

# Electronic Visit Verification (EVV) Townhall

September 4, 2024



**HFS**

Illinois Department of  
Healthcare and Family Services

# Housekeeping





# Status of EVV Townhall Webinars

- Today's EVV Townhall webinar is the final webinar in series of six
- All Illinois EVV Townhall webinar presentation slides, recordings, and Q&A will be available at the [HFS EVV Townhall webpage](#)
- The State will decide when to schedule additional webinars and at what cadence
- Future EVV webinars may be payer/HCBS Waiver Operating agency specific or policy specific
- HFS will work to establish an EVV specific listserv

# 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](mailto: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](mailto:DHS.DDDEVV@ILLINOIS.gov) *\*for in-scope DDD providers\**

## IDoA

- [Aging.EVVSUPPORT@ILLINOIS.gov](mailto:Aging.EVVSUPPORT@ILLINOIS.gov) *\*for in-scope IDoA providers\**

## DSCC

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

## DHS DRS

- [DHS DRS EVV Resources](#)
- [DHS.EVV@ILLINOIS.gov](mailto: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 20, 2024, EVV Townhall Recap

## Topics

- Reminder of Implementation Timeframes
- State Outreach and Compliance Monitoring
- Full Caregiver SSN Requirement; Rationale, Privacy Concerns, Programming Updates, etc.
- Adding Multiple Disciplines to Caregivers
- Updating Member's Accepted Services
- Service Code Discussion
- EDI FAQ
- Manual Visit Confirmation



# Revisiting August 20, 2024, Q&A

## I. Utilization of Contractual Therapy Companies

- Fax and eDocs are not sufficient for compliance with the Federal 21<sup>st</sup> Century Cure's Act
- Medicaid funded PT/OT/ST/OTA/PTA services are subject to EVV requirements
- Above providers must use EVV systems that capture all six data elements required by the Cure's Act (see "What EVV Must Capture" at [HFS EVV website](#))

## II. MMAI and EVV

- For Home Health Care agencies, only Medicaid codes included in the HFS Home Health Fee Schedule are applicable:  
<https://hfs.illinois.gov/medicalproviders/medicaidreimbursement/hhfeeschedule.html>.
- Services paid 100% by the Medicare component of MMAI, or those services billed under Medicare billing guidelines, are not subject to EVV requirements.





# Revisiting August 20, 2024, Q&A (cont.)

## III. Medicaid as Secondary Payer

- Any PCS or HHCS billed to Medicaid is required to have the accompanying EVV data elements.

## IV. Supportive Documentation for Manually Confirmed Visits

- Please refer to your respective payer to determine whether customer signature is required to verify time worked when a manual visit entry or edit occurs.
- It is best practice for provider agency administrators to require customer verification that the visit took place, especially for auditing purposes.
- The State expects provider agencies to have processes in place that include collection of evidence to confirm visits took place

# Revisiting August 20, 2024, Q&A (cont.)

## V. DRS and Sandata

- Individual Providers serving DRS waiver customers should continue using Sandata
- Homemaker agencies and Home Health Care Service (HHCS) agencies serving DRS customers should continue transmitting DRS EVV data from third-party systems to Sandata
- Once a DRS go-live date is established, providers billing DRS will receive additional guidance

## VI. Changing Caregiver E-mail Address in Mobile Ap

- Provider agency administrators may update caregiver e-mail addresses within the web-based agency portal
- The update should transfer to the caregiver profile within the mobile ap
- Contact HHAeXchange Client Support via their [Client Support portal](#) or by calling (833) 961-7429 with additional questions/concerns.

