

Michigan Department of Health & Human Services (MDHHS)

Self Direction EVV Information Session Fiscal Intermediaries / Financial Management Services (FI/FMS)

February 2026

The content contained herein ("Confidential Information") are the confidential property of HHAExchange and may not be copied or distributed outside the HHAExchange organization without the express written consent of HHAExchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

Presenters



Colby Ward

HHAeXchange Sr Director
of Customer Success



Amanda Scanlan

HHAeXchange Project
Manager



Shanieka Naik

HHAeXchange Training
Specialist

Agenda



- Introduction to HHAeXchange
- MDHHS Electronic Visit Verification (EVV) Overview
- EVV Solution & Benefits of HHAeXchange
- Project Timeline
- Provider Onboarding
- Milestone Training Schedule
- Provider Support Resources
- Q&A



Introduction to HHAeXchange



Our Mission

Enable caregivers, families, providers, and payers to deliver the best care in the home and community.



AS THE LEADER IN HOMECARE TECHNOLOGY, WE AIM TO:



Engage families with clear information about their loved ones' care



Helps providers streamline their operations & grow their business



Empower caregivers as active members of the care team



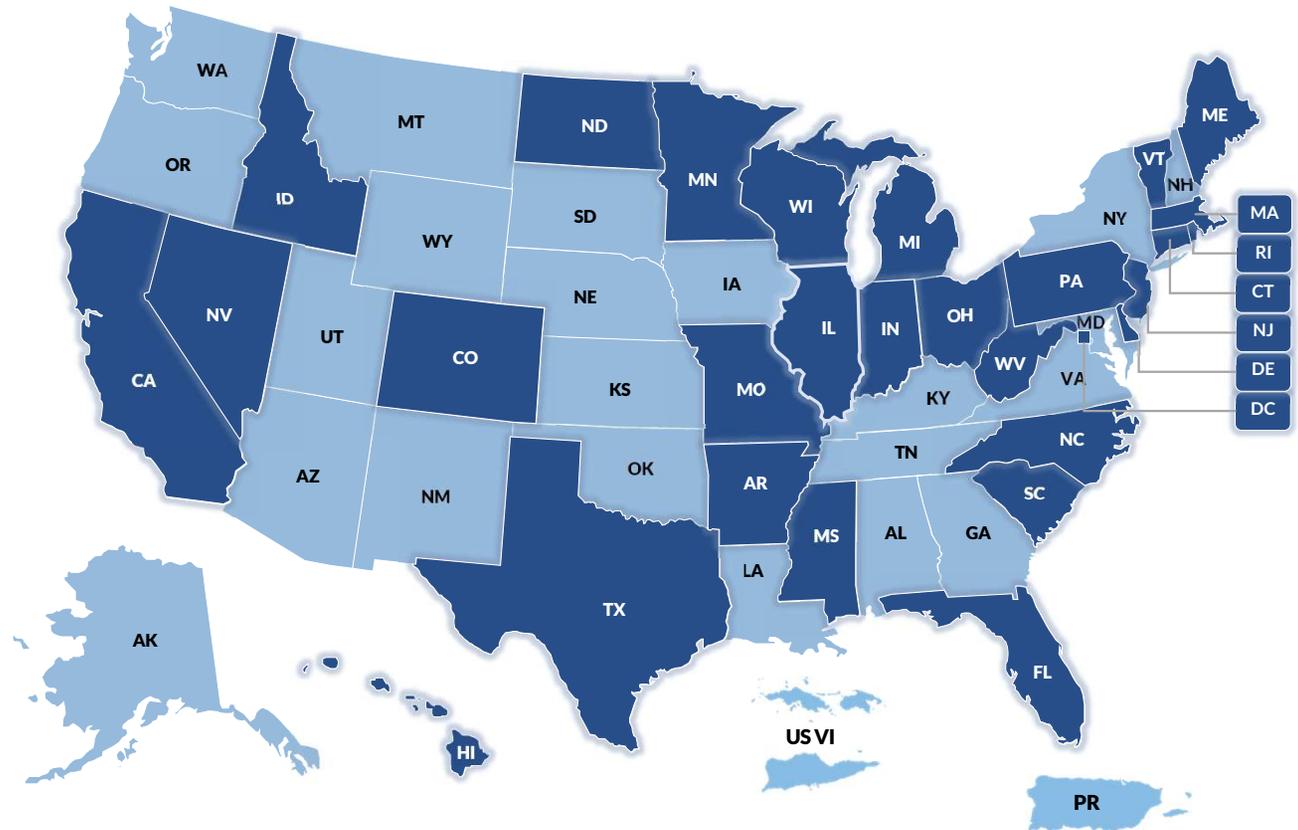
Enable payers to ensure their members' needs are met



