

Electronic Visit Verification (EVV) Townhall

August 20, 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, general EVV inquiries, and escalation of concerns submitted to HHAeXchange**

Additional State EVV Resources

DHS DDD

- [DHS DDD EVV Resources](#)
- DHS.DDDEVV@ILLINOIS.gov **for in-scope DDD providers**

IDoA

- Aging.EVVSUPPORT@ILLINOIS.gov **for in-scope IDoA providers**

DSCC

- [DSCC EVV Resources](#)
- O365-dscc-evv@UIC365.onmicrosoft.com **for in-scope DSCC providers**

DHS DRS

- [DHS DRS EVV Resources](#)
- DHS.EVV@ILLINOIS.gov **for in-scope DRS providers**



Submitting Unresolved Concerns to HFS.EVV@illinois.gov:

- Include Your Provider Agency Name
- Include Your Tax Identification Number (TIN)
- Include Your Latest HHAeXchange [Client Support Portal](#) Ticket Number
- Include A Summary of Your Concern



August 7, 2024, EVV Townhall Recap

Topics

- Reminder of Implementation Timeframes
- The 21st Century Cure's Act and Medicaid
- Full Caregiver SSN Requirement
- Service Code Updates
- EDI Provider FAQ
- Authorization Management
- State and HHAeXchange Provider Resources



Revisiting August 7, 2024, Q&A

I. Live-In Caregiver Exemption

- Only available to Division of Developmental Disabilities (DDD) Personal Support Workers (PSWs).
- Must submit application and receive approval.
- Annual application requirement.

II. Contract Placement Failures for MCO Payers

- MCOs are now sending daily authorization updates to HHAeXchange.
- Contact Payer to confirm accurate customer demographics.
- Outreach HHAeXchange Client Support via their [Client Support portal](#) or by calling (833) 961-7429.



Revisiting August 7, 2024, Q&A (cont.)

III. IDoA providers accessing HHAeXchange

- Credentials and training dates will not be sent out yet.
- System will not be programmed to accept IDoA visit data until revised implementation date.

IV. Utilization of two different third-party vendors.

- Provider Agencies may elect to use separate vendors for different caregiver types.
- Both third-party vendors must integrate with HHAeXchange.
- Refer to the “EDI Process” tab at [HHAeXchange Illinois Information Hub](#).

V. Manual Edits

- Can be made one to two days after the visit occurred if a clock in/clock out is missed.
- Must be accompanied by an “action taken”

Revisiting August 7, 2024, Q&A (cont.)

V. Manual Edits (cont.)

- Providers encouraged to utilize preset action steps vs. “other-flag to require note.”
- Examples: “change in schedule” or “visit rescheduled.”

VI. Auto placements

- Supported by HHAeXchange.
- Refer to the “EDI Process” tab at [HHAeXchange Illinois Information Hub](#).
- Contact HHAeXchange Client Support via their [Client Support portal](#) or by calling (833) 961-7429 with additional questions.

Revisiting August 7, 2024, Q&A (cont.)

VII. Using Recipient Identification Numbers (RINs)

- The customer's Medicaid ID, or Recipient Identification Number (RIN), is needed for auto placement workflow in HHAeXchange.
- Home Health Care Service (HHCS) providers billing State Plan Medicaid must have the customer's RIN to bill the State for service provision. The provider should obtain the RIN from the customer and verify the RIN with HFS through one of the following methods:
 - Accessing the [HFS MEDI system](#)
 - Calling the [Participant Eligibility Information Automated Voice Response System \(AVRS\)](#).

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).





IDoA EVV Implementation Delay

- 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




State Outreach to EVV In-Scope Providers

In-Scope Providers actively providing services MUST use EVV

- Use of HHAeXchange
- Use of Third-Party EVV system AND transmission of data to HHAeXchange

Electronic Data Interchange (EDI) Providers

- Will receive communications until integration with HHAeXchange is completed
- Must report to the State whether testing has been completed
- Step by Step EDI process available within [HHAeXchange EDI Tip Sheet](#)
- The State integration is expected no later than **September 30, 2024**



State Outreach to EVV In-Scope Providers (cont.)

