



September 17, 2021

**RE: 90 Day Notice of EVV Compliance for State-Required Personal Care Services Providers**

Effective December 1, 2021, Health and Human Services and Managed Care Organizations, will begin Electronic Visit Verification (EVV) Usage reviews to ensure State required Personal Care Services Providers are in compliance with Electronic Visit Verification requirements and policies.

State required Personal Care Services are those that implemented Electronic Visit Verification in 2016 prior to the federal EVV requirements and are listed on Pages 1 and 2 of Personal Care Services Required to Use EVV (PDF).

Health and Human Services and Managed Care Organizations will begin contract or enforcement action for dates of service on or after September 1, 2020, for program Providers who do not meet EVV Usage compliance requirements. The Electronic Visit Verification Usage Report located in the EVV Portal for EVV Usage will be used for the reviews.

**Grace Period**

- State required Personal Care Services Providers received an Electronic Visit Verification Usage grace period for dates of service September 1, 2019 through August 31, 2020
- There was no grace period for the EVV Landline Phone Verification Review or the EVV Reason Code Required Free Text Review. Payers will continue to conduct these reviews.

Email questions to [cchpevv@cookchildrens.org](mailto:cchpevv@cookchildrens.org).

Sincerely,

Cook Children's Health Plan

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