

Electronic Visit Verification (EVV)

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Mission

MDHHS provides services and administers programs to improve the health, safety, and prosperity of the residents of the state of Michigan.

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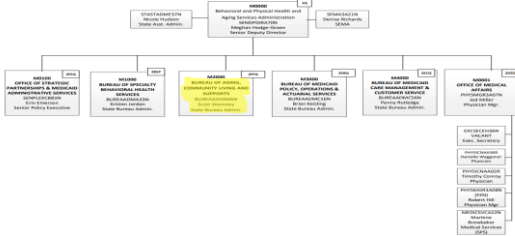
BPHASA & ACLS Bureau



- The Bureau of Aging, Community Living, and Supports (ACLS Bureau) was created in October 2021 by the Executive Reorganization that merged the Bureau of Medicaid Long-Term Care Services and Supports and the Aging and Adult Services Agency (AASA).
- ACLS Bureau oversees a variety of Medicaid, Older Americans Act, and state and federally funded home and community-based service programs and facility-based long-term care activities. ACLS Bureau also performs functions of policy support, program development, and grants management for a variety of programs and services.

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BPHASA Structure



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ACLS Divisions Supporting EVV



- Aging and Community Services Division (ACS) - ACS is responsible for oversight, policy, and operations of **MI Choice, Community Transition Services**, and Brain Injury Services. ACS is also responsible for health promotion-related programs for older adults, including direct care workforce-related matters, evidence-based disease prevention programs, nutrition programming, and senior volunteer programs.
- Integrated Care Division (IC) - IC administers **MI Health Link** (MIHL) for people who are dually eligible for Medicare and Medicaid. IC administers the Program of All Inclusive Care for the Elderly (PACE) for frail, older adults who are at least 55 years old, meet the Nursing Facility Level of Care criteria, and can live safely in the community.

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ACLS Divisions Supporting EVV



- Long-Term Care Services Division (LTC) - LTC ensures the effective implementation of various MDHHS long-term care programs, including **Home Help, Home Health**, Private Duty Nursing, OBRA/PASRR, nursing facility closures management, Civil Monetary Penalty program, and hospice services.
- Operations and Aging Network Support Division (OANS) - OANS provides program and financial oversight and technical assistance to Michigan's 16 Area Agencies on Aging (AAAs) and more than 1,200 service providers. OANS also works with the Commission on Services to the Aging, AAA Area Plans, and statewide operating standards under the Older Americans Act and Older Michigianians Act.

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EVV Overview Agenda

	EVV Basics
	MDHHS Decisions
	EVV Solution
	EVV Timeline
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	EVV Resources
	Questions and Discussion

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EVV Basics: What?

What is Electronic Visit Verification (EVV)?

- A method used to verify home care visits to ensure Medicaid beneficiaries are receiving services and reduce opportunity for fraud, waste, and abuse.
- The 21st Century Cures Act, Section 12006, enacted in 2016, is a federal law mandating that states implement EVV solutions for Medicaid-funded personal care services (PCS) and home health care services (HHCS) requiring in home visits by a provider.

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EVV Basics: When?

When is EVV compliance required?

- The Cures Act required States to have EVV in place by January 1, 2020, for Personal Care Services and January 1, 2023, for Home Health Care Services or lose federal Medicaid dollars.
- Michigan is currently incurring Federal Medical Assistance Percentage (FMAP) penalties due to delay in implementing EVV.

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EVV Basics: Required Data

An EVV system must collect and verify the following information:

- Type of service performed.
- Person receiving the service.
- Date of the service.
- Location of the service.
- Person providing the service.
- Time the service begins and ends.

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EVV Basics: Services

Personal care services include help with:

- Activities of Daily Living (ADLs), such as bathing, dressing, mobility, and grooming.
- Instrumental Activities of Daily Living (IADLs), such as meal preparation, shopping, laundry, and housekeeping.

Home Health Care Services include, for example, skilled nursing services, home health aide, and physical, occupational and speech therapies.

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EVV Basics: Impacted Programs

Program	Personal Care Services	Home Health Care Services
MI Choice	X	
MI Health Link	X	
Medicaid Managed Care		X
Behavioral Health	X	
Home Health FFS		X
Home Help	X	
Community Transition Services	X	

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MDHHS Decisions



MDHHS has made the following decisions about an EVV system for Michigan:

- An Open Vendor model that allows providers to use a state-offered system, or another system of their choosing that meets state requirements.
- To procure a web-based, commercial-off-the-shelf EVV system from a nationally recognized vendor with implementation and CMS certification experience in other states.
 - Contract executed March 2023 with HHAeXchange.
- To implement a system that is minimally burdensome for providers and include stakeholders at every step.
- To stagger EVV implementations by program.

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EVV Solution: HHAeXchange Platform



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EVV Solution: Key Data Flows and Systems



Provider Information	<ul style="list-style-type: none"> • CHAMPS - FFS Home Health, Home Help, and CTS • MCO Systems - MI Choice, MI Health Link, Behavioral Health, Medicaid Managed Care
Beneficiary Information	<ul style="list-style-type: none"> • CHAMPS - All Programs
Authorization Information	<ul style="list-style-type: none"> • CHAMPS - CTS and Home Health FFS • MIAMS Services Authorization - Home Help • MCO Systems - All managed care programs
Claims Billing and Payment	<ul style="list-style-type: none"> • HHAeXchange EVV Billing - 837 electronic claims will be sent from EVV to payers for verified services only (CHAMPS and MCO payer systems)

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EVV: Home Health Care Services FFS



Effective April 1, 2024, per [MMP-24-33](#), MDHHS requires the use of Electronic Visit Verification (EVV) for certain HHCS codes for Medicaid Fee-for-Service (FFS) providers serving Medicaid beneficiaries. The EVV-required codes for HHCS are listed in the policy and on the MDHHS Home Health billing and reimbursement website.