In-Scope Providers NOT actively providing services MUST:

- Report this to the State
- Notify the State of intent to serve Medicaid customers in the future

If planning to offer in-scope services:

- Ensure steps are complete to access HHAeXchange, or;
- Complete EDI integration with HHAeXchange

If NOT planning to offer in-scope services:

- Adjust IMPACT enrollment: <https://impact.illinois.gov/>; 1-877-782-5565

HEADS UP: EVV Compliance Monitoring

- Providers will be notified of the start date for State compliance monitoring.
- Expectation that 50% of overall visits are compliant with 21st Century Cure's Act within sixth months of the start of compliance monitoring.
- 75% overall visit compliance within 12 months.
- Requirements for development of a Compliance Action Plan (CAP) and remediation within ninety (90) days.
- Referral to HFS OIG for investigation when no remediation occurs.



HEADS UP: EVV Compliance Monitoring (cont.)

- DDD and DSCC may stop referrals to provider agencies that have not completed CAP remediation activities within 90 days.
- Reminder of six (6) elements required under the 21st Century Cure's Act:
 1. Type of service performed
 2. Individual receiving the service
 3. Date of service
 4. Location of service delivery
 5. Individual providing the service
 6. Time the service begins and ends



Social Security Number (SSN) Requirement

All Provider Agencies will need to track caregivers by **FULL SSN** by **October 17, 2024**. See [July 26, 2024, HFS Provider Notice](#).

SSN Requirement Rationale

- Recommended by HFS Office of Inspector General (OIG) and Administration of the Division of Medical Programs at HFS.
- Employed by other State Medicaid agencies for EVV tracking and investigating of fraud, waste, and abuse.
- Aligns with the overall intent of the Federal 21st Century Cure's Act.
- Allows HFS to ensure our ability to compare clock in/out data against all paid claims associated with an individual worker.
- Full SSNs are unique to the individual, do not change, and follow an individual/provider across different EVV systems and nationally.



SSN Privacy

- Illinois Department of Healthcare and Family Services' (HFS) contract with HHAeXchange requires the vendor to be [HITRUST](#) certified and [HIPAA](#) compliant.
- HHAeXchange must submit initial and annual Service Organization Control (SOC) reports to HFS that are reviewed by HFS' Chief Security Officer.
- Federal Centers for Medicare and Medicaid (CMS) Security assessments during Operational Readiness Review (ORR) and Certification Review.
- Monthly and Quarterly Security Reports to HFS and CMS

Illinois Provider Townhall

August 20, 2024

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Agenda

- Introductions
- Recent Hot Topics
- EDI Provider FAQ
- Manual Visit Confirmation in HHAX
- HHAeXchange Customer Care & Other Resources



HHAeXchange Team

➤ Team Introductions



Shawn Bowen

Sr. Project Manager, State
Implementations



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
 - **Caregiver ID / Employee ID / External ID (whatever ID is used in your EVV vendor system) will remain the unique identifier for each caregiver profile**

Adding Multiple Disciplines to Caregivers



- Caregivers with Multiple Disciplines
 - EDI Providers should add “both” as provider type to ensure data processes accordingly

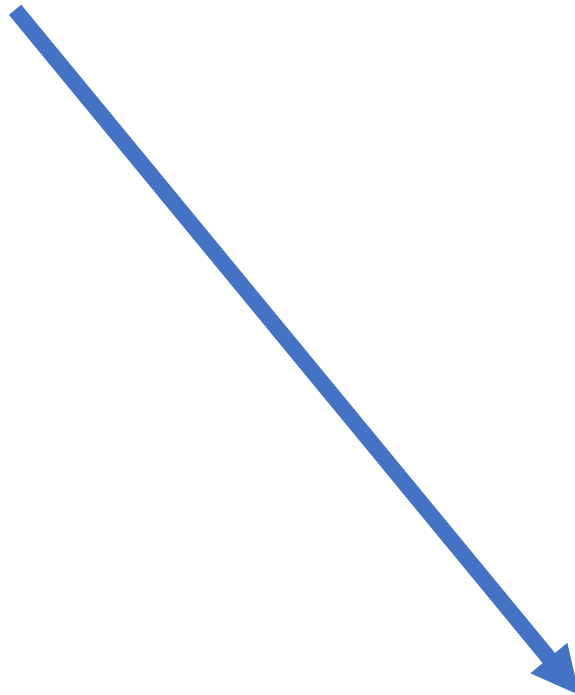
11	type	Caregiver's Type. Possible Values: Skilled, Non-Skilled or Both Select 'Both' to reduce conflict rejections in the Visits endpoint when	15	String	Required
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Adding Multiple Disciplines to Caregivers



