



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

Subject: Massachusetts Electronic Visit Verification (EVV) Plan Reminder

Dear Providers,

UnitedHealthcare is contacting you of an administrative change involving a federal mandate referred to as the 21st Century CURES Act that requires the use of Electronic Visit Verification (EVV).

What is Electronic Visit Verification (EVV)?

EVV is a system that electronically documents service delivery information of certain services for verification. The information being verified includes the type of service performed, the individuals receiving and providing the service, and the time, date, and location of the service. Section 12006 of the 21st Century Cures Act is the law that requires all 50 states to implement EVV in Medicaid programs for personal care and home health services.

In Massachusetts, EVV impacts certain services overseen or covered by:

- EOHHS/MassHealth
- The Executive Office of Elder Affairs
- MassAbility

What is the purpose of EVV?

To comply with Section 12006 of the 21st Century Cures Act, the EVV system will verify certain information about provided services. EVV helps prevent fraud, waste, and abuse while making sure individuals receive services authorized for them.

When will EVV start?

The MA EVV system launched as of September 30, 2024, and as a provider, you are requested to get started with EVV today. Providers required to use EVV must register their intent to use either the state-sponsored EVV solution, or an alternate EVV (Alt EVV) vendor system, no later than December 9, 2024.

What action should I take as a Provider?

The full list of services that require EVV, by service code, can be found on the [MA EVV website](#). These include services that are related to personal care services and home health services. If your service code requires EVV, please get started today by registering for EVV through the [Provider Self-Registration Portal](#).

Step-by-step instructions and important next steps can be found in the [Ready, Set, Go EVV Implementation Checklist](#) at Sandata On-Demand. Complete all required steps to begin using the state-sponsored solution, Sandata EVV, or an Alternate EVV system through the Sandata

Aggregator. Self-paced training and instructor-led training are available through [Sandata Learn](#) for provider agency administrators and staff.

Reference the [Employee Training Toolkit – Sandata Technologies \(zendesk.com\)](#) to help your Managed Care Providers get started with documenting visit information.

Contacts and Resources

For questions about the MA EVV program, please email EVVfeedback@Mass.gov. You can also visit the [MA EVV website](https://www.mass.gov/topics/electronic-visit-verification-evv), <https://www.mass.gov/topics/electronic-visit-verification-evv>, for more information.

For technical help in using the EVV system, please contact Customer Support by [submitting a request](#) at Sandata On-Demand. You may also call the Customer Support line at 833.511.0164. Please be aware of higher call volume during the go-live period.