HH AeXchange's National Footprint



180 CONNECTED HEALTH PLANS 	29 EVV STATE MEDICAID PROGRAMS 
30K+ CONNECTED AGENCIES 	3.6M MEMBERS SERVICED 
485M ANNUAL VISIT CONFIRMATIONS 	\$45B ANNUAL PAYMENTS MANAGED 
2.7M CAREGIVERS WORKING 	4.44 / 5 CUSTOMER SATISFACTION SCORE 



-  State EVV Contracts
-  Company Footprint



Michigan EVV Overview

The 21st Century Cures Act



Passed by Congress in December 2016, the 21st Century Cures Act requires states to implement an EVV system for Medicaid-funded personal care services (PCS) and for home health care services (HHCS).

- Effective January 1, 2021, EVV is required for Medicaid personal care services.
- Effective January 1, 2023, EVV is required for Medicaid home health care services.

The six data elements required to be collected to meet the Cures Act EVV requirement:

 Type of Service Performed

 Location of the Service

 Person Receiving the Service

 Person Providing the Service

 Date of the Service

 Time the Service Begins and Ends

EVV Compliance Requirements



 “To meet state and federal compliance requirements, MDHHS expects agency providers, including FMS providers, to achieve a **quarterly threshold of 85 percent of EVV records for verified visits without manual edits.**

This will be calculated by taking the total number of EVV records for verified visits which have no manual edits in a quarter and dividing it by the total number of EVV records for verified visits received in a quarter.”

- Review the [proposed policy](#) to learn more about the review schedule and possible consequences for non-compliance.



MI Programs & Service Codes In Scope



MI CHOICE

- **H2015** - Comprehensive community support services, per 15 minutes
- **H5150** - Unskilled Respite Care, not Hospice, per 15 minutes

MI Coordinated Health

- **H2015** - Community Living Support
- **S5150** - Unskilled respite care
- **T1019** - Personal care services (non-skilled)

Behavioral Health

- **H2015** - Community Living Support
- **T1005** - Respite Care

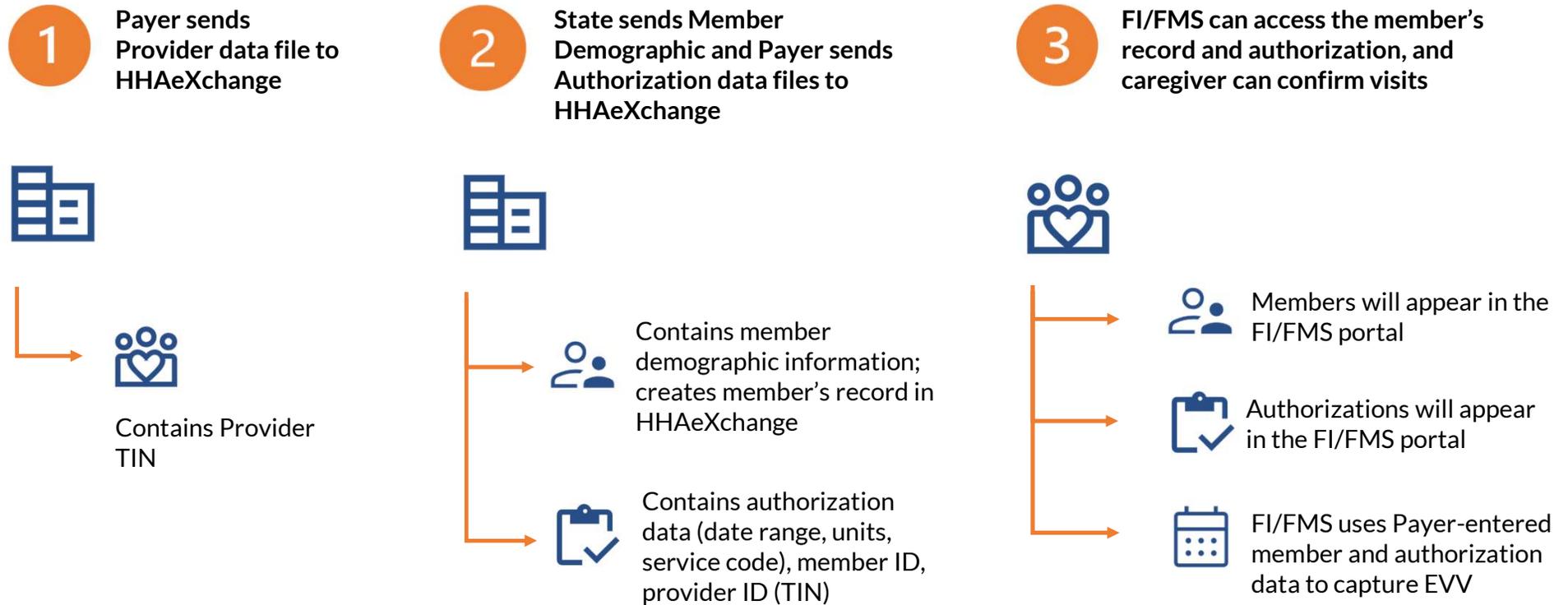
Please consult authorizations for applicable service code modifiers

