



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

Managed Care Entity Bulletin 137

DATE: September 2025

TO: Managed Care Entities Participating in MassHealth

FROM: Mike Levine, Undersecretary for MassHealth

RE: **Electronic Visit Verification Requirements for Managed Care Entities**

Applicable Managed Care Entities and PACE Organizations

- ☒ Accountable Care Partnership Plans (ACPPs)
- ☐ Primary Care Accountable Care Organizations (Primary Care ACOs)
- ☒ Managed Care Organizations (MCOs)
- ☐ MassHealth's behavioral health vendor
- ☒ One Care Plans
- ☒ Senior Care Options (SCO) Plans
- ☐ Program of All-inclusive Care for the Elderly (PACE) Organizations

Introduction

This bulletin requires Managed Care Entities (MCEs) to comply with the Electronic Visit Verification (EVV) requirements set forth in Section 12006 of the 21st Century Cures Act. EVV is a computer-based system that electronically documents and verifies service delivery information for certain Medicaid service visits that require an in-home visit. All 50 states are required to implement EVV for Medicaid-funded personal care and home health services that require an in-home visit.

EVV Requirements for MCEs

MCEs must ensure that MCE network providers delivering EVV services use EVV either through the state-provided solution (Sandata) or through a registered alternate-EVV system (Alt EVV). EOHHS will implement EVV requirements for MCEs over the following three phases:

- Phase 1: Provider Registration/Onboarding
- Phase 2: Provider Compliance Visit Monitoring
- Phase 3: Operationalization of Claims Edits

EOHHS will monitor MCE compliance with the EVV requirements of each phase of implementation using standards EOHHS will share with MCEs through an implementation plan.

An MCE's failure to comply with EVV requirements may result in corrective action or intermediate sanctions in accordance with that MCE's managed care contract with EOHHS, including but not limited to financial measures. EOHHS will work closely with each MCE to notify them of non-compliance and provide opportunities to comply prior to issuing corrective actions or intermediate sanctions.

The requirements in this bulletin will also be included in forthcoming Senior Care Options, One Care, Accountable Care Partnership Plans, and Managed Care Organization contract amendments.

Learn about MassHealth's EVV requirements

- Mass.gov-EVV Agency Based Providers: www.mass.gov/info-details/electronic-visit-verification-for-agency-based-providers#more-about-sandata-technologies
- EVV Required List of Service Codes: www.mass.gov/info-details/agency-based-providers-and-services-required-to-use-electronic-visit-verification#general-information
- www.mass.gov/doc/evv-implementation-add-service-code-table-o/download
- Provider and Vendor Self-Registration Portal: evv-registration.sandata.com/
- Massachusetts EVV related information: 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: EVVfeedback@mass.gov.