Michigan Department of Health and Human Services
Program Policy Division PO Box 30809
Lansing MI 48909

MDHHS
Michigan Department of Health & Human Services
GRETCHEN WHITMER, GOVERNOR | ELIZABETH HERTEL, DIRECTOR

November 25, 2025

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

Dear Home Help Agency Provider:

RE: Your Action is Required in the HHAeXchange (HHAX) Electronic Visit Verification (EVV) Provider Portal

You are receiving this letter as a Home Help agency provider currently serving Home Help clients. Effective July 1, 2024, Home Help agency providers must use EVV. 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.

According to Michigan Department of Health and Human Services (MDHHS) records, your agency has not yet entered all agency caregivers who provide Home Help services into the HHAX EVV Provider Portal. The purpose of this letter is to share resources with you to help with this process.

If you have already entered your caregivers into the HHAX EVV Provider Portal, no further action is needed. You will continue to add new caregivers as you hire them.

Adding Caregivers to Your Agency HHAX EVV Provider Portal

To learn more about this process, see the following resources:

- **Visit the Caregiver Management section in the "HHAeXchange General EVV – FAQs" document.** To access this document, go to www.hhaexchange.com/info-hub/michigan-information-center. Under the Table of Contents, click on "Frequently Asked Questions". Next, click on "Click HERE for Frequently Asked Questions about the HHAeXchange system."
- **If your agency has 50 or more caregivers, view the HHAeXchange Caregiver Bulk Import Process Guide.** To access this document, go to the HHAX Knowledge Base at https://knowledge.hhaexchange.com. Type "Caregiver Bulk Import Process" into the Search bar.

Live-In Agency Caregiver EVV Exemption and Adding the Residing Caregiver Flag in Your HHAX EVV Provider Portal

To support an EVV exemption for a live-in agency caregiver, the Home Help agency provider must:

- Ensure there is an approved BPHASA-2421, Live-In Caregiver Attestation form on record for the live-in agency caregiver.
- Add the live-in agency caregiver to the agency's HHAX EVV Provider Portal.
- Use the residing caregiver flag to ensure the live-in agency caregiver's exemption status is documented.

For more information, go to the HHAX Knowledge Base at https://knowledge.hhaexchange.com. Type "Residing Caregiver Section" into the Search bar.

Common EVV Resources

- **HHAeXchange Provider Knowledge Base**: https://knowledge.hhaexchange.com
- **HHAeXchange Michigan Information Center**: www.hhaexchange.com/info-hub/michigan-information-center
- **MDHHS EVV website**: www.michigan.gov/evv
- **MDHHS Medicaid Provider Manual**: www.michigan.gov/MedicaidProviders >> Policy, Letters & Forms >> Medicaid Provider Manual. Refer to the Home Help and Electronic Visit Verification chapters for policies that all Home Help agency providers must follow.

If you have questions, call Provider Support at 1-800-979-4662 or email them at providersupport@michigan.gov.

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

Sincerely,

Meghan E. Groen, Chief Deputy Director
Health Services