



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

## Home Health Agency Bulletin 94

**DATE:** May 2025

**TO:** Home Health Agencies Participating in MassHealth

**FROM:** Mike Levine, Assistant Secretary for MassHealth

**RE: Electronic Visit Verification Registration and Compliance for Home Health Agency Services**

### Introduction

The purpose of this bulletin is to provide further guidance on Electronic Visit Verification (EVV) requirements for MassHealth-enrolled home health agencies, 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 for home health agency services.

EVV is a computer-based system that electronically documents and verifies service delivery information for certain Medicaid service visits, including all home health agency services. Agencies 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.

This bulletin applies to 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. Guidance for providers contracted with Accountable Care Partnership Plans, Managed Care Organizations, Integrated Care plans, Home and Community-Based Waivers, or the Executive Office of Aging & Independence should be requested directly from those entities.

## **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 providers 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 providers 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#more-about-sandata-technologies-](https://mass.gov/info-details/electronic-visit-verification-for-agency-based-providers#more-about-sandata-technologies-)
- EVV Required List of Service Codes: [mass.gov/doc/evv-implementation-add-service-code-table-o/download](https://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 following.

## Long-Term Services and Supports.

Phone: (844) 368-5184 (toll free)

Email: [support@masshealthltss.com](mailto:support@masshealthltss.com)

Portal: [MassHealthLTSS.com](https://MassHealthLTSS.com)

Mail: MassHealth LTSS  
PO Box 159108  
Boston, MA 02215

Fax: (888) 832-3006

## All Other Provider Types

Phone: (800) 841-2900, TDD/TTY: 711

Email: [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)



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