- Caregivers with Multiple Disciplines
 - In HHAX system, multiple disciplines can be added / updated on caregiver profile



HHAeXchange Home Patient Caregiver Visit Action Billing Report Admin

New Caregiver

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

Primary Office ^{*} IL ORR Demo Caregiver Type ^{*} Select

Demographics

First Name ^{*} Last Name ^{*} Middle Name

Initials ^{*} Date of Birth mm/dd/yyyy Alt. Caregiver Code

Ethnicity Select Rehire Rehire Date mm/dd/yyyy Country of Birth

Dependents

Employment Information

Status ^{*} Select

Employment Type

<input type="checkbox"/> PCA	<input type="checkbox"/> HHA	<input type="checkbox"/> RN
<input type="checkbox"/> LPN	<input type="checkbox"/> PT	<input type="checkbox"/> OT
<input type="checkbox"/> ST	<input type="checkbox"/> MSW	<input type="checkbox"/> HSK
<input type="checkbox"/> NT	<input type="checkbox"/> RT	<input type="checkbox"/> PA
<input type="checkbox"/> HCSS	<input type="checkbox"/> CNA	<input type="checkbox"/> Other (Non Skilled)
<input type="checkbox"/> Other (Skilled)	<input type="checkbox"/> APC	<input type="checkbox"/> SCM
<input type="checkbox"/> SCI	<input type="checkbox"/> HMK	<input type="checkbox"/> ILST
<input type="checkbox"/> PBIS	<input type="checkbox"/> RESP	<input type="checkbox"/> ESC
<input type="checkbox"/> SDP	<input type="checkbox"/> CBSA	<input type="checkbox"/> COMP



Updating Member's Accepted Services



- Members Accepting Multiple Services
 - Update accepted services on member's profile

Edit Patient Profile

Home Phone: 847-707-3397 | Address: XXX, XXX, LAKE FOREST, IL, 60045 | Languages: -- | Contract: CMH 1, Demo Payer Cloud (WBX) | Coordinators: Default | Office: IL ORR Demo

Demographics

First Name: John | Last Name: Doe | Middle Name: | Date of Birth: 01/01/2000 | Gender: Male | Race: Select

Ethnicity: Select | Patient ID: 148197001 | Social Security Number (SSN): | Medicare Number: | Allow Duplicate SSN:

Medicaid ID: 14819700 (e.g. 999999999) | Coordinator: Default | Coordinator 2: Select | Coordinator 3: Select

Nurse: Select | Service Request Start Date: 01/01/2022 | Admission ID: 900001

Accepted Services *

<input checked="" type="checkbox"/> PCA	<input type="checkbox"/> HHA	<input type="checkbox"/> RN
<input type="checkbox"/> LPN	<input type="checkbox"/> PT	<input type="checkbox"/> OT
<input type="checkbox"/> ST	<input type="checkbox"/> MSW	<input type="checkbox"/> HSK
<input type="checkbox"/> NT	<input type="checkbox"/> RT	<input type="checkbox"/> PA
<input type="checkbox"/> HCSS	<input type="checkbox"/> CNA	<input type="checkbox"/> Other (Non Skilled)
<input type="checkbox"/> Other (Skilled)	<input type="checkbox"/> APC	<input type="checkbox"/> ECM

Save Cancel

Service Code Discussion



- PT and OT Service Codes with combined disciplines:
 - G0151, G0151:U2 and G0152, G0152:U2
- System related updates being made to accept either PT/PTA and OT/OTA services as appropriate **for the purposes of EVV**
- **Impacted providers will receive outreach from HHAeXchange once updates are completed, confirming both types of visits will now be accepted in the system**

