



Aetna Better Health<sup>®</sup>  
of Michigan

October 23, 2025

# Provider Notice

## **Soft Launch of Electronic Visit Verification (EVV) for Medicaid Managed Care Home Health Care Services (HHCS) Ending December 31, 2025**

The Michigan Department of Health and Human Services (MDHHS) implemented EVV for Medicaid managed care HHCS providers in alignment with the 21st Century Cures Act effective September 3, 2024. The first phase of the rollout included a Soft Launch whereby providers could still submit HHCS codes directly to Medicaid Health Plans or through the state's EVV system without incurring any financial penalties.

As of December 31, 2025, the Soft Launch phase will end. Effective January 1, 2026, home health care providers must adhere to the following:

- Claims for EVV-required HHCS codes must be submitted exclusively through the state's EVV system.
- Incomplete EVV records will prevent claim creation and delay payment.
- Direct submissions to Aetna Better Health of Michigan will be denied.

Providers should consult MMP bulletins 24-11 and 24-21 for additional guidance. Additional resources are available on the MDHHS Medicaid provider website.

**Please view the electronic detailed version of MDH document link:** [Numbered-Letter-L-25-59-EVV.pdf](#)

*Thank you,  
Provider Relations  
Aetna Better Health of Michigan*