

Electronic Visit Verification Required for Home Health Services

The Michigan Department of Health and Human Services requires home health care providers to report Electronic Visit Verification (EVV) for specific home health care services. This became effective July 1, 2024. EVV is a validation of the date, time, location, type of Personal Care or Home Health Care Services (HHCS) provided and the individual(s) providing and receiving services. This information helps to ensure beneficiaries are receiving services as planned and authorized and improve the accountability of caregiver services for services provided.

MDHHS has implemented an open vendor EVV model and selected HHAeXchange as its EVV vendor and aggregator. This system is used to validate in-home visits for Medicaid recipients. Additional information about use of an alternative EVV system and the EDI process can be found on the HHAeXchange website, hhaexchange.com.

Home Help agency providers using the state HHAX EVV system must enter all agency caregivers who provide Home Help services into the HHAX EVV Provider Portal. This requirement applies to both EVV-exempt and EVV-non-exempt caregivers. The EVV requirement doesn't prohibit PCS being delivered outside of the beneficiary's home. PCS should continue to be delivered in accordance with the beneficiary's needs, the individual plan of care, and the State Plan or Home and Community Based service standards.

MDHHS issued bulletins [MMP 24-11](#), [MMP 24-21](#), [MMP 24-34](#) and [L 25-59](#) informing PCS and HHCS providers of the MDHHS requirements for EVV:

- Home health care providers must electronically verify visits, including details such as date, time, service type, and person performing the service.
- MDHHS implemented a temporary soft launch to allow agencies to train staff and adjust to EVV reporting with no penalty before claims and payments are impacted.
- Home health care agencies can use their own EVV system, or the state-sponsored EVV solution through [HHAeXchange](#).
- Home health care agencies are responsible for training their employees, caregivers, and managing their agency's provider portal.
- Home health care agencies are urged to comply with reporting standards to avoid potential penalties or service disruptions.
- On January 1, 2026, MDHHS implemented a hard cutover to EVV for managed care HHCS codes requiring EVV. The hard cutover applies to all Dates of Service on or after September 3, 2024.
 - Missing or incomplete EVV records will prevent a claim from being created and will impact provider payment until the EVV record is complete.
- Beginning April 1, 2026, consistent non-compliance requires all Medicaid health plans, including McLaren, to enforce corrective actions, including potential payment impacts or termination of enrolled providers.
 - Providers must meet a quarterly threshold of 85% of EVV records without excessive manual edits.
 - MDHHS and McLaren Health Plan will use the HHAeXchange portal to monitor provider compliance.
 - Non-compliant providers will face:
 - Mandatory staff retraining
 - Mandatory attendance at MDHHS/MCE training
 - Submission of a formal compliance improvement plan
 - Formal, documented meetings with MDHHS or McLaren Health Plan

- Please be advised that persistent non-compliance may lead to payment impacts or potential termination of provider enrollment.

Resources and how to get started:

- Complete the [HHAeXchange Provider Onboarding Form](#) online: [HHAeXchange MI Information Center](#).
- For questions or help, visit the HHAeXchange Michigan Information Center website at hhaexchange.com or call HHAeXchange at: 1-866-576-1179.
- To learn more about using HHAeXchange and learn EVV at your own pace, visit: [HHAeXchange University](#).
- To stay up to date on EVV in Michigan, visit michigan.gov.

If you have any questions or issues with creating your provider portal account, please contact the MDHHS Atypical Provider Support hotline by phone at 1-800-979-4662 or email at providersupport@Michigan.gov. MDHHS will continue to update the EVV website as more information becomes available. Questions about EVV may be emailed to MDHHS-EVV@michigan.gov.

McLaren Health Plan thanks you for the quality care you deliver!