



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

HCBS Waiver Provider Bulletin 24

DATE: July 2025

TO: Acquired Brain Injury (ABI) and Moving Forward Plan (MFP) Waiver Providers
Participating in MassHealth

FROM: Mike Levine, Undersecretary for MassHealth

**RE: Electronic Visit Verification Registration and Compliance for Certain
Waiver Services**

Introduction

The purpose of this bulletin is to provide further guidance on Electronic Visit Verification (EVV) requirements for ABI and MFP Waiver providers, including requirements for registration and compliance with EVV utilization and visits.

Per Section 12006 of the 21st Century Cures Act, all 50 states are required to implement 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.

EVV is a computer-based system that electronically documents and verifies service delivery information for certain Medicaid service visits. The following ABI/MFP Waiver services require EVV:

- Personal Care
- Home Health Aide
- Supportive Home Care Aide
- Skilled Nursing Services by an RN or LPN
- Physical, Occupational, and Speech Therapy visits delivered in the home

Waiver providers began using EVV in September 2024.

Sandata Technologies is the state's EVV vendor for agency-based services as well as the EVV data aggregator (the database that holds EVV information). Providers are required to utilize EVV either through Sandata or through a registered Alt-EVV system.

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

EVV Compliance Requirements

The compliance rollout will be conducted in three phases, as detailed below.

EVV Compliance Rollout Phases

- Phase 1: Registration
- Phase 2: Compliance Visit Monitoring
- Phase 3: Compliance Implementation of Claims Edits

Details for Each Compliance Phase

Phase 1: Registration Requirement

- Current enrolled ABI/MFP Waiver providers who are actively providing waiver services that require EVV must be registered with Sandata, either through the state-sponsored system or through a registered Alt-EVV system within 30 days of the issuance of this bulletin.
- Newly enrolling ABI/MFP Waiver providers who intend to provide waiver services that require EVV must be registered within 30 days of MassHealth approval of their provider application.
- Failure to complete registration as required will result in further actions by MassHealth, including, but not limited to, administrative sanctions up to and including termination of the MassHealth Provider Contract.

Phase 2: Compliance Visit Monitoring

- Providers must meet a certain percentage threshold of auto-approved verified visits over a period of time, as designated by MassHealth. Auto-approved visits are defined as “visits submitted in the EVV system that have not been corrected manually by the provider.”
- Auto-approved verified visits are calculated based on the total number of visits submitted over the designated time period (not percentage of the claims submitted).
- For specific information on the compliance thresholds and check points, visit [Electronic Visit Verification for Agency-based Providers](#).

Phase 3: Compliance Implementation of Claims Edits

No earlier than July 2026, MassHealth will implement edits into its billing system to allow claims to pay only when a corresponding visit is correctly entered into the EVV system.

Sanction Notices for Non-Compliance

Notices of noncompliance may be sent to providers who do not meet visit requirements in accordance with phase 2. Providers who are out of compliance may incur sanctions in accordance with 130 CMR 450.238 and 130 CMR 450.239. Further action may be taken by MassHealth which may include, but is not limited to, termination of the MassHealth Provider Contract.

- 1st instance of non-compliance: Notice of Noncompliance
- 2nd instance of non-compliance: Formal Notice of Sanction

Learn about MassHealth's EVV requirements

- Mass.gov-EVV Agency Based Providers: mass.gov/info-details/electronic-visit-verification-for-agency-based-providers
- EVV Required List of Service Codes: mass.gov/doc/evv-implementation-add-service-code-table-o/download
- Provider and Vendor Self-Registration Portal: <https://evv-registration.sandata.com/>
- Massachusetts EVV related information: <https://sandata.zendesk.com/hc/en-us/sections/27189880884883-Massachusetts-EOHHS>

MassHealth Website

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Questions?

If you have questions about the information in this bulletin, please contact the HCBS Provider Network Administration Unit.

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The HCBS Provider Network Administration Unit at ForHealth Consulting at UMass Chan Medical School is open 9:00 a.m. to 5:00 p.m. ET, Monday through Friday, excluding holidays.

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