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**Division of Medicaid and Health Financing**

Nate Checketts  
Director, Division of Medicaid and Health Financing

February 4, 2021

Dear Medicaid Provider,

SUBJECT: Electronic Visit Verification Compliance

Thank you for the important services you provide to Medicaid members. Utah Medicaid is mindful of the many competing priorities and demands on your time, particularly during the COVID-19 public health emergency.

Despite these demands, the Centers for Medicare and Medicaid Services (CMS) requires that state Medicaid agencies and their enrolled providers come into compliance with federal regulations for Electronic Visit Verification (EVV) on January 1, 2021. In October 2020, Utah Medicaid sent a letter seeking providers' information about their agency's EVV adoption. To date, many providers have failed to respond to this request.

In order to demonstrate EVV compliance, please complete the brief EVV Readiness Survey (<https://medicaid.utah.gov/evv/>) in its entirety by **February 19, 2021**. The survey takes approximately 5 minutes. The survey is intended to verify EVV readiness and allow for time to train and test data transmission methods.

**PERSONAL CARE PROVIDERS:**

Because non-compliance with EVV requirements results in a decrease in the amount of federal Medicaid funding the State receives for the services your agency provides, beginning **April 1, 2021**, Utah Medicaid will withhold payments to providers who fail to complete the survey. Additionally, if a provider has still not come into compliance with EVV requirements by **July 1, 2021**, the provider will no longer be eligible to perform Medicaid Personal Care Services and may ultimately be disenrolled as a Utah Medicaid Provider.

**HOME HEALTH CARE PROVIDERS:**

The EVV compliance date for Home Health Services remains January 1, 2023. Despite the different compliance dates, Utah Medicaid will begin collecting and reviewing both Personal Care and Home Health Services records effective **July 1, 2021**. We believe requiring both Personal Care and Home Health Services agencies to submit EVV data beginning on July 1, 2021 will reduce confusion and assist agencies in identifying any technical issues that may arise in providers' EVV systems.

Utah Medicaid requires your assistance to assure the requirements of EVV are met. Additional questions regarding EVV may be sent to [dmhf\\_evv@utah.gov](mailto:dmhf_evv@utah.gov). EVV requirements, user guides, and technical information is available at <https://medicaid.utah.gov/evv>.

We appreciate your partnership in this effort.

Sincerely,

*Emma Chacon*

Emma Chacon (Feb 8, 2021 12:41 MST)

Emma Chacon  
Operations Director  
Division of Medicaid and Health Financing