



**TO:** ALL ELECTRONIC VISIT VERIFICATION STAKEHOLDERS (EXTERNAL)  
**FROM:** PAM SMITH  
**SUBJECT:** ELECTRONIC VISIT VERIFICATION (EVV) HOME HEALTH CARE SERVICES (HHCS) PROJECT  
VENDOR ANNOUNCEMENT  
**DATE:** JUNE 5, 2023

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The Kentucky Department for Medicaid Services (DMS) is implementing the use of Electronic Visit Verification (EVV) for Home Health Care Services (HHCS) this year. EVV is an electronic system that captures information about in-home services delivered to 1915(c) Home and Community Based Services (HCBS) waiver participants. This information includes the type of service, the date, start and end time of the service, and the names of the person delivering and the person receiving the service. The use of EVV is a requirement of the [21st Century Cures Act](#).

Home Health (Provider Type 34), Private Duty Nursing (Provider Type 18), and Model II Waiver (MIIW) Nursing/Respiratory Therapy providers (Provider Type 41) will be required to begin using EVV for HHCS. EVV HHCS implementation includes managed care organizations (MCO) and fee-for-service (FFS) providers. EVV will not apply when Home Health agencies are only providing supplies through delivery or for any in-home visit to set up a medical supply.

Providers and participants will benefit from EVV HHCS as it reduces the need for paper documentation, creates more flexibility for scheduling and delivering services, improves monitoring of participant health, safety, and welfare, and reduces potential Medicaid fraud, waste, and abuse.

Providers have two options for using EVV. DMS has selected **Therap Services LLC** to launch EVV HHCS in Kentucky. **Therap Services LLC** is a national EVV company that has successfully launched EVV in multiple states. Providers will be trained on the Therap solution and can use it free of charge.

DMS will allow providers to use their own EVV systems. Those systems will not be paid for by DMS and will be the responsibility of the providers using them. Provider EVV systems must meet the requirements of the 21st Century Cures Act and integrate with Therap to allow DMS to view visit information and conduct quality assurance activities.

**For more information visit the DMS EVV website:** <https://bit.ly/kywaiverEVVinfo>

DMS will send next steps for getting started with EVV HHCS soon. DMS is asking affected providers to take two actions to ensure they receive important communications. First, please complete the survey available at <https://forms.gle/aCH36tTHCQ4GngTZA>. This will give us some important information and help us know who to contact at your agency regarding EVV. Second, please subscribe to our EVV HHCS email list. Instructions on how to subscribe are available at <https://bit.ly/getkywaiverupdates>.

Affected Medicaid members and 1915(c) HCBS waiver participants will receive additional information about this change.

If you have questions about EVV, please email [MedicaidPublicComment@ky.gov](mailto:MedicaidPublicComment@ky.gov).

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DMS looks forward to working with our providers on this exciting change.

Sincerely

Pam Smith, Director  
Division of Community Alternatives