

Electronic Visit Verification (EVV) Townhall

July 3, 2024



HFS

Illinois Department of
Healthcare and Family Services

Housekeeping





June 18, 2024, EVV Townhall Recap

Topics

- State and Federal Statutes
- Provider Options—Third-Party Vendor or Free Solution
- In-Scope Payers, Providers, and Implementation Timelines
- Managed Care Organizations (MCOs)—MMAI, HCI, Rejections
- Setup Steps, Authorizations, Scheduling, Payer Initials, Provider Driven Placement
- Compliance Tracking and Exceptions
- Resources—State and HHAeXchange



June 18, 2024, EVV Townhall Recap (cont.)

I. Accessing EVV Townhall Materials

II. Revisiting Q&A:

i. Revisiting GPS Range

- Originally set at 300 ft. However, the State has elected to expand to 500 ft. Will become effective prior to next townhall.

ii. When to Send Schedule Updates to HHAeXchange (HHA)

- Scheduling is never required. Providers who elect to do scheduling are not required to send updated schedules. Updated schedules should only be sent if schedules are changed in advance of a visit.

June 18, 2024, EVV Townhall Recap (cont.)

II. Revisiting Q&A:

iii. HHA Client Support Portal Anticipated Ticket Turnaround Time

- Initial Response within 24 hours. Updates are communicated through the portal.

iv. Service Provision Outside of the Home

- Community visits can be logged by using the HHAeXchange+ Mobile Application. When a caregiver clocks in/out and is presented with the map, there is a toggle at the bottom of the screen, where they can turn off the "At Home" option. This will remove the set radius and allow them to record a visit outside the member's home.

June 18, 2024, EVV Townhall Recap (cont.)

II. Revisiting Q&A:

v. Tracking Caregivers by 4-digit Identifiers

- In conjunction with the HFS Office of Inspector General, it has been decided that the last 4 digits of the workers SSN must be entered in the HHA system and the 3rd party vendor, if applicable. This decision was made to make our EVV system as functional as possible and to allow for better identification of fraud, waste, and abuse.

vi. Updating Time zone

- Provider agencies may request and update to the appropriate time zone for their office by submitting a ticket to the [HHA Client Support Portal](#)



June 18, 2024, EVV Townhall Recap (cont.)

II. Revisiting Q&A:

vii. Manual Entry and Exceptions

- If a manual clock in and out is entered, it will be considered an exception and count against the EVV Compliance % for the agency.

REMINDER: Illinois EVV Implementation Timelines

1. **September 1, 2023:** Personal Support Workers (PSWs) under the Adult with Developmental Disabilities waiver and the Children and Young Adults with Developmental Disabilities waiver.
2. **December 31, 2023:** Home Health Care Services (HHCS) for providers billing Illinois State Plan Medicaid, [Healthchoice Illinois \(HCI\) Managed Care Organizations \(MCOs\)](#), [Medicare-Medicaid Alignment Initiative \(MMAI\) MCOs](#), Division of Specialized Care for Children (DSCC), and Illinois Department of Human Services' (DHS) Division of Developmental Disabilities (DDD).



Implementation Timelines, cont.

- 3. 11/01/2024:** Revised date for IDoA In-Home Service (INH) provider agencies (Homemaker agencies) to switch to using HHAeXchange (HHA) as their primary vendor for collecting EVV data and for all INH agencies maintaining third-party EVV systems to send their EVV data to HHA. IDoA provider agencies that have completed their HHA enrollment form will receive credentials for logging into the HHA system and HHA's Learning Management System (LMS) closer to the go-live date. **originally scheduled for 06/03/2024**
- 4. 11/01/2024:** Target date for integrating EVV data from DHS DRS Individual Providers, Home Health Care Service providers billing DHS DRS, and Homemaker providers billing DHS DRS. Implementation will occur after completing a formal discovery process among DHS DRS, HHA, and HFS.

