




HEALTH CARE
AUTHORITY

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Letter of Direction #58

Date: June 7, 2025

To: Turquoise Care Managed Care Organizations

From: Dana Flannery, Director, Medical Assistance Division 

Subject: Turquoise Care Electronic Visit Verification (EVV) Aggregator

Title: EVV Aggregator

The purpose of this Letter of Direction (LOD) is to provide the Turquoise Care Managed Care Organizations (MCOs) with information on the expectation of implementing an Electronic Visit Verification (EVV) Aggregator for all EVV services under Turquoise Care.

The 21st Century Cures Act requires states to use EVV systems for certain Medicaid personal care and home health services. An EVV aggregator is a centralized database that collects, validates, and stores EVV data from different EVV systems.

All providers who are mandated by state and federal rules to use EVV for personal care, respite and home health services may choose to utilize the EVV aggregator system.

In addition to their current contracting activities and oversight of FiServ as the statewide EVV vendor, the Turquoise Care MCOs must work with FiServ as the EVV aggregator for the Health Care Authority (HCA). The MCOs must ensure that the aggregator system meets the administrative needs of personal care, respite and home health providers and the requirements as outlined in the Cures Act. The MCOs will ensure that the rollout of the aggregator includes opportunity for stakeholder feedback and sufficient training, technical assistance, and ongoing support for providers who choose to use the aggregator.

It is anticipated that the aggregator will be implemented and fully functioning on or before January 1, 2026, however this project can be extended if approved by HCA. MCO costs to implement and operate the aggregator will be included in the MCO rates.

This LOD will sunset upon inclusion in the Managed Care Policy Manual.