

April 3, 2024

<Provider Name>
<Provider Address 1>
<Provider Address 2>
<City> <State> zipcode5-zipcode4

Dear Interested Party:

RE: Electronic Visit Verification (EVV) Information and Implementation Timeline

The purpose of this letter is to inform Medicaid providers required to use Electronic Visit Verification (EVV) of important dates of implementation. The 21st Century Cures Act, enacted by the U.S. Congress in December 2016, added Section 1903(l) to the Social Security Act to require all states to use Electronic Visit Verification (EVV) for Personal Care Services (PCS) and Home Health Care Services (HHCS) provided under a Medicaid State Plan of the Social Security Act or under a waiver of the plan.

The Michigan Department of Health and Human Services (MDHHS) has identified the following programs that will be affected by EVV:

- Home Health
 - Fee-for-Service (FFS)
 - Comprehensive Health Care Program (CHCP) – Medicaid Health Plans
- Home Help
- Behavioral Health
- MI Choice Waiver
- MI Health Link
- Community Transition Services (CTS)

Michigan has selected HHAeXchange as the state's selected EVV system. Providers and managed care organizations can use the state's selected EVV system at no cost or select an alternate EVV system of their choice that directly integrates with the state's EVV system. Visit the [HHAeXchange Michigan Information Center website](#) for system requirements, training opportunities, and additional resources.

PCS providers should review MDHHS bulletin [MMP 23-76](#) for PCS that require EVV, PCS that do not require EVV, and established provider enrollment requirements.

HHCS providers should review MDHHS bulletin [MMP 24-11](#) for HHCS that require EVV and HHCS exclusions.

L 24-14

This L-letter serves to update [L-letter 18-53](#).

EVV Implementation Timeline

The table below outlines by program the dates when providers must begin using EVV.

Program	Date(s) of Service On or After
Home Health – FFS	April 1, 2024
Home Help Agency Providers	July 1, 2024
Behavioral Health Community Transition Services MI Choice Waiver MI Health Link Medicaid Health Plans - HHCS	September 3, 2024
Home Help Individual Providers	No later than September 3, 2024*

*The start date for Home Help Individual Providers will be published at a later date.

Important Next Steps

Welcome Letters for EVV, and explanation of next steps, will be sent to providers enrolled in the Community Health Automated Medicaid Processing System (CHAMPS). PCS agency providers and fiscal intermediaries required to use EVV must register for a National Provider Identifier (NPI) and enroll in CHAMPS. Currently enrolled Home Help agency providers must ensure the NPI is added to their CHAMPS enrollment.

Home Help agency providers must enter their NPI in CHAMPS by April 8, 2024. All other PCS agency providers and fiscal intermediaries required to use EVV must meet the NPI and CHAMPS enrollment requirements by April 18, 2024. Failure to do so may impact the provider's ability to access the EVV system and receive payments once EVV is required for their programs. For more information and resources related to these requirements, refer to bulletin [MMP 23-76](#). Additional information for Home Help agency providers is located in policy bulletins [MMP 23-64](#) and [MMP 24-08](#).

Providers of HHCS who provide services under the Home Health FFS program must continue to follow the HHAeXchange Welcome Packet steps for Go Live, April 1, 2024. To ensure receipt of these notifications, prompt enrollment in CHAMPS is required.

Updating Provider Information in CHAMPS

HHAeXchange will send all correspondence to the email address in the provider's CHAMPS enrollment. Providers currently enrolled in CHAMPS should verify contact information by logging into CHAMPS and navigating to "Provider Basic Information" and "Primary Practice Location" to view email addresses. For steps on changing contact information, visit www.Michigan.gov/Medicaidproviders >> Provider Enrollment. For questions regarding or problems with changing contact information, PCS providers should call 1-800-979-4662. HHCS providers should call the CHAMPS Provider Support Hotline at 1-800-292-2550.

For questions or help please call HHAeXchange at 1-855-400-4429 or visit the Michigan Information Center website at www.hhaexchange.com/info-hub/Michigan. To stay up to date on EVV in Michigan visit www.Michigan.gov/EVV.

An email ListServ is also available for providers who want to receive automated announcements regarding the Michigan Medicaid Program (i.e., changes to policy, training opportunities, etc.). Providers may access subscription instructions on the MDHHS website at www.michigan.gov/medicaidproviders >> click "ListServ Instructions" under Resources.

An electronic version of this document is available at www.michigan.gov/medicaidproviders >> Policy, Letters & Forms.

Sincerely,



Meghan E. Groen, Director
Behavioral and Physical Health and Aging Services Administration