Illinois Provider Townhall

July 3, 2024

The content contained herein (“Confidential Information”) are the confidential property of HHAExchange and may not be copied or distributed outside the HHAExchange organization without the express written consent of HHAExchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



Agenda

- Introductions
- IDOA Onboarding Update
- EDI Process Flow & Recent Hot Topics
- EVV Compliance Tracking
- HHAeXchange Customer Care & Other Resources



HHAeXchange Team

➤ Team Introductions



Shawn Bowen

Sr. Project Manager, State
Implementations



Colby Ward

Director, Customer Success



Decree Sweeney

Director, Customer Success



IDOIA Onboarding Update



Updated IDOA Onboarding Timeline - Tentative

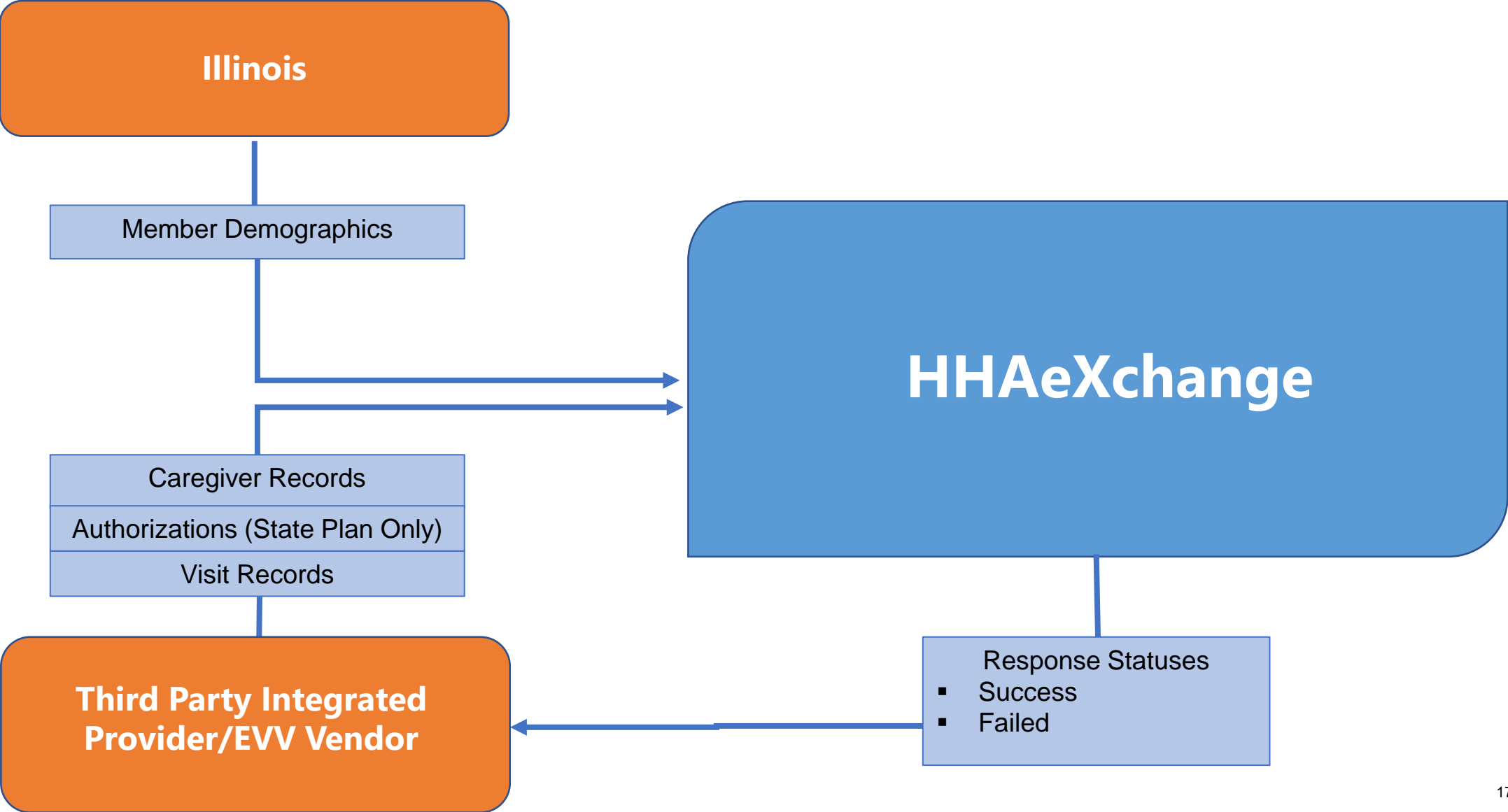


Milestone	Description	Date
LMS Credentials	Credentials will be e-mailed to the person who completed the survey from your agency. These credentials can be shared with others to take the self-paced courses.	Week of 9/16/24
Portal Credentials	The person who completed the survey will be the first user in the system. This person will be receiving an e-mail with their HHAeXchange credentials. These should NOT be shared; this person can set up additional user access after logging in.	Week of 9/16/24
System User Training Webinars	Webinar based user training, where as many folks from your agency as you'd like are welcome to attend. Attendees will be able to ask questions to HHAeXchange staff.	Week of 9/23/24
Technical Go-Live	Members and Authorizations are loaded into provider portals.	10/1/24
EVV Go-Live	Agencies are expected to either fully utilize HHAeXchange or be integrated.	11/1/24



