Michigan: Milestone 3 Training

Behavioral Health, MI Choice, MI Health Link
Scheduling and Caregiver Readiness

September 2024

Milestone 3 : Agenda

> Map to EVV Mastery

> Update: MI Payer Contracts

> Payer-Managed Placement Workflow & Demo

> Enable EVV access

> Scheduling

> Enable EVV & Scheduling Demo

> Unscheduled EVV

> Prepare your caregivers for EVV

> Key Takeaways & Next Steps

> Questions

THE MAP TO
EVV MASTERY

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition

MI Choice, Behavioral Health, MI Health Link Milestones

EVV Foundations Forest

Sept 9: Begin reviewing Members & Authorizations

Sept 16: Milestone 3 Training : Payer Data, Scheduling & Caregiver EVV Readiness

Oct 7: Begin Collecting EVV

Oct 10: Open Hours

Oct 15: Milestone 4 Training

Oct 23: Open Hours

Key Takeaways

Throughout today's training presentation, you will see this icon. It highlights important information, which we will summarize as key takeaways at the end of today's training.

MI Payer Contracts
Update

Payer/Linked Contract Status

| Waiver Program	Payer Data Available	Prepare caregivers and schedules (CMS EVV Compliance / Provider Go Live)	Begin Collecting EVV (no later than)
MI Choice 20 Payers	9/9/2024	9/16/2024	10/7/2024
Behavioral Health 46 Payers	9/9/2024	9/16/2024	10/7/2024
MI Health Link 6 Payers	9/9/2024	9/16/2024	10/7/2024

*CHCP Waiver: *Medicaid Health Plans (MHPs) are following the Provider-managed workflow and have different EVV timeline. Click here to refer to* CHCP contract dates*.*

Provider Training

Patient Placement Workflow

What is a Placement?
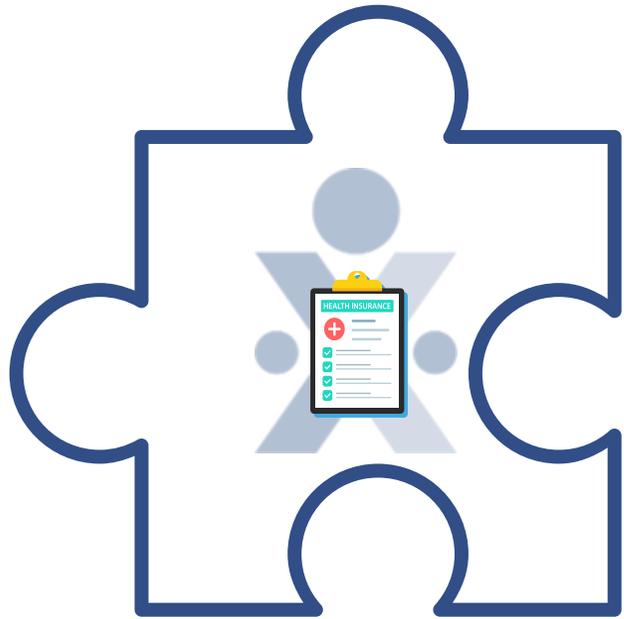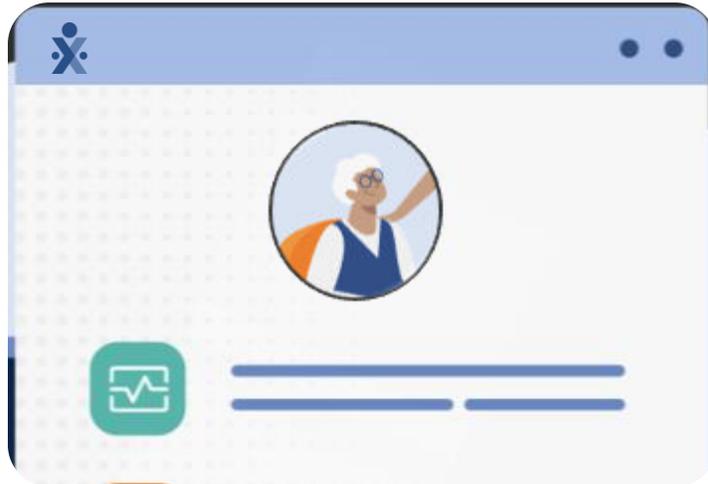