# 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



# Aggregation of DRS EVV Data

- HFS, HHAeXchange, and DRS are currently involved in Discovery Meetings
- Anticipate continued use of Sandata
- Providers will be notified once a date is established for aggregation of DRS EVV data



# EVV In-Scope Providers

## I. In-Scope Providers actively providing/billing for services

### MUST:

- Complete [HHAeXchange Provider Enrollment form](#)
- Use free HHAeXchange option OR;
- Use a **Cure's Act compliant** Third-Party EVV system AND transmission of data to HHAeXchange

## II. State Outreach In Response to Lack of EVV Activity

- EDI providers must report to the State what step they are on with EDI Integration (steps available within [HHAeXchange EDI Tip Sheet](#))
- EDI Integration is expected no later than **September 30, 2024**

# EVV In-Scope Providers (cont.)

## II. State Outreach In Response to Lack of EVV Activity (cont.)

- Adjustment of IMPACT enrollment is required if provider agencies do not plan to bill the State for in-scope services. <https://impact.illinois.gov/>; 1-877-782-5565



# EVV Policy

- Refer to respective payer for EVV compliance policies (DSCC, DDD, IDoA, DRS, or [HFS for State Plan and MCO funded HHCS](#))
- Expectation that 50% of overall visits are compliant with 21<sup>st</sup> Century Cure's Act within sixth months of October 31, 2024/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.



# EVV Policy (cont.)

- Tracking of full caregiver SSNs by no later than **10/17/2024** (see [July 26, 2024, HFS Provider Notice](#))
- Non-compliance penalties apply for no EVV activity, or lack of EVV data transmission to HHAeXchange
- Customer/Employer accountability in managing self-directed services (individual providers (personal assistants, non-agency CNAs, etc., and personal support workers)
- IMPACT agreement has been updated to reflect provider acknowledgement of EVV requirements and provider attestation of compliance
- **FOR EDI ONLY:** must take steps to transition to free HHA solution if integration with third-party vendor has not occurred by September 3, 2024



# REMINDER: SIX Cure's Act Elements

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

**If current systems cannot capture these elements, then use of the free HHAeXchange solution is required** (see [HHAeXchange FAQ](#) for instructions on how to switch from HHA to third-party or vice versa)



# Social Security Number (SSN) Requirement

- Review [August 20, 2024, Illinois EVV Townhall](#) webinar slides and recording for rationale, privacy concerns, etc.
- Programming Updates to mask caregiver search screen for all users, except provider agency administrators.
- Guidance from HHAeXchange for EDI providers

# Addressing MCO Authorization Concerns

- Currently, MCOs are sending authorization files to HHAeXchange for HHCS when authorizations are required
- When Providers encounter concerns stemming from MCO authorization data, e.g., a required authorization is not present for the member receiving services, the provider should reach out to the MCO
- Otherwise, utilize the [HHAeXchange Client Support portal](#)
- [HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov) for policy inquiries

# MCO EVV Contacts

MCO	EVV E-mail
<b>Aetna HealthChoice Illinois (HCI)</b>	<i>General Authorization Inquiries:</i> UMInquiryABHIL@AETNA.com <i>EVV Authorization File:</i> darnelln@aetna.com
<b>Aetna Medicare-Medicaid Alignment Initiative (MMAI)</b>	AetnaLMMAIEVVCompliance@aetna.com
<b>Blue Cross Blue Shield (BCBS) HCI and MMAI</b>	LTSS_SupportCtr@bcbsil.com
<b>CountyCare HCI</b>	countycare.evv@cookcountyhealth.org
<b>Humana MMAI</b>	ILMMAI-LTSSCM@humana.com
<b>Meridian HCI and MMAI</b>	MeridianEVV@centene.com
<b>Molina HCI and MMAI</b>	Itsseti@molinahealthcare.com

# Illinois Provider Townhall

September 4, 2024

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# Agenda

- Introductions
- Recent Hot Topics
- EDI Provider FAQ
- Tracking EVV Compliance
- General FAQ (Resources)
- HHAeXchange Customer Care & Other Resources



# HHAeXchange Team



# ➤ Team Introductions



**Shawn Bowen**

Sr. Project Manager, State  
Implementations



**Decree Sweeney**

Director, Customer Success



# Recent Hot Topics

# ▶ HHAeXchange Portal Setup



## Step 1:

Complete HHAeXchange Provider Enrollment Form



## Step 2:

**3<sup>rd</sup> party Vendor Providers:** Complete [IL Attestation](#) form, and [“API Configuration” Support Ticket](#) for vendor integration and complete integration steps