EDI Onboarding Process

Data Exchange Workflow - Illinois



Acronyms Library



- API – Application Programming Interface
- EDI – Electronic Data Interchange (also referred to as ‘Third-party’)
- ESD – EDI Support Desk
- EVV – Electronic Visit Verification
- HHA/HHAX – HHAeXchange
- LMS – Learning Management System
- QA – Quality Assurance

Setup Steps – EDI (Third-party EVV) Providers



1. Complete [Illinois EVV Enrollment Survey](#) to have your agency's portal set up
2. Receive HHAeXchange portal credentials and Learning Management System (LMS) credentials
 - a. Credentials are granted for HHAeXchange portal to the [person who submits the Enrollment Survey](#), and these credentials should not be shared
 - b. LMS credentials can be [shared across the agency](#) for any user who needs to access the training videos
3. User who receives the initial credentials should set up additional system users using this [job aid](#)



Setup Steps – EDI (Third-party EVV) Providers



4. Provider reviews [Business Requirements document](#), [EVV API Specification](#), and [Auth API Specification](#) (note: provider can create auths manually via this [job aid](#) if the vendor is unable to build out auth API)
 - a. Provider reviews and completes [IL Attestation](#) with vendor and provider contact included
 - b. HHAeXchange support ticket (with label: ESD) is created on the provider's behalf with next steps for integration

5. HHAX Provider EDI Integrations analyst creates an implementation portal for provider testing
 - a. Environment is linked to QA payer for IL for testing purposes
 - b. Implementation EVV API credentials generated and shared with provider
 - c. Testing data generated and shared with provider
 - d. Provider to complete test scenarios included in [EVV API Test Document](#)

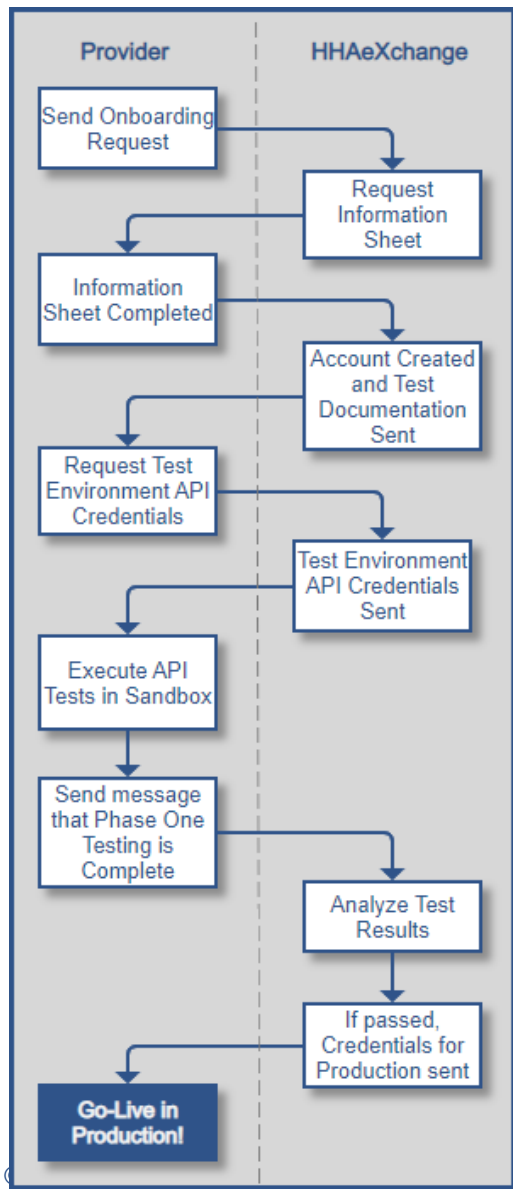
Setup Steps – EDI (Third-party EVV) Providers



