



URGENT

NOTIFICATION FOR PROVIDERS

ATTENTION HOME HEALTH PROVIDERS

ELECTRONIC VISIT VERIFICATION HARD LAUNCH IS COMING OCTOBER 1, 2025

What is Changing?

Starting October 1, 2025, NC Medicaid will implement the hard launch phase of Electronic Visit Verification (EVV) for home health care services (HHCS) for dates of service rendered under both the Standard Plans and Tailored Plans. Claims for these services, with dates of service on or after October 1, 2025, without the required EVV data, will be denied.

Reason for the Change

The 21st Century Cures Act requires the use of an EVV system for HHCS. EVV uses technology to record the times, dates and specific services provided, which helps ensure beneficiaries receive the services they are authorized to receive.

What does this mean for me?

Timely preparation is essential to avoid disruptions in claims processing. Act now to ensure compliance and payment continuity.

- 🌱 All home health providers are expected to be fully compliant with EVV requirements for every visit.
- 🌱 EVV data must be validated prior to claims adjudication.
- 🌱 Claims without the required EVV criteria will be den

Next Steps

Begin sending EVV Data

- 🌱 Revenue and service codes on the claim must match what is submitted with the EVV visit data or the claim will deny due to "no matching data". The codes included in the visit and claim must also match the authorized services.
- 🌱 Health plan revenue and service code crosswalks are available on Trillium's EVV webpage.

Review Rejection Logs in the Third-Party Alternate EVV Vendor's System

Follow the contracted third-party alternate EVV data capture vendors process for instructions to access this information.

HHaEXchange:

- 🌱 Response file is sent to third-party alternate EVV data capture vendors via SFTP.
- 🌱 The visit import rejections can be viewed in HHAX Portal: EDI Tool

Upcoming Trainings

Carolina Complete Health | Trillium EVV Office Hours - September 18, 2025, at 11:00 a.m.

[Register Here](#)

Helpful Resources

- 🌱 [Trillium Health Resources EVV Webpage](#)
- 🌱 [Trillium Claims Support](#)
- 🌱 Trillium Provider Support Services 1-855-250-1539
- 🌱 [HHaEXchange Customer Support](#)
- 🌱 HHaEXchange Customer Support Telephone Number 1-855-400-4429
- 🌱 [Carolina Complete Health Home Health Webpage](#)
- 🌱 [Carolina Complete Health Network Inquiries](#)
- 🌱 [Carolina Complete Health Provider Engagement Contact List](#)
- 🌱 Carolina Complete Health Provider Services Telephone Number 1-833-552-3876
- 🌱 [NC DHHS EVV Webpage](#)
- 🌱 [NC Medicaid Managed Care Provider Ombudsman](#)
- 🌱 NC Managed Care Provider Ombudsman Telephone Number 1-866-304-7062

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URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

