

Electronic Visit Verification Compliance Measures

Last updated: May 30, 2025

Overview

Per Section 12006 of the 21st Century Cures Act, all 50 states are required to implement Electronic Visit Verification (EVV) for Medicaid-funded personal care and home health services that require an in-home visit. The Executive Office of Health and Human Services (EOHHS) oversees the implementation and operation of EVV.

The purpose of this document is to provide specific EVV compliance requirements for enrolled MassHealth Home Health Agency and Group Adult Foster Care providers. For guidance on registration and compliance, see MassHealth Home Health Agency Bulletin 94 or MassHealth Group Adult Foster Care Bulletin 6.

Failure to meet the compliance requirements may result in sanctions, including but not limited to termination from the MassHealth provider network.

The requirements set forth in this document apply for the following providers.

- MassHealth enrolled Home Health Agency providers supporting MassHealth members in fee-for-service, which includes the Primary Care Accountable Care Organization, and Primary Care Clinician Plan members.
- MassHealth Group Adult Foster Care providers supporting MassHealth members who are enrolled in MassHealth Standard and CommonHealth.

EVV Compliance Requirements

The EVV compliance requirements will be conducted in three phases: registration, visit monitoring, and compliance implementation of claims edits. MassHealth outlines the compliance criteria for phase 2 in this document. Details on phases 1 and 3 can be found in the respective provider bulletins.

The compliance criteria are subject to change. MassHealth will update this document in the event of a change and notify providers.

Compliance Criteria for Phase 2

Compliance Check Point 1

Period: April 1, 2025 - June 30, 2025

Enrolled providers **are required** to have 30% compliance for auto-approved verified visits (i.e. visits that did not require manual intervention)

Compliance Check Point 2:

Period: July 1, 2025 - March 31, 2026

Enrolled providers **are required** to have 40% compliance for auto-approved verified visits (i.e. visits that did not require manual intervention)

Compliance Check Point 3:

Period: April 1, 2026 - Start of implementation of claims edits

Enrolled providers **are required** to have 50% compliance for auto-approved verified visits (i.e. visits that did not require manual intervention)

The above measurements are the total number of visits submitted over the phase period, not percentage of the claims submitted.

Determination of Compliance

MassHealth will review compliance using the Sandata Business Intelligence Reporting Tool. This data will be pulled by MassHealth approximately the 15th day of the month following the end of the period mentioned above.

Providers must meet the compliance percentage by the last day of the period. Failure to meet this compliance check points may result in sanction enforcement as outlined in HHA provider bulletin 94 and GAFC provider bulletin 6.

Providers have access to the data aggregator where they can monitor their auto-verification visit data.