6. HHAX Provider API Integrations team creates auth API testing credentials (for Auth API) and shares with provider (*through HHAeXchange support ticket with EISD label*)
 - a. **Note:** This only applies for State Plan HHCS services
7. Once vendor/provider have completed testing, they are expected to create a ticket with the Provider EDI Integrations team to indicate testing has been completed
8. HHAX Provider EDI Integrations analyst reviews test transactions. Once confirmed, all providers linked with this vendor are approved to move to production and credentials are shared with the provider
 - a. **Note:** Providers utilizing Epic must all test individually, as they act as a proprietary software



Preparing Providers for Integration - Testing



Integration Workflow

- **Prepare for EVV Integration Testing with HHAX by:**
 - Review HHAX Testing Process document
 - HHAX will provide this document once access to HHAX environment is confirmed by provider
 - HHAX will provide test member demographic & authorization data to providers to utilize during end-to-end testing
 - Message error codes begin on page 47 of the IL EVV Data Aggregator Specification
 - [HHAeXchange EVV API Technical Specifications](#)
[IL](#)
 - Providers should contact HHAX Provider Integration team should you need assistance
 - hhaexchange.com/supportrequest



Recent Hot Topics

HHAeXchange Account Access Demo



We will review three scenarios:

1. New User Management
 - a. [Job Aid](#)
2. Password Reset for your account
 - b. [Job Aid](#)
3. Password Reset for others on your team
 - c. [Job Aid](#)

G0156 Service Code



- An issue was brought to HFS & HHAeXchange that the G0156 service code was not available in the system
- HHAeXchange has rectified this issue and added it back to the documentation
- If you still have a large number of rejections related to this, please send an e-mail to HFS.EVV@illinois.gov so we can troubleshoot

➤ Update Portal to Central Time (CST)



- Your portal may have been configured in Eastern Time. If you notice this is the case, and you'd like to change it, please follow the steps below.

1. Navigate to Admin > Office Setup > Search Office
2. Select Office and verify time zone under the “Address” section

The screenshot shows a form with the following fields:

- Zip ***: A text input field containing "60018" and a hyphen separator.
- Time Zone**: A dropdown menu with "Central" selected.
- Use Office-Specific Logo

3. Submit a ticket to HHAeXchange Technical Customer Care using the [Client Support Portal](#). Our team will be able to make the change on your behalf.

> RN Signature Required



- If your caregivers are experiencing a message in the Mobile App about requiring RN signatures, please follow the steps below to remove the requirement.
 1. Navigate to Admin > Contract Setup > Search Contract
 2. Select Contract which is requiring signatures
 3. Navigate to “Scheduling/Confirmation” tab
 4. Scroll down to “Visit Confirmation Options” and locate the setting for “Capture RN Signature on Mobile App”
 5. De-select these boxes and hit “Save” at the bottom of the page

Capture RN Signature on Mobile App ⓘ

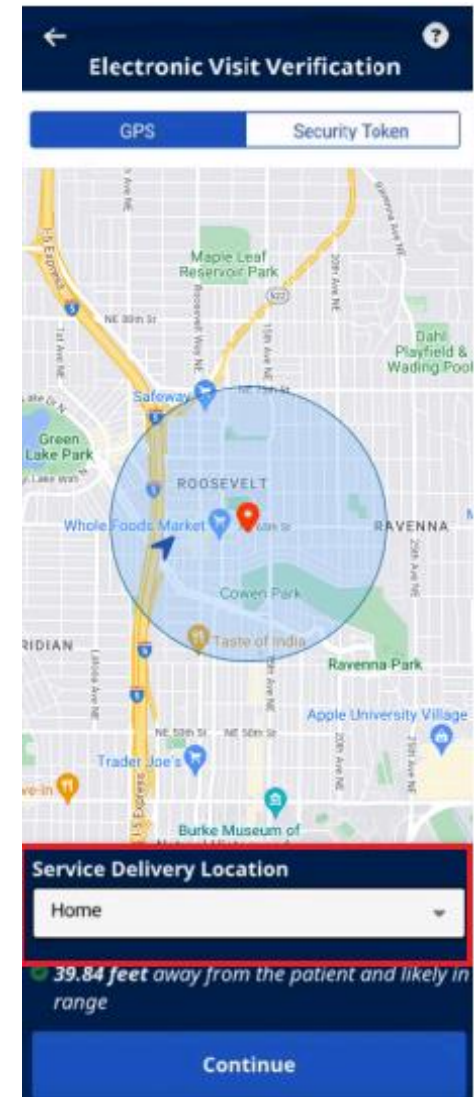
At Clock In

At Clock Out



Confirming Visits in the Community

- If your caregivers start or end visits in the community, they can use the Community feature within the Mobile App to make clocking in and out easier.
- As caregivers are clocking in and out, they will see a “Service Delivery Location” dropdown menu. Here they can select “Community” as needed.



