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DEPARTMENT FOR MEDICAID SERVICES

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Lisa Lee
COMMISSIONER

To: Acquired Brain Injury Providers – PT(17)
Home and Community Based Waiver Providers – PT (42) / PT (43)
Michelle P. and Supports for Community Living Waiver Providers – PT (33)

From: Carmen Hancock
Director, Division of Long-Term Services and Supports

Date: October 6, 2025

Re: Electronic Visit Verification Claims Compliance Deadline

The following policy affects the above-listed provider types who deliver any 1915(c) Home and Community Based Services (HCBS) waiver services (Participant Directed or Traditional) required to use electronic visit verification (EVV). A [list of affected services](#) is available on the EVV website.

Effective January 1, 2026, any claim without a corresponding visit documented using EVV will be denied. Traditional agency and Financial Management Agency staff are responsible for ensuring EVV visits have been entered appropriately.

This policy applies regardless of whether your agency uses the state-sponsored EVV system, Therap, or a third-party EVV system. Any third-party system must integrate with the Therap EVV aggregator to allow for claims verification. Please work with your Therap provider outreach team and/or your third-party vendor to make sure your agency is compliant and to avoid claims denials.

Therap will begin discussing this policy change in the next quarterly town hall meeting. It is scheduled for October 9 at 2:30 p.m. Eastern/1:30 p.m. Central. You can [register for the town hall online](#). If you have registered for a previous town hall, you do not need to register again. You will use the link from your previous registration to access the meeting.

If you have questions about this notice, please contact the operating agency for the waiver(s) in which your agency delivers services.

Waiver or Waiver Topic	Operating Agency	Contact Information
Acquired Brain Injury Waiver Acquired Brain Injury Long Term Care Model II Waiver	Department for Medicaid Services	(844) 784-5614 1915cWaiverHelpDesk@ky.gov

Home and Community Based Waiver Participant Directed Services (all waivers)	Department for Aging and Independent Living	(877) 315-0589 HCBInquiries@ky.gov
Michelle P. Waiver Supports for Community Living Waiver	Department for Behavioral Health, Developmental and Intellectual Disabilities	(502) 564-7700 DDID.Info@ky.gov