

Electronic Visit Verification (EVV) Townhall

July 16, 2024



HFS

Illinois Department of
Healthcare and Family Services

Housekeeping



REMINDER: HFS EVV Resources

- [HFS EVV Website](#)
- [HFS Provider Notices](#) **sign up for Home Health and Waiver to receive EVV updates**
- HFS.EVV@illinois.gov **for State Plan HHCS providers and general EVV inquiries**



July 3, 2024, EVV Townhall Recap

Topics

- Revisiting June 18, 2024, EVV Townhall Q&A
- EDI Onboarding Process
- HHAeXchange Account Access Demo
- Updating Portal to Central Standard Time (CST)
- RN Signature Error
- Community Visits
- Compliance Tracking



July 3, 2024, EVV Townhall Recap (cont.)

I. Accessing EVV Townhall Materials

II. Revisiting Q&A:

i. Revisiting GPS Range

- Effective, 07/16/2024, the GPS range has been expanded to 500 feet.

ii. Claims Processing

- Payers (HFS, DHS-DDD, IDoA, DSCC, and MCOs) will send paid claims files to HHAeXchange which are compared against Provider EVV data. The match is based on provider, member, date of service and units. This match is already happening for DHS audit purposes and required reporting to CMS, but it is not impacting claims payment for agencies.



July 3, 2024, EVV Townhall Recap (cont.)

II. Revisiting Q&A:

iii. Running EVV Reports on Caregivers

- There is a Time and Attendance report available to all agencies, whether using the free HHAeXchange solution or third-party system, which provides visit level details in an exportable format.

iv. EDI Provider Enrollment

- Must still enroll with HHAeXchange, select that they will be completing an integration, and follow all subsequent steps provided. Third-party system EVV data must be sent to HHAeXchange for Aggregation.



July 3, 2024, EVV Townhall Recap (cont.)

II. Revisiting Q&A:

v. EDI Provider Authorizations

- EDI providers are able to use the HHAeXchange Authorization API to transmit authorizations from a third-party into the EVV system automatically.

vi. Federal 21st Century Cure's Act Compliance

- Slide 41 of the June 18, 2024, EVV Townhall presentation outlines the six elements that must be captured for a visit to be considered Cure's Act compliant. If an EMR or third-party EVV system does not capture those six elements, then the provider agency should reach out to the vendor and supply them with the HHAX EDI integration specifications to get started.

July 3, 2024, EVV Townhall Recap (cont.)

II. Revisiting Q&A:

vii. Locating Payer Contracts

- Agencies can see their contracts by navigating to Admin > Contract Setup > Search Contract.




TRACKING BY SOCIAL SECURITY NUMBER (SSN)

- Discussed at the [July 3, 2024, EVV Townhall](#).
- **ALL** Provider Agencies will need to track caregivers by **FULL** SSN.
- Allows for better identification of fraud, waste, and abuse, and tracking of caregivers across agencies.
- Effective Date will be communicated via [HFS Provider Notice](#), [E-mail](#), and EVV Townhall.
- HHAeXchange is evaluated by the State and Federal CMS for both HITRUST and HIPAA Compliance.

REMINDER: Previous Illinois EVV Implementation Timelines

- **September 1, 2023:** Personal Support Workers (PSWs) under the Adult with Developmental Disabilities waiver and the Children and Young Adults with Developmental Disabilities waiver.
- **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).



UPDATED IMPLEMENTATION TIMELINE IDoA

- EVV will **NOT** Go live for IDoA on 11/01/2024.
- [July 12, 2024, HFS Provider Notice](#)
- Implementation has been delayed until further notice.
- This **ONLY** impacts:
 - In-Home Providers or Homemaker agencies serving IDoA CCP customers

Illinois Provider Townhall

July 16, 2024

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Agenda

- Introductions
- Recent Hot Topics
- Adding Members (Customers)
- Adding Caregivers (Providers)
- 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



Recent Hot Topics

Tracking Caregivers (Providers) by SSN



- The State has issued guidance that agencies should begin using the full caregiver's (provider's) Social Security Number (SSN) to track them in HHAeXchange
- What does this mean for agencies using HHAeXchange EVV?
 - Update existing caregiver profiles to include the full SSN and create new profiles with this going forward
 - The caregiver **does not** need to make any changes with the Mobile App
- What does this mean for EDI agencies?
 - Update existing caregiver profiles to include the full SSN via the API and send new records with this going forward