Other FAQs



Question: Can I bill for Home Health Care Services through HHAeXchange?

Answer: No, billing is not currently available through HHAeXchange for State Sponsored and EDI for any Home Health Care Services, including Fee-For-Service and MCO. Providers are only required to input their visit data into HHAeXchange.

Question : How do I get help logging in?

Answer: If you have your username, but your link has expired to set up your password, you can choose “Forgot Password?” on the login page to get a new link. If you need further assistance, please submit a ticket to Customer Service Desk on the [Client Support Portal](#).

Client Login

Username
chassfurtheradmin

Password
.....

Log In

Forgot Password?

Other FAQs



Question: How do I ensure my Caregivers are able to do unscheduled visits with HHAExchange EVV?

Answer: First, ensure the Caregiver is linked to the members they are servicing from each member's "General" tab in the field labeled "Caregivers with Mobile Patient Info Access". Next, ensure either the service code is entered on the Contract, or navigate to your Office Setup, and enable the feature below. This allows the Caregiver to select the service they performed at clock-out. The service code is a key component of a visit and one of the six required data elements of the Cures Act.

Mobile

- Mobile Fixed Visit Verification ⓘ
- View open cases ⓘ
- Allow Caregivers to enter Time via the Mobile App when there is no preexisting EVV ⓘ
- Enable the I'm Awake button for midnight shifts ⓘ
- Enable Mobile App Biometric Two Factor Authentication ⓘ
- Display Other Duties when there are no POC Duties assigned ⓘ
- Mobile GPS Visit Verification ⓘ
Tolerance Range (ft) *
- Mask GPS Coordinates for Community Visits ⓘ
- Allow Single Clock in/out for Consecutive Shifts (Mobile App) ⓘ
- Enable Alternate EVV Workflow ⓘ
- Extend the visit end time to include time to enter duties ⓘ
- Enable Unscheduled Visit Service Code Selection ⓘ
- Allow Caregivers to Log Duties After Clock In ⓘ

Other FAQs



Question: How do I switch from EDI to HHAX EVV or vice versa?

Answer: Please submit a ticket to our Technical Customer Care team, advising them of your intent to switch from one method to another. Our team will be able to direct you through the proper steps. The steps can also be found on the [State Info Hub](#) in the detailed FAQ.

Question: How do I get the MMAI MCO contracts in my portal?

Answer: Aside from Aetna, which has two separate contracts for HCI vs MMAI due to their business practices, the other MCOs have both HCI and MMAI included in the same contract. For example, if you have MMAI and HCI customers with Molina, you will use the singular Molina contract for both sets of customers.



Tracking EVV Compliance

What is EVV Compliance?



- EVV Compliance is a metric, which tracks the number of visits without missing data elements or manual edits compared to the total number of visits in a given time period
- As part of CMS's requirements for the State, the State must report EVV Compliance % across the entire provider network
- Best practice: Each agency should know its EVV Compliance %. EVV Compliance should be included as policy for workers and a part of regular re-training activities

What is an Exception?



- **Exception:** A visit with a missing electronic data element or manual edit after it was electronically captured
- **Reasons for Exceptions:**
 1. Missing Clock In
 2. Missing Clock Out
 3. Missing Clock In & Out
 4. TEMP Caregiver Assigned
 5. Missing Latitude & Longitude (when confirmed via GPS)
 6. Missing Caller ID (when confirmed via Telephony)
 7. Manual Edit (Visit Start/End Times do not match EVV Start/End Times)

Examples of Compliance vs Non-Compliance

Compliant Visit

August 22, 2023 Non Skilled Visit

Member Test

Admission ID	Assignment ID	Visit Date	Patient Phone Number
WBX-900002	100002	08/22/2023	847-707-3397

Schedule **Visit Info** Billing Info Verification

Visit Information

All fields marked with an asterisk (*) are required.

Scheduled Time 0830-0845 TT/OT (hh:mm) ?

Visit Start Time	08/22/2023	Visit End Time	08/22/2023
0851		0925	
EVV Call In		EVV Call Out	
08:51 08/22/2023		09:25 08/22/2023	

Non-Compliant Visit

Doe John

Admission ID	Assignment ID	Visit Date	Patient Phone Number
WBX-900001	100001	08/11/2023	--

Schedule **Visit Info** Billing Info Verification

Visit Information

All fields marked with an asterisk (*) are required.