MI Specifications: <https://knowledge.hhaexchange.com/EDI/Content/Documentation/EDI/API-EVV-Data-Aggregator-Specs-MI-P.htm>



How Members & Authorizations Import to HHAeXchange

Service Codes Requiring Prior Authorization





EVV Solution and Benefits

EVV Solution Options

State EVV Solution (HHAeXchange):

- Providers are offered a state-sponsored EVV portal in HHAeXchange for purposes of collecting EVV data across each service and payer applicable to them.
- EVV data collected is automatically integrated with the State's Aggregator, HHAeXchange.

3rd Party/Alternate EVV Providers:

- Providers can choose to use an alternate EVV system and can use that system to manage their EVV and Agency operations.
- EVV data is required to be sent to the HHAeXchange Aggregator via integration using the State's approved 3rd Party EVV API Technical Specifications.

Services Portal Introduction



A portal designed for employers to efficiently manage employees and visits

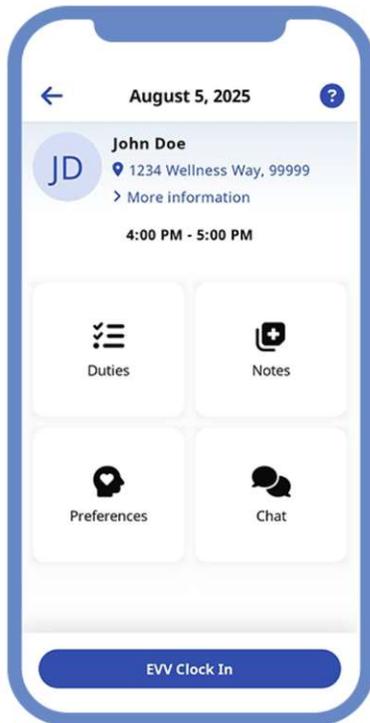
Benefits Include:

- Employer approval of time worked
- Visit maintenance
- Manage time for multiple employees in one easy user interface
- Representative access

The screenshot displays the Services Portal interface. At the top, there is a navigation bar with the 'Services Portal' logo and tabs for 'Timesheets' and 'Shifts'. Below the navigation bar, a greeting reads 'Hello Colby Hassfurther (Individual Provider)'. The main content area is titled 'Hours Worked' and features a 'Time Period' selector set to '12/28/2025 - 01/10/2026'. Below this is a table with the following data:

Beneficiary	Type	Hours Worked	Status	Actions
Ramirez, Mark (DTO-900002)	EV	0h 00m	Open	View/Edit Shifts