## Step 3:

Complete LMS Training and receive HHAeXchange Portal Credentials



## Step 4:

**HHAeXchange Users:** Begin entering EVV data in HHAeXchange system

**3<sup>rd</sup> party Vendor Providers:** Work with vendor to import EVV visit data into HHAeXchange system

# ➤ 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:

3<sup>rd</sup> party Vendor Providers: Complete [IL Attestation](#) form, and [“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

# HHAeXchange Portal – Switching Methods



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

# Tracking Caregivers 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**

# Tracking Caregivers by SSN – EDI Providers



## Edit Caregiver SSN in HHAX system

- If agencies want to edit caregiver SSN in HHAX system directly that is possible
- Need to work with your vendor to ensure API only sends NEW caregivers to HHAX (not updates)
- Any updated profile with a value in SSN field (even if '999999999') will overwrite profile in HHAX

## Send SSN through Caregiver API

- Send caregiver SSN on Caregiver API
- Caregiver SSN will process into HHAX system

# Tracking Caregivers (Providers) by SSN – Cont'd



- HHAeXchange system updated to allow for SSN management by users with **Admin user roles ONLY**
- System now **masks SSN** for all other user roles





# Tracking Caregivers (Providers) by SSN – Cont'd



**Search Users**

**Users**

Username (Login ID)  Last Name

Roles: All selected Status: Active

**Search**

**Search Results (7)**

Login Name	First Name	Last Name	Email	Offices	Role	Status	Change Status	Action
chassildemo	Colby	Hassfurther	chassfurther@hhaexchange.com	IL ORR Demo	VEN-ADMIN	Active		
cwardmidemo	Colby	Ward	cward@hhaexchange.com	IL ORR Demo	VEN-ADMIN	Active		
dsweeneyildemo	Decree	Sweeney	dsweeney@hhaexchange.com	IL ORR Demo	VEN-ADMIN	Active		

# Tracking Caregivers (Providers) by SSN – Cont'd



**HHAeXchange** Home Patient Caregiver Visit Action Billing Report Admin

## Update User Account

[Change Password](#) [Reset Password](#)

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

<b>Username (Login ID)</b> ⓘ dsweeneyildemo	<b>Status</b> ⓘ Active	<b>Last Name *</b> Sweeney	<b>First Name *</b> Decree
<b>E-mail *</b> dsweeney@hhaexchange.com	<b>Role *</b> ⓘ ADMIN	<b>Open Cases from</b> ⓘ Today till 0-14 days <small>0 - 14 Allowed</small>	

Pending Placement Notifications ⓘ  
 Grant Access to Reporting Tool ⓘ

# Adding Multiple Disciplines to Caregivers



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

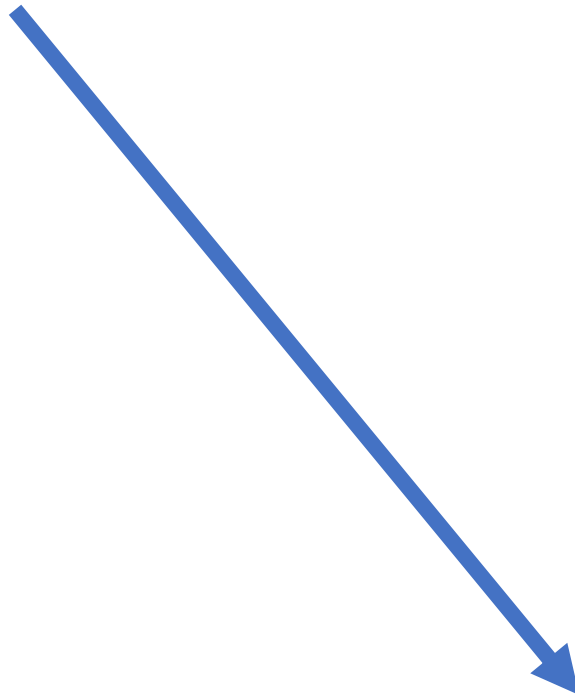
11	type	Caregiver's Type.  Possible Values: Skilled, Non-Skilled or Both  Select 'Both' to reduce conflict rejections in the Visits endpoint when	15	String	Required
----	------	---	----	--------	----------



