

Clay Bullard | Chief Executive Officer

J. Kevin Stitt | Governor

OHCA 2025-21

November 20, 2025

RE: EVV Requirements for Reimbursement of Personal Care and Home Health Services

Dear Provider,

In accordance with the 21st Century Cures Act, all states are mandated to implement an electronic visit verification (EVV) system for Medicaid-funded personal care services (PCS) and home health care services (HHCS). EVV is a technology-based system that utilizes telephone and computer platforms to capture and verify the following service details:

- Type of service provided
- Name of individual receiving services
- Date of service delivery
- Location of service delivery
- Name of individual providing service
- Start and end times of service

These requirements apply to all Medicaid-enrolled providers submitting claims for applicable PCS services, regardless of whether those services are authorized under the Medicaid State Plan, SoonerSelect, Money Follows the Person (Living Choice) or the 1915(c) home and community-based services (HCBS) waivers.

Providers contracted with SoonerCare and delivering services under the HCBS waiver programs, State Plan Personal Care or Living Choice should begin onboarding with the state's designated EVV platform, FiServ.

Providers contracted with an Oklahoma MCO should begin onboarding with HHAeXchange, the EVV platform selected by the MCOs. New users must first complete the [Xchange self-registration form](#). If you are already registered, you can sign up for live training or take one of the on-demand training curriculums.

Stay tuned to OHCA's [EVV page](#) as additional guidance, training materials and technical support will be made available to assist providers in meeting EVV compliance requirements.

We appreciate your continued commitment to serving Oklahoma's Medicaid members and thank you for your partnership in implementing this important federal mandate.

Sincerely,

A handwritten signature in black ink, appearing to read 'S White', with a stylized, cursive script.

Sherri White
Chief Operating Officer