



Important Information for Providers on Electronic Visit Verification

Molina Healthcare continues to monitor provider utilization of our Electronic Visit Verification (EVV) systems (i.e., entering schedules and electronically verifying service delivery by checking-in and out at the start and end of each visit) and finds utilization of the system to still be below expected levels. Further, in those instances where providers have entered schedules and verified the delivery of services, submission of claims through the EVV system is even lower.

To ensure compliance, and in accordance with AHCA requirements, Molina systems will be configured to deny claims on or after December 4, 2020, by providers who are submitting less than 25 percent of their Personal Care Services or Home Health services claims through our Electronic Visit Verification system, HHAExchange. The measurement of less than 25 percent EVV compliance will be based on a historical look back period. However, providers who are at less than the 25 percent threshold, with denied claims for compliance will have the opportunity to resubmit claims through HHAExchange. Provider claims for Personal Care Services and Home Health services may be processed outside of the managed care plan's EVV vendor system for dates of service through December 3, 2020.

It is imperative that providers that deliver Home Health and Personal Care Services confirm all Home Health and Personal Care Service visits are verified in the system.

If you have any questions, please contact Molina Healthcare at: 855-322-4076 or HHAExchange at: 855-400-4429.