# 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 <sup>\*</sup> IL ORR Demo Caregiver Type <sup>\*</sup> Select

### Demographics

First Name <sup>\*</sup> Last Name <sup>\*</sup> Middle Name

Initials <sup>\*</sup> Date of Birth mm/dd/yyyy Alt. Caregiver Code

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

Dependents

---

### Employment Information

Status <sup>\*</sup> 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: | Medicaid ID: 14819700 (e.g. 99999999) | Allow Duplicate SSN:  | 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"/> ABC	<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, confirming both types of visits will now be accepted in the system**

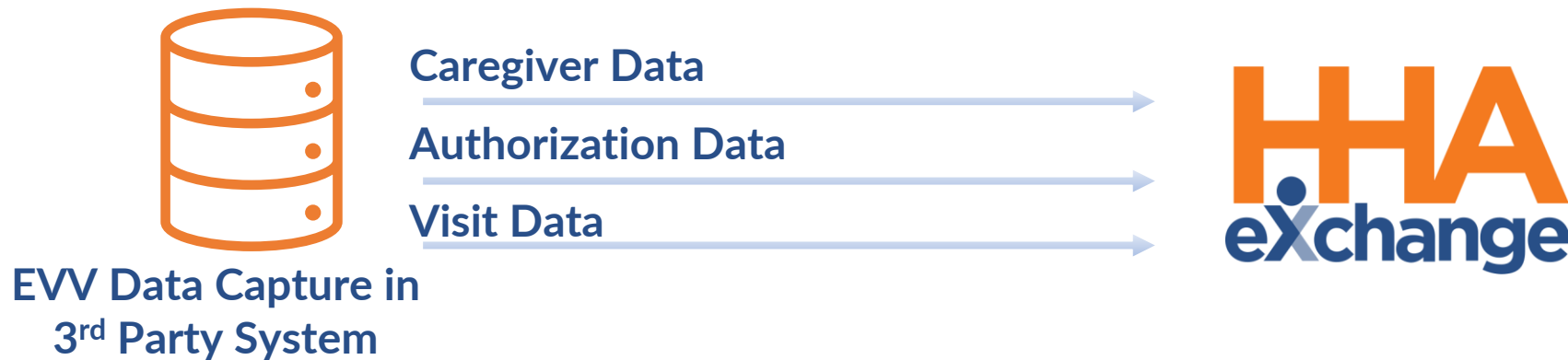


# EDI Provider FAQ

# 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



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



# 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:
  - Missing Clock In
  - Missing Clock Out
  - Missing Clock In & Out
  - TEMP Caregiver Assigned
  - Missing Latitude & Longitude (when confirmed via GPS)
  - Missing Caller ID (when confirmed via Telephony)
  - 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) ⓘ

00	00
----	----

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

# How can I Reduce my Exceptions?



## 1. Missing clock in / out

- Discuss workflow with caregivers, discuss expectations if visit goes long or they arrive early to a visit

## 2. TEMP Caregiver Assigned

- Create master week schedules with assigned caregivers for each member

## 3. Additional Areas to Review:

- Review GPS coordinates for all members – are they accurate where the member lives or receives services?
- Review phone number associated with each member – is this the member's home phone number?
- Confirmed visit times do NOT need to be exact and only should be updated if the recorded time differs from what was provided by caregiver



# ➤ How can I Reduce my Exceptions? – cont'd



## 4. EDI providers

- Review APIs to make sure data is accurately transmitting to HHAeXchange
  - Validate EVV times match visit times
  - Validate ONLY manually confirmed visits have edit reasons and action taken
  - Coordinate updates with your vendor
- Compliance reporting should be referenced in HHAeXchange system to ensure values match
- This ensures accuracy of data between your EVV system and HHAeXchange