GPS Tolerance Range Update

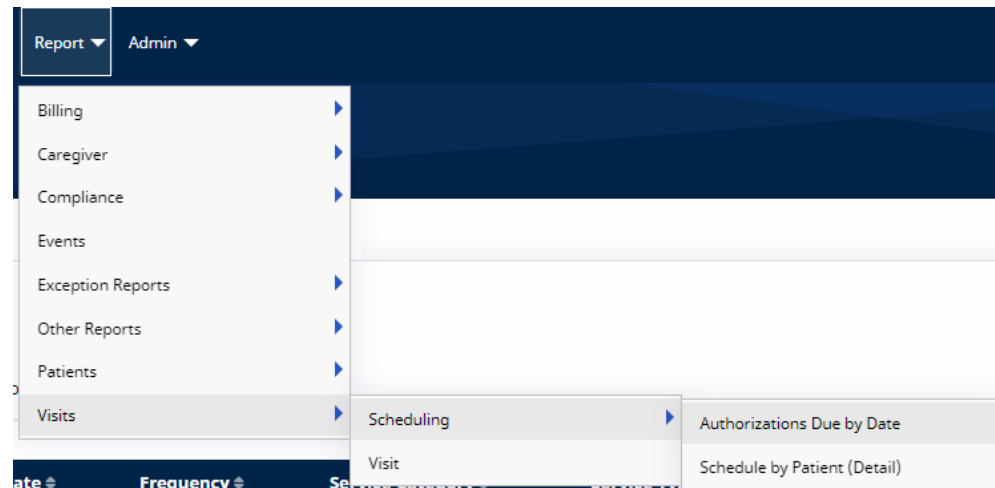


- The State has decided to expand the GPS tolerance range for all providers to be 500 feet from the member's home address.
- This change goes into effect today, **July 16th 2024**
- Why was this change made?
 - Accommodation of cases where the individual may be getting picked up very close to the home, but not in the home itself.
- Can my caregivers still use the community feature?
 - Yes, the community feature remains available for services which start or stop outside of the home

> New Report – Authorizations Due by Date



- HHAeXchange has enabled a new report, which is available to ALL providers in Illinois
- Report Name: Authorizations Due by Date
- Purpose: Gives agencies the ability to run a report to see all of the authorizations in the portal for a given date range, member, etc.
- Navigation: Report > Visits > Scheduling > Authorizations Due by Date





Adding Members

Provider Driven Placement



HHAX Providers

No Member & No Auth from Payer Data
Workflow:

- 1) Create a new member via HHAeXchange portal
- 2) Add Medicaid ID
- 3) Add Payer Contract
- 4) Add Service Code

**Adding the above items will lead to a successful connected placement without authorization.

EDI/3rd Party Providers

- No Manual Entry Required
- Member is automatically created upon visit import from the 3rd Party API
- Refer to the [Illinois API Technical Specifications](#) for visit import details.
- For inquiries or further assistance, please create a support ticket via the [Provider EDI Integrations](#) help desk.

This applies to the following programs:

- IDDD Personal Care
- State Plan, DSCC and IDDD Skilled Nursing & Home Health Care Services
- MCO Home Health Care Services when prior authorization is not required



Member Management by Contract



Contract	Program	Member Placement Responsibility
Division of Developmental Disabilities	HHCS & PCS (Personal Support Worker)	Provider Agency
Division of Specialized Care for Children	HHCS	Provider Agency
Department of Health & Family Services (State Plan)	HHCS	Provider Agency
IL MCOs	HHCS (when authorization is not required yet)	Provider Agency
IL MCOs	HHCS (when authorization is required)	Payer (MCO)
IL MCOs	PCS (Homemaker)	Payer (MCO)



Adding Caregivers

Adding Caregivers



HHAX Providers

All Caregivers should be created manually via the HHAeXchange portal

- 1) Navigate to Caregiver > New Caregiver
- 2) Complete all required fields
- 3) Ensure the full SSN is populated
- 4) Grant Mobile App Access (if using)
- 5) Link Caregiver to Member if expecting unscheduled visits

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HH AeXchange Provider Resources



Client Support Portal

Welcome to the HHAeXchange Client Support Portal

Search for information

PARTNER CONNECT
Looking for more tools to optimize your homecare operations? Check out our partner integrations. [Learn More.](#)

Portals

- Technical Customer Care**
Did you check out our Self-Service Knowledge Base but still need help?...
- Provider Billing**
Revenue Cycle: Billing, Cash Posting, Claims Status, Contract Setup, ERA Items, Re-Billing
- Provider EDI Integrations**
Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's
- Self-Direction**
Self-Direction Customers, formerly Annkissam
- Provider Invoice Inquiries**
Enterprise Customers with invoice questions for Accounts Receivable
- State EVV Aggregation**
EVV Data Submission Inquiries related to State & MCO Aggregators....

<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.



HHAeXchange Knowledge Base

Search documents, videos, and help resources

Search



Getting Started

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



What's New

Learn about HHAeXchange's latest features and updates.



FAQs

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

Knowledge Base

[HHAeXchange 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!