



1700 Bent Creek Blvd  
Suite 200  
Mechanicsburg, PA 17050



## **EVV Compliance Changes : Effective January 1, 2025**

Electronic Visit Verification (EVV) compliance is a requirement for all Personal Care Service (PCS) and Home HealthCare Services (HHCS) providers. This compliance is both a federal and state regulatory (21<sup>st</sup> Century Cures Act) requirement.

***Effective with all dates of service on and after January 1, 2025, PHW will be transitioning to 85% EVV compliance requirements. This is a mandatory change, which is in line with both the state and federal requirements. This change applies to all applicable Community Health Choice -MCO providers.***

For the past several months PHW has been sharing EVV Compliance bulletins. This is an effort to support provider understanding of efficient EVV utilization and reduce manual edits and other errors, which may impact overall EVV compliance rate(s).

Our ability to effectively ensure PHW participants are receiving approved services, and our participating providers are properly reimbursed for authorized care services depends on effective compliance.

Previous non-compliance provider notifications may have been sent to your agency. PA Health & Wellness (PHW) will now contact your agency by way of letter notifications each month. PHW will continue to monitor and validate all provider EVV compliance activities.

Providers who are not able to maintain an overall EVV compliance rate of 85% or more for any consecutive (3) month period will be subject to a Corrective Action Plan. **Corrective Action Plans may include, but not limited to additional EVV compliance training and continuous provider relations outreach. Repeated non-compliance may result in contract termination from the PA Health & Wellness network.**

Should you have any questions or concerns regarding your Electronic Visit Verifications (EVV) compliance rating provided, please contact your Provider Network Specialist, or email our Provider Relations team at [PHWProviderRelations@pahealthwellness.com](mailto:PHWProviderRelations@pahealthwellness.com).

Thank you for your continued partnership,

LTSS Provider Relations  
PA Health & Wellness