HHAeXchange
Payer Portal

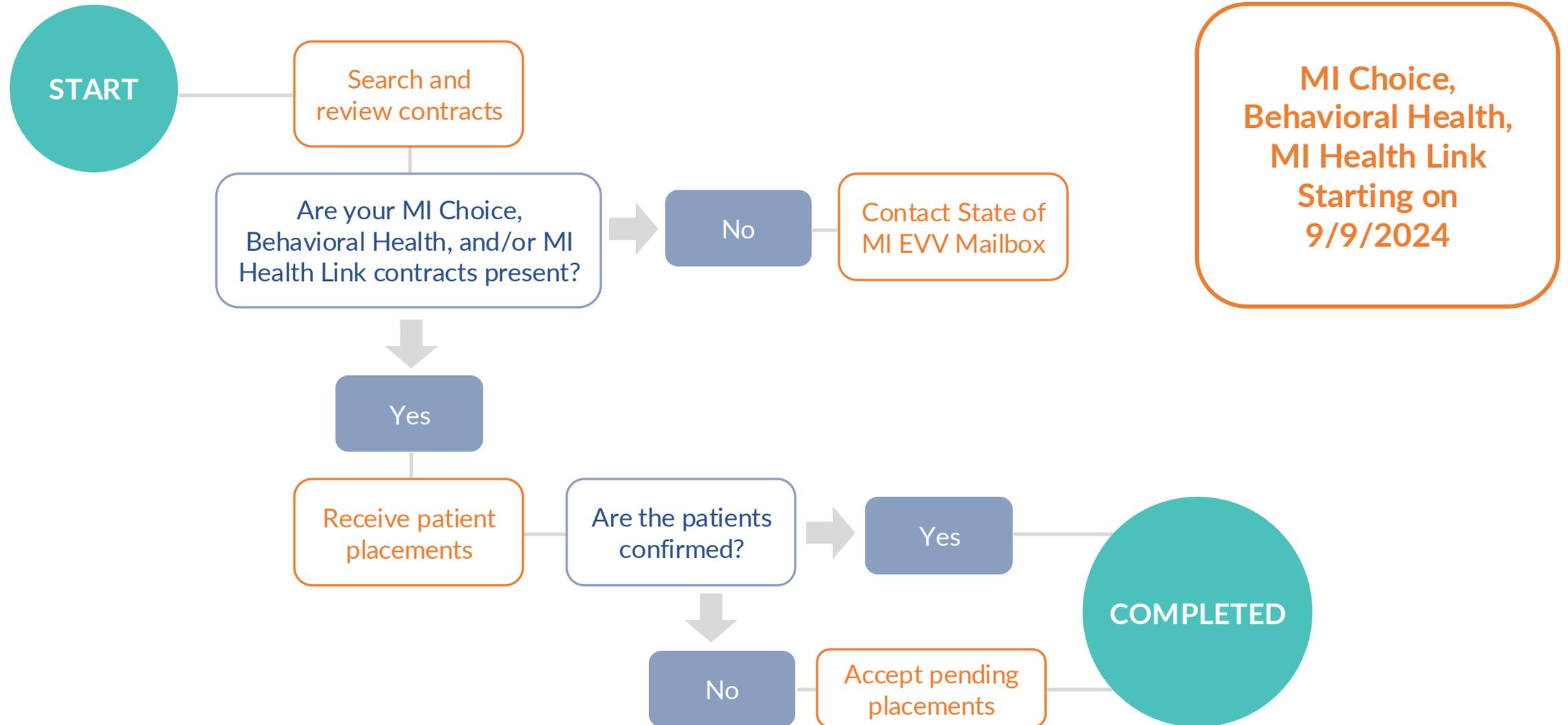HHAeXchange
Member Profile

HHAeXchange
Provider Portal

Payer-Managed Placement

Payer sends Agency the member in HHAeXchange.

Payer-Managed Patient Placement Workflow

START

Search and review contracts

Are your MI Choice, Behavioral Health, and/or MI Health Link contracts present?

No → Contact State of MI EVV Mailbox

Yes

Receive patient placements

Are the patients confirmed?

Yes → **COMPLETED**

No → Accept pending placements → **COMPLETED**

MI Choice, Behavioral Health, MI Health Link Starting on 9/9/2024

How to search for a payer

1. Select the admin tab and go to payer setup > search payer.

2. Use the filters to pull a specific payer or select search to pull all payers.

How to view confirmed placements

1. Start on your Homescreen.

2. Under the placements tab click on the Accepted with No Masterweek tab.

3. You can view some member details by clicking on the member's name.

4. Full member profile information can be found by searching member in the member search menu.

5. If your provider portal is configured with a single office, you will receive your member placements as confirmed.

Get Moving Mountain

How to accept pending placements

1. Start on your Homescreen.

2. Under the placements tab click on Pending.

3. Select Admission ID.

4. Select Office, Assign default as Coordinator, and Accept.

5. If your provider portal is configured with multiple offices, you will receive your member placements as pending.

HHAeXchange Standard System Terminology

Corresponding Terminology

HHAeXchange Standard System Terminology	Corresponding Terminology		
CONTRACT / PAYER	– FFS – HHS	– MCO – State	– Plan
PATIENT / MEMBER	– CDS Employer – Consumer	– Recipient – Client	– Participant – Beneficiary
CAREGIVER	– Aide – Homecare Aid – Homecare Worker	– Worker – Direct Care Worker – Service Provider	– Attendant – CDS Employee
AGENCY / PROVIDER	– FMSA – Vendor	– Program Provider	
COORDINATOR	– Care Coordinator – Case Coordinator	– Service Coordinator – Care Types	
UNITY NUMBER	– EMPI – Master Patient Number	– Shared Patient Number	
SECONDARY IDENTIFIER	– MPI – Promise Code		

Payer Contract & Placement Demo

Provider Training
Enable EVV Access

Mobile App: Enable Access

1. Locate Caregiver Profile

2. Mobile App Settings > Mobile App Access> Enable Access

3. Mobile Activation Code > Generate Code

4. Send access code depending on notification preferences

IVR: Enable Access

1. The IVR number issued to your agency is found under Admin > Agency profile > IVR phone number.

2. Locate time and attendance pin in the caregiver profile.

3. Another term for Time & Attendance pin is Assignment ID.

Provider Training
Scheduling

How to review & edit caregiver profile

- Review caregiver demographic information for accuracy.