➤ HHAeXchange EVV Clock In and Clock Out Methods



01 ➤➤➤

HHAeXchange+ Mobile App



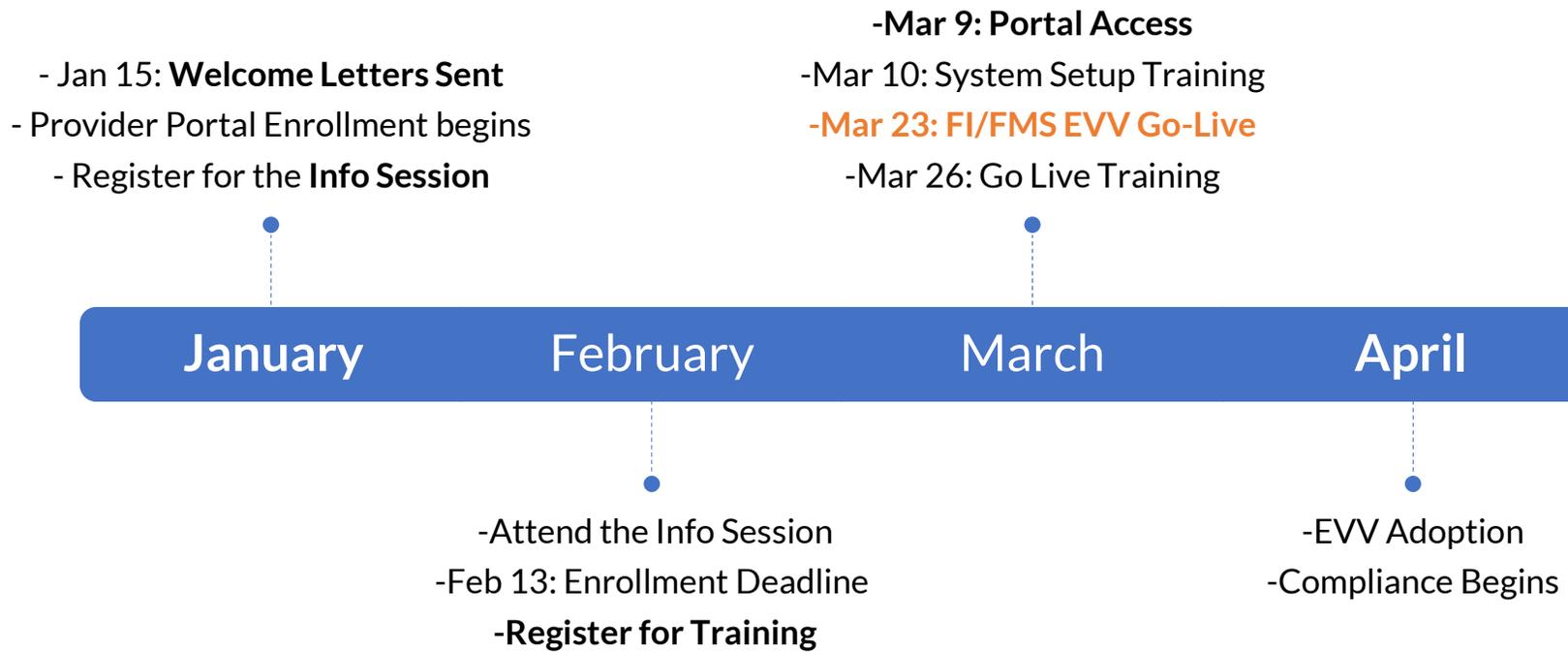
02 ➤➤➤

Interactive Voice Response (IVR)
Landline



Project Timeline

Onboarding Milestones



Provider Onboarding

*Connecting Every Step
of the Journey to Better Care*



Provider Onboarding Journey

Let's review your journey to successful EVV

- Onboarding Events> HHAeXchange-Led
- Provider Action> Provider-Led





Orientation & Onboarding Readiness



What can I do today to be ready?



Provider Interest



Welcome Letter
Info Session



Complete Portal Registration



Welcome Letter's Sent : Week of Jan 15th, 2026

[View Welcome Letter Here](#)



Information Session : you are here!

Feb 4th, 2026



Provider Portal Registration

Providers should be completed no later than Feb 13, 2026

Existing providers do not need to submit a new enrollment form.

● Onboarding Events> HHAExchange-Led

● Provider Action> Provider-Led

> Your Turn: Complete the Provider Onboarding Form



- Scan the QR code or use the link to register for the HHAeXchange Portal.
- Set yourself up for success by completing the first step while you are on this call.



[Michigan Provider Onboarding Form](#)

> What if I need to change my EVV selection?