# Exception Report Example



## Exception by Caregiver

- Report can be used to identify Caregivers with high exception rates for EVV re-training

HHAeXchange		<u>Exception By Caregiver (New)</u>				Page 1 of 1		
Office(s): IL ORR Demo		From Date: 7/1/2023		To Date: 4/1/2024		Report Date: 04/01/2024 08:12		
Caregiver: All		Type of Service: Non-Skilled		Coordinator: All				
Discipline(s): All		Caregiver Team(s): All		Contract(s): All				
Caregiver Location(s): All				Caregiver Branch(es): All				
Sr.#	Caregiver Code	Caregiver Name	Contract	Confirmed Visits	Billed Visits	Missed Visits	Exceptions	% Exceptions
<b>MI Demo</b>								
1	WBX-1003	Bob Kristen	Demo Payer Cloud (WBX)	1	0	0	0	0.00%
2	WBX-1001	Doe Jane	Demo Payer Cloud (WBX)	7	0	0	2	28.57%
3	WBX-1002	Hassfurther Colby	Demo Payer Cloud (WBX)	10	0	0	3	30.00%
4	WBX-1005	Johnson Elliot	Demo Payer Cloud (WBX)	2	0	0	0	0.00%
5	1000	Temp Temp	Demo Payer Cloud (WBX)	1	0	0	1	100.00%
<b>Total:</b>				<b>21</b>	<b>0</b>	<b>0</b>	<b>6</b>	
<b>Grand Total:</b>				<b>21</b>	<b>0</b>	<b>0</b>	<b>6</b>	



# General FAQ Resources

# 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

# HHAeXchange Account Access



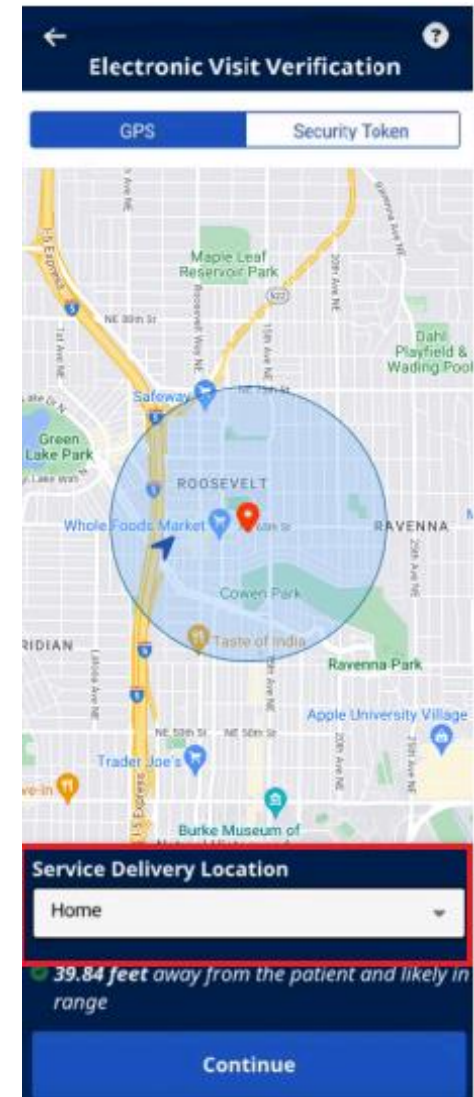
Links for common HHAeXchange administrative functions:

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](#)



# ➤ 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.



# 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.
- Navigate to Admin > Office Setup > Search Office
  - 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

- 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.



# 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 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

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#### 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](mailto:ILSupport@hhaexchange.com)



### Phone

833-961-7429

## Illinois Home Health Support



### Email

[HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov)

# Provider Resources



# Q&A



**State Info Hub**



**Client Support Portal**



# Thank you!