

Blue Cross® and Blue Shield® of North Carolina (Blue Cross NC) | Healthy Blue® | Medicaid

A message from NC Medicaid Division of Health Benefits

Managed care electronic visit verification home health implementation hard launch

The 21st Century Cures Act requires the use of an Electronic Visit Verification (EVV) system for home health care services (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.

Starting October 1, 2025, NC Medicaid will implement the **hard launch** phase of EVV for 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 Oct. 1, 2025, that do not include the required EVV data will be denied.

For more information, please refer to the [NC Medicaid Bulletin](#).

If you have any questions about this notice, please contact Healthy Blue Provider Services at 844-594-5072 or via email at NC_Provider@healthybluenc.com or contact your dedicated Healthy Blue Provider Relationship Account Consultant.

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NCHB-CD-091751-25 October 2025