Scenario	Action
I selected Alternate EVV (3rd Party), but now I want to use the free HHAeXchange EVV	<p>What to do:</p> <ul style="list-style-type: none">• If you selected Alternate EVV on the onboarding form but decide to use the free HHAeXchange EVV, no action is required. Third-party EVV configurations are not initiated until you submit the Third Party EVV Attestation Form. <p>Important:</p> <ul style="list-style-type: none">• If you have already set up an API integration with an Alternate EVV vendor, please submit a support ticket requesting to switch to HHAeXchange EVV.
I selected the free HHAeXchange EVV, but now I want to use an Alternate EVV	<p>What to do:</p> <ul style="list-style-type: none">• Complete and submit the Third Party EVV Attestation Form. Submitting this form will automatically create a ticket with our Integration Team, who will assist you with the Alternate EVV setup process. <p>Helpful Resources:</p> <ul style="list-style-type: none">• Electronic Data Interchange (EDI) Process tab on the Michigan Info Center page



Milestone Training Schedule

System Setup and EVV Readiness

Get Ready for EVV Go Live



Getting Started

Initial User Training
Access to HHAeXchange

Attend Training
Data Setup



What to Expect

Access your
HHAeXchange Portal

Understand Data Setup & EVV
Management in the Services
Portal

Resources and Training for
Beneficiaries and Caregivers



Register for Training Here!



Webinar Registration - Zoom

[Register Here](#)

Tuesday, March 10 @ 02:00 PM ET

- Onboarding Events> HHAeXchange-Led
- Provider Action> Provider-Led

EVV Adoption

Begin collecting EVV in the Services Portal



EVV Adoption

Visit Capture &
Visit Maintenance
Training

Train Caregivers
Begin Visit Capture



What to Expect
Managing EVV in the Service
Portal
Go Live Support
EVV Management and
Compliance



Register for Training Here!



Webinar Registration - Zoom
[Register Here](#)
Thursday, March 26 @ 2:00 PM ET

- Onboarding Events> HHAExchange-Led
- Provider Action> Provider-Led



Provider Support Resources



State Info Hub

Provider Information Center



- To ensure you stay up to date on all the information for this project, please visit our State Info Hub
- The State Info Hub will be your primary source of information throughout this implementation
- <https://www.hhaexchange.com/info-hub/michigan-information-center>

HHAExchange Homecare Software Technology Resources Company [Request Your Demo](#)

Michigan Information Center

[Provider Onboarding Form](#)

TABLE OF CONTENTS

- OVERVIEW
- MICHIGAN HOME HEALTH FEE FOR SERVICE (FFS)
- MICHIGAN HOME HELP
- MI CHOICE, MI HEALTH LINK, MEDICAID MANAGED CARE PLAN (MHP) AND BEHAVIORAL HEALTH
- ELECTRONIC DATA INTERCHANGE (EDI) PROCESS
- FREQUENTLY ASKED QUESTIONS

Overview

Michigan Update: Beginning January 1, 2026 changes are coming with new MCOs & the MI Health Link transition to MI Coordinated Health. [Click here](#) to view a recent communication.

The Michigan Department of Health and Human Services (MDHHS) is partnering with HHAExchange to implement an Electronic Visit Verification (EVV) system. This system will be used to validate in-home visits for Medicaid recipients. This will bring MDHHS into compliance with federal regulation, ensure beneficiaries are receiving services as planned and authorized, improve the accountability of caregiver services, and ensure payment accuracy for services provided.

Under Section 12006(a) of the 21st Century Cures Act, states are required to implement EVV for all Medicaid personal care services and home health care services that require an in-home visit by a provider. The EVV system must verify the type of service performed, along with the date, time, and location of the service, as well as the individual receiving and the individual providing the service.

MDHHS has decided to use an open system or "Open Vendor Model." The implementation of an "Open Vendor Model" allows providers and managed care organizations to use the state's selected EVV system.



Additional Resources

Need to reach out for assistance? Here are some additional resources:

HHAeXchange Client Support Portal:

[Client Support Portal](#)

Michigan MDHHS:

www.Michigan.gov/EVV

Michigan EVV Helpline:

1-(866) 576-1179





Q & A



[State Info Hub](#)



[System Setup and EVV
Readiness](#)



[EVV Adoption](#)

**THANKS FOR
ATTENDING!**



*Please provide us your feedback
after exiting the webinar.*