

## Electronic visit verification (EVV)

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Legal authority	<a href="#">Public Law 114-255 (PDF)</a>	
Definitions	<p><b>Electronic visit verification (EVV):</b> 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).</p> <p><b>Personal care services:</b> Services that support ADLs, such as mobility, bathing, toileting, transferring and personal hygiene, or services that support IADLs, such as meal preparation, assistance with paying bills, shopping and telephone use. This definition comes from the federal Centers for Medicare &amp; Medicaid Services (CMS).</p>	
Overview	<p>The federal government requires some providers to use EVV systems to document that people are receiving the services billed to the state.</p> <p>The 21st Century Cures Act, <a href="#">Public Law 114-255 (PDF)</a>, was signed December 2016. It requires providers of personal care services (including personal care assistance [PCA], Community First Services and Supports [CFSS] and some waiver services) and home health care providers to use EVV to be eligible for full federal Medicaid matching dollars.</p> <p>Once implemented, the Minnesota EVV system will verify:</p> <ul style="list-style-type: none"> <li>• Type of service performed.</li> <li>• Who received the service.</li> <li>• Date of service.</li> <li>• Location of service delivery.</li> <li>• Who provided the service.</li> <li>• When the service began and ended.</li> </ul>	
System information	<p>DHS is using a hybrid model for EVV that will allow providers to choose the state-selected system or a third-party EVV system that meets the needs of their organization.</p> <p>DHS chose HHAeXchange (HHAX) as the state-selected system for Minnesota EVV.</p> <p>Providers that choose a third-party EVV system must maintain accountability to the state by submitting data that meets the state's requirements to the HHAX data aggregator.</p>	
Implementation timeline	<p>DHS rolled out EVV to providers in a phased approach.</p> <p><b>Phase 1:</b> Financial management services (FMS) for personal care services (consumer directed community supports [CDCS] and the Consumer Support Grant [CSG]) launched June 20, 2022.</p> <p><b>Phase 2:</b> The remaining personal care service providers launched in two waves:</p> <ul style="list-style-type: none"> <li>• Wave 1: Nov. 14, 2022</li> <li>• Wave 2: Dec. 12, 2022.</li> </ul> <p><b>Phase 3:</b> Managed care organizations (MCOs) launched June 5, 2023.</p> <p><b>Phase 4:</b> Home health services launched Oct. 16, 2023.</p>	
Affected services	<p>EVV is required for in-home or community-based services where people receive support with ADLs and/or IADLs.</p> <p>For a list of services that must be verified using EVV, refer to the affected services tab of <a href="#">DHS – EVV</a>.</p>	

<p><b>Process and procedure</b></p>	<p><b>Compliance</b>  The method used for verification will depend on the EVV system chosen by the provider.  At the start each phase of implementation, DHS expects providers to be connected to the EVV data aggregator and using their selected EVV system for in-scope services.  Effective Sept. 1, 2024, DHS will review EVV usage and enforce compliance for <b>all</b> providers, regardless of payer, including financial management services (FMS) providers and managed care organizations (MCOs). For more information, refer to <a href="#">CBSM – EVV compliance policy</a>.</p> <p><b>Training and onboarding</b>  Providers are responsible to train and onboard the people they support and their direct support workers to use their chosen EVV system. People who receive FMS and have employer and budget authority also are responsible to train and onboard their direct support workers.  Because of the hybrid model, the tools providers use to help people and their direct support workers use the EVV system will vary.</p>
<p><b>Authorization, rates and billing</b></p>	<p>EVV will not affect the billing process for providers. Providers will continue to bill as usual.  DHS is implementing EVV in a post-payment review context, which is the current process. DHS will use EVV data in a post-payment review process that may result in takebacks from providers if their claims are not supported by EVV data in the aggregator.</p>
<p><b>Questions?</b></p>	<p>For policy questions (e.g., program administration), contact DHS using the <a href="#">DSD Contact Form</a>.  For questions about or help with the HHAX system, use the <a href="#">HHAX Client Support Portal</a>.  The contact us tab on <a href="#">DHS – EVV</a> includes detailed contact information.</p>
<p><b>Additional resources</b></p>	<p><a href="#">DHS – EVV</a>  <a href="#">CBSM – EVV compliance policy</a>  <a href="#">CBSM – EVV device usage policy</a>  <a href="#">CBSM – EVV live-in caregiver policy</a>  <a href="#">CBSM – EVV Safe at Home process</a>  <a href="#">CBSM – EVV verification methods policy</a>  <a href="#">HHAX – Minnesota provider information center</a>  <a href="#">Medicaid.gov – EVV</a></p>