, please contact your Provider Services Representative.