

MCG message

To: All Blue Cross Complete providers

Date: March 27, 2025

Subject: **MDHHS requires Electronic Visit Verification for home health services**

The Michigan Department of Health and Human Services requires home health care providers to report Electronic Visit Verification for specific home health care services.

Under Bulletin [MMP 24-11](#).*

- Home health care providers must electronically verify visits, including details such as date, time, service type, and person performing the service.
- The MDHHS has implemented a temporary soft launch to allow agencies to train and adjust to EVV reporting with no penalty before claims and payment are impacted.
- 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.

To get started today:

- Complete the [HHAeXchange Provider Onboarding Form](#)
- Review the system user training at [HHAX Michigan Information Center](#)

Resources

- For questions or help, visit the [HHAeXchange Michigan Information Center](#)* website or 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.