

Electronic visit verification (EVV) compliance policy

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Legal authority	Public Law 114-255 (PDF)	
Definition	Electronic visit verification (EVV): An electronic system used to record data about the delivery of in-home or community-based services where people receive support with activities of daily living (ADLs) and/or instrumental activities of daily living (IADLs). Minnesota must implement EVV for all Medicaid personal care services and home health services that require an in-home visit by a direct support worker.	
Requirements	All personal care assistance and home health services providers must use their chosen EVV system and send EVV visit data to the state aggregator for services that require EVV. For a list of required services, refer to the required services tab on DHS – EVV . Effective Sept. 1, 2024, DHS will review EVV usage and enforce compliance for all providers, regardless of payer, including financial management services (FMS) providers and managed care organizations (MCOs). Providers must follow the EVV operational procedures to ensure: <ul style="list-style-type: none">• Compliance with the federal mandate.• Ongoing enrollment as a Minnesota Health Care Programs (MHCP) provider.• Payment for services appropriately provided through MHCP.	
Process for compliance enforcement	Providers that do not demonstrate a good faith effort to comply or fail to meet EVV requirements will receive documented technical assistance from DHS. If a provider does not comply, the consequences could include: <ol style="list-style-type: none">1. Submission of a compliance plan for DHS to monitor.2. Recurring compliance reporting to DHS.3. Recurring formal meetings with DHS to report on compliance progress.4. Additional penalties, such as payment withholds or termination of enrolled provider status.	
Additional resources	DHS – EVV DHS – EVV compliance FAQ DHS – EVV provider onboarding guide CBSM – EVV CBSM – EVV device usage policy CBSM – EVV live-in caregiver policy CBSM – EVV verification methods policy	