Scheduled Time 1000-1200 TT/OT (hh:mm) ?

Visit Start Time	08/11/2023	Visit End Time	08/11/2023
1000		1200	
EVV Call In		Add Service Location	
10:00 08/11/2023			

Tracking Compliance in HHAeXchange



- Regardless of whether the worker used EVV on a shift, all shifts for EVV required services should be entered in HHAeXchange.
- Key reports in HHAeXchange for tracking compliance & exceptions:
 - Exceptions Summary by Agency
 - Exception Detail Report
 - Exceptions by Caregiver
 - The reports are located by clicking Reports > Exception Reports
- EDI providers should ensure they are reviewing the reports in HHAeXchange, not just reports in their source system. State sources EVV Compliance from what is in HHAeXchange.



HHAeXchange Provider Resources



Requests RH

Welcome to the HHAeXchange Client Support Portal

Find help and services



Portals



Customer Service Desk

Welcome! You can raise a Customer Service Desk request from the options provided.



3rd Party Integration Supp...

Submit questions or concerns for any EDI related process.



RCO Service Desk

Welcome! You can raise a request for RCO Service Desk using the options provided.



Annkissam Service Desk

Welcome! You can raise a Annkissam Service Desk request from the options provided.



Accounts Receivable

Have a question on a recent invoice from HHAeXchange? Submit your questions here.



Clinical Support Desk

Welcome! You can raise a Clinical Support Desk request from the options provided.

Payer Integration Support

Submit requests related to the exchange of integration files and data between a Payer portal and Provider portal.

EWV Aggregation Support

Welcome! You can raise a request for EVV Aggregation Support using the options provided.

ENT Integration Support Desk

Welcome! You can raise a request for ENT Integration Support Desk using the options provided.

[Show more portals \(1\)](#) ▾

Client Support Portal

<https://www.hhaexchange.com/supportrequest>

HHA Technical Customer Care



Client Support Portal: <https://hhaexchange.com/supportrequest>

- Recommended to always enter a ticket here first, so we can get as much information as possible about what you're experiencing
- Include relevant details to help us solve your issue!
 - Agency Tax ID
 - Explanation of issue and steps taken to reproduce the issue (if applicable)
 - Examples/screenshots
 - Anything else you think might help us
- Select the Right Team:
 - **Technical Customer Care** – HHAeXchange portal technical assistance (e.g. navigation, error messages within portal, login help, etc.)
 - **Provider EDI Integrations** – Assistance with setting up a new EDI integration with your vendor, questions about rejections or specifications, etc.



Knowledge Base



HHAXchange Knowledge Base

Search documents, videos, and help resources

Search



Getting Started

Browse resources to help get you started on the right foot with HHAXchange.



What's New

Learn about HHAXchange's latest features and updates.



FAQs

HHAXchange FAQs is a one-stop shop for our customers' most common questions and their answers.

[HHAXchange Provider Knowledge Base](#)



State Info Hub



Illinois Information Center

Provider Enrollment Form

TABLE OF CONTENTS

OVERVIEW

ILLINOIS DEPARTMENT ON AGING (DOA)

ILLINOIS DIVISION OF DEVELOPMENTAL
DISABILITIES (DDD)

ILLINOIS HOME HEALTH (HH)

HHAEXCHANGE EVV PORTAL

TRAINING

EDI PROCESS

Overview

Illinois has partnered with HHAExchange to help Illinois providers become compliant with state and federal Electronic Visit Verification (EVV) requirements and ensure a simplified, user-friendly, and seamless experience.

The first step will be to fill out the Illinois – HHAExchange Provider Enrollment Form, linked below, to identify yourself as an Illinois provider agency.

- Click here to complete the form: [Illinois – HHAExchange Provider Enrollment Form](#)

Illinois Waivers and Managed Care Organizations in Scope

Illinois Division of Developmental Disabilities (DDD)

Illinois Department on Aging (DOA)

Illinois Home Health (HH)

<https://hhaexchange.com/info-hub/illinois>

HHaEXchange Support



State Info Hub

<https://hhaexchange.com/info-hub/illinois>



Client Support Portal

<https://hhaexchange.com/supportrequest>



Email

ILSupport@hhaexchange.com



Phone

833-961-7429

Illinois Home Health Support



Email

HFS.EVV@illinois.gov

Provider Resources



Q&A



State Info Hub



Client Support Portal



Thank you!