

Our Webinar Will Begin Shortly

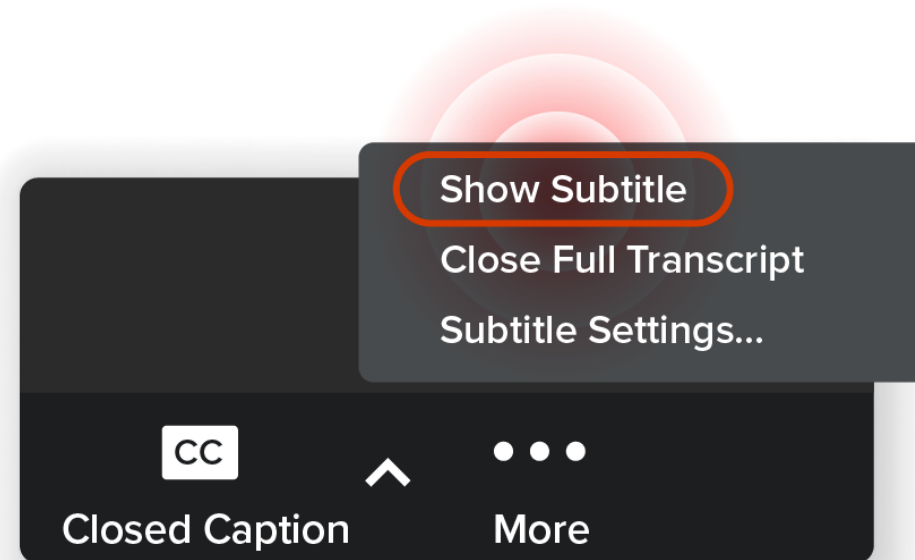
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Michigan: Milestone 4 Training

Behavioral Health, MI Choice, MI Health Link
EVV Management

October 2024

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Milestone 4 : Agenda

- Map to EVV Mastery
- MI Payer contracts
- Visit Management/automatic creation of schedules
- Call Dashboard
- How to resolve top call maintenance errors
- 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

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

Visit Management



EVV Foundations Forest

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

CONTRACT / PAYER	<ul style="list-style-type: none"> - FFS - HHS 	<ul style="list-style-type: none"> - MCO - State 	<ul style="list-style-type: none"> - Plan
PATIENT / MEMBER	<ul style="list-style-type: none"> - CDS Employer - Consumer 	<ul style="list-style-type: none"> - Recipient - Client 	<ul style="list-style-type: none"> - Participant - Beneficiary
CAREGIVER	<ul style="list-style-type: none"> - Aide - Homecare Aid - Homecare Worker 	<ul style="list-style-type: none"> - Worker - Direct Care Worker - Service Provider 	<ul style="list-style-type: none"> - Attendant - CDS Employee
AGENCY / PROVIDER	<ul style="list-style-type: none"> - FMSA - Vendor 	<ul style="list-style-type: none"> - Program Provider 	
COORDINATOR	<ul style="list-style-type: none"> - Care Coordinator - Case Coordinator 	<ul style="list-style-type: none"> - Service Coordinator - Care Types 	
UNITY NUMBER	<ul style="list-style-type: none"> - EMPI - Master Patient Number 	<ul style="list-style-type: none"> - Shared Patient Number 	
SECONDARY IDENTIFIER	<ul style="list-style-type: none"> - 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.

The logo features the text 'EVV Foundations Forest' in a bold, green, sans-serif font. The text is set against a light green background with a faint circular graphic on the left and a stylized forest scene at the bottom. The forest scene includes rolling hills and several evergreen trees.

EVV Foundations Forest

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


Automatic Creation of Schedules (ACS)



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 Demo

Automatic Creation of Schedules (ACS)



Provider Training

How to resolve top call maintenance errors



EVV Foundations Forest

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



EVV Foundations Forest

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



EVV Foundations Forest

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



EVV Foundations Forest

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



EVV Foundations Forest

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



MI Choice, Behavioral Health, MI Health Link Milestones



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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?



Register for Open Hours
Oct 23th