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MCG message

To: All Blue Cross Complete providers

Date: Sept. 29, 2025

Subject: **Electronic Visit Verification requirements for home health providers**

Effective Jan. 1, 2026, the Michigan Department of Health and Human Services will require all home health care providers to submit claims to Medicaid Health Plans through the Electronic Visit Verification, or EVV, process for home health care services.

EVV is a technology-based validation of personal care services or home health care services provided. It is designed to help ensure that beneficiaries receive their expected care and helps ensure compliance with federal and state requirements.

Under the MDHHS's Bulletin [MMP 24-11](#),* released in February 2024:

- Home health care providers must electronically verify visits, including details such as date, time, service type, and person performing the service.
- Home health care agencies can use their own EVV system, or the state-sponsored EVV solution through [HHAeXchange](#).*
- Home health care agencies are responsible for training their employees, caregivers, and managing their agency's provider portal.
- Home Health Care agencies are urged to comply with reporting standards to avoid potential penalties or service disruptions.

For questions or help, call HHAX at 1-866-576-1179 To learn more about using your HHAX agency portal and learning EVV at your own pace, sign-up for the [HHAeXchange University](#).* To stay up to date on EVV in Michigan, visit [Michigan.gov/EVV](#).*

If you have additional questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

*Our website is mibluecrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.