Michigan: Milestone 4 Training

CHCP Waiver Program
EVV Management

August 2024

Lansing

Milestone 4 : CHCP Agenda

› Map to EVV Mastery

› CHCP Payer Contracts

› Visit Management

› Call Dashboard

› How to resolve top call maintenance errors

› Key Takeaways

› Next Steps

› Questions

CHCP Milestones

EVV Foundations Forest

Aug 19 : Begin entering Members & Placements

Aug 27: Milestone 3 Training: Scheduling & Caregiver EVV Readiness

Sep 16: Begin Collecting EVV

Sept 18: Open Hours *(Rescheduled to Oct 9)*

Sept 24: Milestone 4 Training : EVV Management

Oct 2: Open Hours

CHCP
Payer Contracts

CHCP Contract/Payer Recap

9 CHCP Payers in HHAeXchange
(Medicaid Health Plans) MHPs
Provider Managed Placements

- Aetna Better Health Premier Plan HHCS
- Blue Cross Complete
- HAP CareSource
- McLaren
- Meridian

- Molina
- Priority Health Choice
- United Health Care
- Upper Peninsula Health Plan

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.

Provider Training
Visit Management

Visit Management

- A visit confirmed by EVV will have an **I** and **O** indicator on the visit.

- If the caregiver did not perform EVV, the visit can be manually confirmed.
  - *Manually confirmed visits are not EVV compliant.*

- EDI providers confirm visits in their vendor system.

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		

Provider Training

Visit Management Demo

Provider Training
Call Dashboard

EVV Foundations Forest

Call Dashboard

- The call dashboard is our tool to manage unlinked EVV.

- Call maintenance is used to review unlinked EVV, link EVV, & reject EVV.

- Unlinked EVV will be held under various statuses to be resolved or rejected.

- EDI providers will not utilize this tool.

How to link EVV from call dashboard.

1. Choose a date range, and select search.

2. Click on the caregiver's name on the EVV call in and out.

3. Select the link button to link the call in and call out to the scheduled visit.

Provider Training
How to resolve top call maintenance errors

How to review most common Call Maintenance Errors

1. Navigate to Visit Menu, click on Call Dashboard

2. Review status for each EVV, determine if this needs to be rejected. Case by case basis.

3. If rejected, you will need to manually confirm visit with reason, action and note as to why EVV was not captured.

Note: *You have the option to reject or link visits from the Call Dashboard*

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How to resolve 'phone number not found'

- This occurs when a caregiver attempts to perform IVR from a phone number not associated with a patient's profile.

1. Click on Caregiver schedule icon

2. Click on edit icon to edit current phone numbers or add additional number

3. Once number is added, click on Save then reprocess on the call dashboard page

Call Dashboard Demo

Phone Number Not Found

How to resolve 'GPS signal out of range'

- This occurs when a caregiver has attempted to perform EVV outside of the range of the patient's address.

1. Click on coordinates icon to view coordinates of EVV at the time of clock in and out

2. Reject EVV or update coordinates if it is truly wrong (this can happen with apartment complexes)

🥾 *Note: GPS tolerance range is 600 ft.*

Call Dashboard Demo
GPS Signal Out of Range

How to resolve 'out of window/outside variable duration'

- This occurs when the caregiver clocks in or out too soon or too late for a scheduled visit.

1. If patient and caregiver confirm the visit was out of window/late then reject EVV.

2. Once caregiver confirms time that visit was done, navigate to patient's calendar & update the schedule visit time to match EVV confirmed time.

3. Navigate to call dashboard, select reprocess and link the EVV by selecting Caregivers name and clicking on link.

Call Dashboard Demo

Out of Window/Outside Variable Duration

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How to resolve 'no schedule on calendar'

- This occurs when the caregiver performs EVV without a schedule on the patient's calendar.

1. If EVV was done by mistake, then Reject EVV.

2. Or Navigate to patient's calendar and create a single visit if no schedule on calendar.

Note: Ensure information is accurate when making changes prior to patient being seen.

Call Dashboard Demo

No Schedule on Calendar

Key Takeaways

Key takeaways

Please review the call dashboard on a regular cadence to review unlinked EVV and determine if caregivers need more training on using EVV tools.

Please note that manually confirmed visits are not EVV compliant.

You have the option to reject or link visits from the Call Dashboard

Note: *GPS tolerance range is 600 ft.*

Note: *Ensure information is accurate when making changes prior to patient being seen.*

Next Steps

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CHCP Milestones

EVV Foundations Forest

Aug 19 : Begin entering Members & Placements

Aug 27: Milestone 3 Training: Scheduling & Caregiver EVV Readiness

Sep 16: Begin Collecting EVV

Sept 24: Milestone 4 Training : EVV Management

Oct 2: Open Hours 1

Oct 9: Open Hours 2

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 4

Knowledge Base: Training Videos

- How to Resolve No Schedule on Calendar
- How to Edit a Visit from the Caregiver Calendar
- How to Manually Confirm Visits from the Call Dashboard

- How to Resolve GPS signal out of range in the call dashboard
- How to Resolve Out of Window status in the call dashboard
- How to Resolve Call Dashboard issue of Phone Number not Found

Questions?

**Open Hours
Oct 2, 2024**