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MCG message

To: All Blue Cross Complete providers

Date: May 14, 2024

Subject: **MDHHS will implement an Electronic Visit Verification system**

The Michigan Department of Health and Human Services has partnered with HHAExchange to implement an Electronic Visit Verification system. EVV will be used to record certain in-home visits for personal care and home health care services and will do the following:

- Bring MDHHS into compliance with federal regulations
- Help ensure beneficiaries are receiving services as planned and authorized
- Improve the accountability of caregiver services
- Help ensure the accuracy of payment for services provided

Section 12006(a) of the 21st Century Cures Act requires states to gather EVV data for most Medicaid-funded personal care and home health care services that are furnished in the beneficiary's home.

MDHHS is implementing EVV using a staggered approach to allow for provider training and adoption of EVV processes. On Sept. 3, 2024, EVV will be available for MI Choice, MI Health Link, Behavioral Health (Personal Care Services), and Medicaid Managed Care Home Health Care Services.

To register for one of the [Get Ready for EVV webinar*](#) sessions, go to hhaexchange.zoom.us/webinar/register/WN_PluQ91dBQWuosdnX-9jVug#/registration*.

The two-hour webinars will be held:

- Mon., June 10 at 1 p.m.
- Thurs., June 13 at 3 p.m.
- Tues., June 18 at 1 p.m.

To learn more about EVV, visit www.Michigan.gov/EVV*. For questions or help, call HHAExchange at 1-866-576-1179 or visit the HHAExchange Michigan Information Center website at https://www.hhaexchange.com/info-hub/michigan*.

If you have questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

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