MDHHS is implementing EVV for FFS HHCS providers in two phases. Details are outlined in [Letter 24-47](#).

- Dates of Service on or after April 1, 2024** - MDHHS will implement a soft launch for the HHCS Codes requiring EVV. EVV is required, but there are no financial consequences as providers and caregivers get comfortable with the system.
- June 1, 2024** - MDHHS will implement a hard cutover to EVV for all dates of service on or after April 1, 2024, for HHCS Codes requiring EVV. CHAMPS will only accept claims for EVV services submitted from the HHAExchange system. Payment will be impacted if EVV is not complete.

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EVV for HHCS FFS: Key Communication Milestones



Dates	Activity	Description
2/8, 2/13, and 2/14/2024	General Information Session	Overview of Michigan Home Health FFS EVV implementation project and HHAExchange EVV Solution.
2/21/2024	Distribute Learning Management System (LMS) Credentials	Agency Providers who have completed onboarding receive credentials to access the HHAExchange LMS to review training materials and other resources.
2/27 – 2/29/2024	System User Training	Step by step instructional on how to use the HHAExchange Provider Portal. EDI Providers are instructed on process for submitting EVV information to HHAExchange.
3/12/2024	Distribute HHAExchange Provider Portal Credentials	Providers receive access credentials to their agency's HHAExchange Provider Portal. Providers are encouraged to familiarize themselves with system user interface and navigation, and to begin entering caregiver information.
3/25/2024	Getting Started Webinar	Ensure agencies have information needed to use the HHAExchange system at Go-live. System setup, workflows, and review of system actions to capture EVV are covered.

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EVV Resources: MDHHS



<https://www.michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/electronic-visit-verification>

Electronic Visit Verification

As part of the State Children's Health Plan, the Centers for Medicaid & CHIP Services (CMS) requires states to implement an Electronic Visit Verification (EVV) system. This page describes the Michigan Medicaid EVV system and related information, programs, and useful resources.

What is EVV?
Electronic Visit Verification (EVV) is a collection of the data from various types of physical care. It is used to verify that services are provided, and that the provider providing the services are authorized to provide those services. EVV is used to ensure that services are provided, and that the provider providing the services are authorized to provide those services.

- Statewide and Program Specific
- Job Costing System
- Call Center
- Provider Portal
- Billing

[Visit the HHAExchange Michigan Information Center](#)

Updates
Click one of the following links to learn about EVV updates in Michigan:

- [2024 Q2 Q3 Q4 EVV Updates and Training Materials](#)
- [Michigan EVV Updates and Training Materials](#)
- [Michigan EVV Updates and Training Materials](#)
- [Michigan EVV Updates and Training Materials](#)

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EVV Resources: MDHHS



<https://www.michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/electronic-visit-verification/electronic-visit-verification-resources/evv-policy-bulletins-l-letters>



EVV Policy Bulletins & L-Letters

The Michigan Department of Health and Human Services (MDHHS) policy bulletins and L-letters in regards to Electronic Visit Verification.

- [L-12-23](#) Soft Launch of Electronic Visit Verification for Elder Service Home Health Care Services
- [MMB-24-3](#) Home Health Electronic Visit Verification
- [MMB-23-38](#) Electronic Visit Verification Connection to Bulletin HMP 23-04
- [MMB-23-26](#) Update to Provider Enrollment of Electronic Visit Verification (E-VV) - Required Personal Care Services Providers
- [MMB-23-42](#) Provider Enrollment of Electronic Visit Verification (E-VV) - Required Personal Care Services Providers
- [L-14891-23-33](#) Electronic Visit Verification

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EVV Resources: HHAeXchange



<https://www.hhaexchange.com/info-hub/michigan-information-center>



Michigan Information Center

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- CONTACT
- IMPORTANT DATES

Overview

The Michigan Department of Health and Human Services (MDHHS) is partnering with HHAeXchange to implement an Electronic Visit Verification (E-VV) system. This system will be used to validate in-home visits for health and healthcare. This will bring HHAeXchange into compliance with federal regulation, ensure benefits for the providers, services are performed and authorized, improve the accountability of caregiver services, and ensure government accountability for services provided.

Under Section 10106(a) of the 2017 Michigan Health Care Quality and Access Act, providers are required to implement E-VV for all Medicaid personal care services and home health care services that require an in-home visit by a provider. The E-VV system must verify the type of service performed, along with the date, time, and location of the service, as well as the individual receiving and the individual providing the service.

MDHHS has selected to use an open system or "Open Vendor Model". The implementation of an "Open Vendor Model" allows providers and managed care organizations to use the state's selected E-VV system, HHAeXchange at no cost, or an alternate E-VV system of their choosing that directly integrates with the state's E-VV system, HHAeXchange. The HHAeXchange system includes data collection, data aggregation, and a reporting module to support MDHHS and its providers in HHAeXchange with support in HHAeXchange by consolidating on visit data, regardless of the E-VV tool used.

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Additional EVV Resources



- CMS:
 - Cures Act Informational Bulletin: <https://www.medicare.gov/federal-policy-guidance/downloads/cib051618.pdf>
 - EVV Updates: <https://www.medicare.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>
- MDHHS:
 - Listserv Instructions: https://www.michigan.gov/documents/LISTSERV_127789_7.pdf
 - EVV Email: MDHHS-EVV@Michigan.gov

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Questions & Discussion 

MDHHS Contact Information:

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Thanks!



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