

FAX

Humana
Healthy Horizons®
in Virginia

Humana Healthy Horizons in Virginia

Notice date: September 15, 2026
To: Humana Healthy Horizons® in Virginia Healthcare Providers
From: Humana Healthy Horizons in Virginia
Subject: Important: Electronic Visit Verification—Live-In Requirement Effective 10/1/2026

Dear Provider,

Electronic Visit Verification (EVV) Live-In Caregiver Requirement Effective October 1, 2026

The purpose of this notification is to inform personal care agencies and services facilitators of an upcoming change to Electronic Visit Verification (EVV) requirements for personal care services. Pursuant to Item 291.NNNNN of the 2026 Appropriation Act, the Virginia Department of Medical Assistance Services (DMAS) will eliminate the live-in caregiver exemption from EVV requirements. Following consultation with the Centers for Medicare & Medicaid Services (CMS), DMAS has been advised that this change may be implemented without a 1915(c) waiver amendment.

Effective October 1, 2026

All agency-directed aides and consumer-directed attendants providing the following services will be required to utilize an EVV-compliant method to record and submit work shifts:

- Personal Care/Personal Assistance Services
- Respite Care Services
- Companion Care Services

This change applies to both:

- Agency-Directed Services
- Consumer-Directed Services

As a result, the guidance outlined in the January 7, 2021 bulletin, “**Electronic Visit Verification Live-In Caregiver Exemption and Consumer-Directed Personal Care Overtime,**” will no longer apply.

EVV Compliance Requirements

Services facilitators are reminded that the following methods are considered EVV-compliant:

- Fiscal Employer Agent (F/EA) Mobile Application
- Interactive Voice Response (IVR) System

The F/EA web portal is **not** considered an EVV-compliant method for timekeeping and visit verification.

Employers of Record (EORs) and attendants experiencing technical difficulties or needing assistance with the EVV mobile application or IVR system should contact the Fiscal Employer Agent directly for support.

EVV Resources and Training

DMAS is updating the Electronic Visit Verification webpage to include:

- Training videos
- Presentation slide decks
- Frequently Asked Questions (FAQs)
- Additional EVV educational and support materials

Providers are encouraged to regularly visit the DMAS EVV webpage for updates and newly available resources.

Important Provider Enrollment Reminder

To prevent disruptions in claims processing and payment through Fee-for-Service (FFS) programs and Managed Care Organizations (MCOs), providers must periodically verify that information within the Provider Services Solution (PRSS) is current and accurate for all service locations, including:

- Enrollment information
- Contact information
- Licensure information

Federal regulations prohibit DMAS and MCOs from paying claims to network providers who are not properly enrolled in PRSS.

Additional enrollment, revalidation, training, and support resources are available through the MCO Provider Network Resources webpage. Providers may contact Gainwell for questions related to enrollment or revalidation.

Questions

Providers should monitor DMAS provider communications and the EVV webpage for additional implementation guidance and training resources as the October 1, 2026 effective date approaches.

Reference: DMAS Bulletin [Electronic Visit Verification—Live-In Requirement Effective 10/1/2026 | MES](#)

In addition, providers can contact Humana Provider Services team at vamedicaidproviderrelations@humana.com. Thank you for your continued partnership.

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