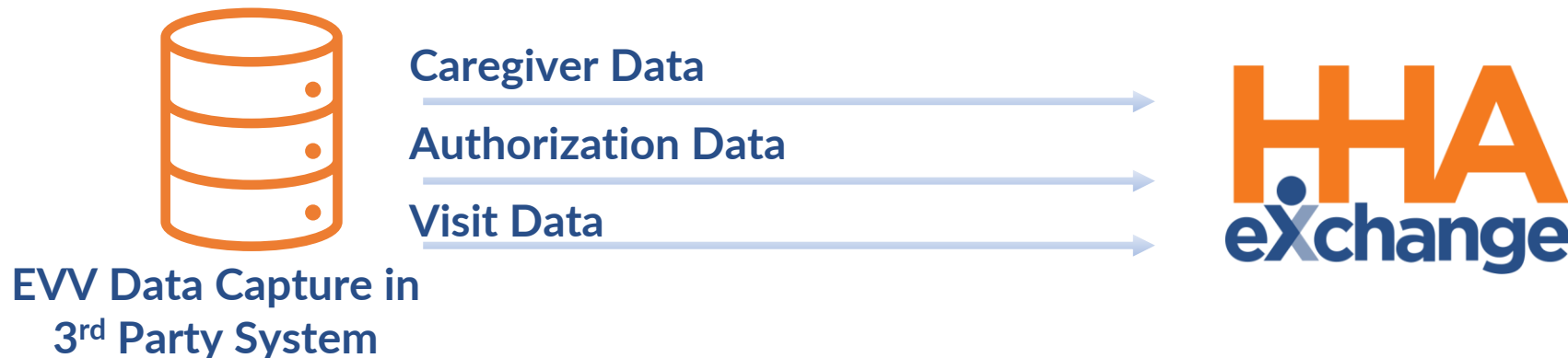


EDI Provider FAQ

EDI Provider FAQ – File Processing



- Three separate API processes can run concurrently between an agency's EVV vendor and HHAeXchange
 - If you are utilizing this workflow it is your agency's responsibility to work with your vendor on how these processes are managed, as it is unique to each vendor
 - If you are unsure on this workflow – ask your EVV vendor about tools in place for processing and monitoring



EDI Provider FAQ – File Processing



Resources to manage API Processes or Rejections on HHAX Info Hub

*** Webinars from DDD and HH onboarding also stored for reference*

The screenshot shows the HHAExchange website's 'Electronic Data Interchange (EDI) Process' page. The browser address bar shows 'https://www.hhaexchange.com/info-hub/illinois'. The navigation menu includes 'Homecare Software', 'Technology', 'Resources', and 'Company', along with a 'Request Your Demo' button. A sidebar on the left contains a 'TABLE OF CONTENTS' with items like 'OVERVIEW', 'ILLINOIS DEPARTMENT ON AGING (DOA)', 'ILLINOIS DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)', 'ILLINOIS HOME HEALTH (HH)', 'HHAEXCHANGE EVV PORTAL', 'TRAINING', 'EDI PROCESS' (highlighted), 'SERVICES IN SCOPE', 'FAQ', 'EVV TOWNHALL MEETINGS', and 'CONTACT'. The main content area is titled 'Electronic Data Interchange (EDI) Process' and contains the following text:

The EVV integration timeline is dependent on the 3rd party agency management system and other factors. While in the configuration process, you do not need to do anything further for EVV or data aggregation at this time aside from responding to vendor or HHAX requests for EDI linking. As long as EVV data is being captured, it will be transferred over for aggregation retroactively once linking is completed.

EDI Tip Sheet

EDI Overview (Integrating with a 3rd Party Agency Management System)

Note, this process applies specifically for providers that chose option 2, found on the "Overview" tab above.

Thank you for working with HHAExchange on the Electronic Data Interchange (EDI) project for your agency. Below you will find information about the general requirements and steps to successfully integrate your 3rd Party Agency Management System with HHAExchange. EDI providers will be required to comply with both the business requirements and technical specifications listed below. Upon review of the documents below, please contact HHAExchange to begin the integration process.

