



STATE OF MICHIGAN

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GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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MDHHS launching Electronic Visit Verification system

LANSING, Mich. – The Michigan Department of Health and Human Services (MDHHS) is implementing an Electronic Visit Verification (EVV) system to validate in-home visits for Medicaid recipients. This EVV system will ensure beneficiaries are receiving services as planned and authorized and improve accuracy of payments for services provided.

Under Section 12006(a) of the 21st Century Cures Act, states are required to implement EVV for all Medicaid personal care services and home health services that require an in-home visit by a provider. The EVV system must verify type of service performed, along with the date, time and location of the service, as well as the individual receiving and individual providing the service.

MDHHS awarded a \$11.3 million, five-year IT contract to HHAeXchange to provide an EVV system that includes data collection, data aggregation and a pre-billing module to support MDHHS and its providers. HHAeXchange has successfully implemented more than 34 payers and is the EVV aggregator for the states of New Jersey, West Virginia, Alabama, Minnesota, Mississippi and Illinois.

“MDHHS is fully committed to making the transition to EVV as easy as possible for stakeholders,” said Elizabeth Hertel, MDHHS director. “Personal care and home health providers will be able to use the free provider portal and its multilingual caregiver tools to report required information to enable the department to manage provider compliance and ensure participants are receiving appropriate services.”

MDHHS will be implementing an “Open Vendor Model.” This model allows providers and managed care organizations to use the state EVV system at no cost, or an alternate EVV system of their choosing that directly integrates with the state system.

HHAeXchange will support MDHHS by consolidating all visit data, regardless of the EVV tools being used. As the state-provided EVV system, the HHAeXchange platform will be used by providers and direct care workers serving more than 124,000 active participants across seven programs.

“As states finalize their plans to roll out EVV programs, HHAeXchange has been at the forefront of helping them find the right solutions for their unique needs, while also meeting the requirements of the 21st Century Cures Act,” said Stephen Vaccaro, President of HHAeXchange. “We’re honored to now be serving payers and providers in

the state of Michigan, empowering them with the resources they need to improve their communication, efficiency, and compliance, all the while delivering better outcomes for recipients.”

In addition to bringing MDHHS into compliance with federal regulation, implementation of EVV will ensure beneficiaries are receiving services as planned and authorized, improve caregiver service accountability and accuracy of payment for services provided, enhance program integrity and compliance and increase efficiencies of program operations.

MDHHS plans to begin transitioning providers to EVV in early 2024. Implementation will be staggered to allow adequate time for training and adoption by the stakeholders.

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