- Update employment type if any errors were made
when creating caregiver profile.

- The caregiver employment type must match member discipline to be scheduled.

How to schedule a single skilled visit

1. Select the calendar date.

2. Select new skilled or new non-skilled visit.

   If the employment type does not match member discipline the caregiver cannot be scheduled.

3. Add the scheduled time, caregiver, primary bill to, service code & revenue code and select save.

How to schedule a master week

1. Select master week tab > add master week.

2. Select the hours hyperlink.

3. Add required fields, days of week, and click save.

4. Select save again, and update calendar to being the rollover.

Provider Training

Enable EVV & Scheduling DEMO

Provider Training

Unscheduled EVV

Unscheduled Visit Introduction

- The caregiver must be assigned to the member to perform unscheduled visits.

- The visits are generated automatically if it meets these requirements:

  Mobile App: Call in/out is in range of the member's home & service code is selected.

  IVR Line: Call comes from the member's landline.

- If the visit is not generated automatically, please review the Call Dashboard.

Automatic Creation Schedules (ACS)
Used for missing unscheduled visits

- Allows you to generate a confirmed visit on the patient's calendar.
- Required for providers that have **Behavior Health and Home Help** contracts.

Steps

1. Navigate to **Visit** > **Call Dashboard**.
2. Click **Create Automatic Schedules.**
3. Select **Date Range** > **Search**.
4. Select **Service Code** (if applicable).
5. Click **Process and Close** to generate visit.

Call Dashboard management including ACS will be demonstrated in our Milestone 4 Training: Register Here

Provider Training
Unscheduled EVV Demo
Caregiver Assignment

Provider Training

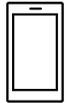# Prepare Your Caregivers for EVV

Caregiver Training Resources

- [Caregiver Knowledge Base](#)
  - Documentation
  - Videos
  - FAQs

Caregiver Training Resources

- **Mobile Resources**
  - **Access the HHAeXchange+ Mobile App**
  - **Clock In/Out infographic**

Caregiver Training Resources
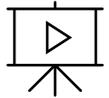
- How-to Videos
  - [EVV Overview](#)
  - [Download, set up, register for mobile app](#)
  - [Clock In and out via mobile app](#)
  - [Clock In and Out via IVR](#)

Action Needed: Caregiver Timeline

Date: Today!

Ensure your Caregivers are in HHAeXchange.

Enable EVV Access.

Date: by 9/16

Provide your caregivers the resources and information needed to perform EVV.

Date: 10/7

Start collecting EVV.

Date: 10/10

Attend open hours training to answer your questions.

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Key Takeaways

Key takeaways

Placements will be confirmed if your portal has a single office or will be pending if you have multiple offices. Pending placements require provider action.

When enabling caregiver access to mobile application, you can send activation code using the caregiver's notification preferences.

Another term for Time & Attendance pin is Assignment ID.

If a caregivers employment type was not entered correctly, you can edit this value in the caregiver profile.

If an unscheduled EVV clock in and out is not generated automatically, this can be resolved in the Call Dashboard using Automatic Creation of Schedules.

Next Steps

MI Choice, Behavioral Health, MI Health Link Milestones

**EVV
Foundations
Forest**

Sept 9: Begin reviewing Members & Authorizations

Sept 16: Milestone 3 Training : Payer Data, Scheduling & Caregiver EVV Readiness

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Oct 10: Open Hours

Oct 15: Milestone 4 Training

Oct 23: Open Hours

Provider Resources

The State Info Hub will be your primary source of information throughout this implementation to stay up to date on all information and dates.

**HHAeXchange
Michigan Info Hub**

www.hhaexchange.com/Michigan

**HHAeXchange
In Application Guides**

HHAeXchange Log In

**MDHHS
EVV Website**

www.Michigan.gov/EVV

How To Resources: Milestone 3

Knowledge Base: Training Videos

Scheduling

- How to Create an Individual Visit
- How to Create a Master Week
- Automation Creation of Schedules

Preparing for EVV

- How to enable Mobile Access
- How to Locate Time & Attendance Pin
- How to Locate IVR Phone Number

Caregiver Training: Knowledge Base

- EVV Overview
- Download, set up, register for mobile app
- Clock In and out via mobile app
- How to Clock in and out (IVR)

Questions?

**Register for Open Hours
Oct 10th**

**Register for Milestone 4
Oct 15th**