Initial steps EDI providers should follow:

Please review and follow the steps below, (these steps are also found on the HHAExchange Provider EDI Welcome Packet):

1. [Business Requirements Link](#)
2. [Technical Specification document](#)
3. [Authorization Specification](#)
4. Please follow these instructions in order for the EDI team to receive your file. Go to

EDI Provider FAQ – Visit Rejections



Contract	Program	Member Placement and Authorization 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)

EDI Provider FAQ – Visit Rejections



- For visit rejections for **MCO services where authorizations are required and sent by MCO**– please reach out to the MCO team to inquire on your member or authorization status
- **NOTE:** this differs than the authorization workflow for HFS, DSCC, and DDD services

ED I Provider FAQ – IDOA Provider Status



- Providers integrated for IL Department on Aging members specifically
- Integration with IDOA and HHAExchange is not active at this time
- Agencies do not need to take any action, integration will remain valid and visits can be submitted once integration with IL DOA data is completed



Step 1:

Complete
HHAExchange
Provider Enrollment
Form



Step 2:

3rd party Vendor
Providers: Complete
[“API Configuration”
Support Ticket](#) for
vendor integration
and complete
integration steps



Step 3:

Complete LMS Training
and receive
HHAExchange Portal
Credentials



Step 4:

Work with vendor to
import EVV visit data
into HHAExchange
system



Manual Visit Confirmation in HHAX

> Manual Visit Confirmation



Visit confirmations can be manually added OR EVV confirmed times can be updated in the system as needed. Any manually edited visit requires agencies to indicate:

Visit Edit Reason

Why are you manually editing the visit?

Visit Edit Action Taken

What action was taken to validate the services occurred?

The screenshot shows a form with the following elements:

- New Reason ***: A dropdown menu with the text "Select" and a downward arrow.
- Action Taken ***: A dropdown menu with the text "Select" and a downward arrow.
- New Note**: A large text input area.
- Limit to 1000 characters**: A small text note at the bottom of the text input area.

Manual Visit Confirmation



Visit Edit Reason

Other
Timesheet Received
Agency unable to provide replacement coverage (no show, no replacement)
Data Entry Error
worker unable to connect to internet or EVV system down
worker unable to use mobile device
Fixed location device malfunctioned
Fixed location device on order or pending placement in the home
worker failed to report to customer's home
worker entered invalid fixed location device code(s)
worker's identification number (s) does not match the scheduled shift or task discrepancy/task does not match plan of care
worker called in to or out of the EVV system early or late
worker failed to call in and/or out
Address did not link to the customer (GPS)
customer requested to change/cancel scheduled visit; or the scheduled visit has been cancelled due to the customer's services being suspended
customer's phone line not working (technical issue or natural disaster)
customer received services outside of the home
Phone in use by customer or individual in customer's home
customer doesn't have a phone in home
customer won't let worker use phone
Phone number did not link to the customer

Visit Edit Action Taken

Other - Flag to require note
Timesheet Verified
Supervisor approved change
Unverified visit; this service cannot be billed
Change in schedule
Mutual Case/ or Cluster Case/ or Live-in Case
Timesheet received and signed by supervisor
Changed verification collection method and documented
Updated customer's phone number and documented
Updated customer's address and documented
Service(s) cancelled or suspended until further notice
Visit rescheduled
New worker assigned to customer
Confirmed visit with outside entity and documented
Confirmed visit with the customer or the customer's family customer/representative and documented



Manual Visit Confirmation

HHAX Providers

To manually confirm a visit or update the confirmation times provided through EVV:

- 1) Navigate to member profile
- 2) Select calendar from the left menu
- 3) Select visit in question, select 'visit info' portion of menu
- 4) Add start and end time for the visit (or update times from EVV confirmation)
- 5) Add **visit edit reason** and **action taken** and any additional notes
- 6) Select save

EDI/3rd Party Providers

- No Manual Entry Required
- If the visit start / end time is different than the EVV start / end time, **Visit Edit Reason** and **Action Taken** will be required to import the visit
- Refer to the [Illinois API Technical Specifications](#) for caregiver import details.
- For inquiries or further assistance, please create a support ticket via the [Provider EDI Integrations](#) help desk.

*NOTE FOR CONSIDERATION: In the scenario that **visit start / end times** are manually added or edited, the visit will no longer be considered EVV Compliant*



HHAeXchange 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 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

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)

<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!