

# HHAExchange Monthly EVV Compliance % Report

November 2024

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# Agenda



- EVV and Compliance Overview
- Monthly EVV Compliance % Report
- HHAeXchange Exception Reports
- Frequently Asked Questions
- Q&A

# EVV and Compliance

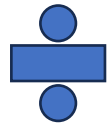
## Overview



- **EVV (Electronic Visit Verification):**
  - Caregivers clock in and out of client visits using an electronic means (Mobile App or Telephony)
  - 6 data elements are captured at the times of clock in and clock out:
    - Date of service
    - Person receiving the service
    - Person providing the service
    - Service provided
    - Location of service
    - Start and end time of service
- **EVV Compliance**
  - IL HFS announced EVV Compliance will be monitored on a monthly basis starting 10/31/2024 for all HHCS provider agencies
  - Providers should aim to have an average monthly compliance rate over 50% within six (6) months of IMPACT enrollment or 6 months after 10/31/2024



# of EVV Compliant Visits



# of Total Confirmed Visits

## How is EVV Compliance Calculated?

Example:

124 EVV Compliant Visits



130 Total Confirmed Visits



95% EVV Compliance

# What are Exceptions?



- Exceptions are the reasons a visit will not be compliant
- There are 7 exceptions:
  - Caregiver did not clock in
  - Caregiver did not clock out
  - Missing both clock in and clock out
  - Unknown employee (temp caregiver)
  - If IVR/Telephony – phone number that the Caregiver called from does not match member profile
  - If Mobile App – the GPS coordinates captured during clock in or clock out are outside of the tolerance range
  - Visit time (clock in and/or clock out) has been manually entered or adjusted



# Monthly EVV Compliance % Report

# Compliance Report Overview



- **Why:** The purpose of this report is to give Providers a convenient and simple way to review their EVV Compliance month-to-month
- **What:** Each report will include the previous month's EVV data as well as combined totals for 10/1/2024 and forward
  - Provider reports will have a singular row of EVV data for each Contract (MN Payer) they are linked with
  - Data included (Values for Previous Month and YTD)
    - # of EVV Compliant Visits
    - # of Visits with an Exception
    - # of Confirmed Visits
    - Compliance %
- **When:** Delivered monthly on the same date each month
- **Who:** Every IL Provider linked with at least 1 IL Payer will receive this report
  - All active Admin users listed in a Provider's Portal will receive the report
- **How:** Email

# Report Example



Payer Name/Contract	Provider Name	Vendor ID	Provider Tax ID	NPI Number	Reporting Period	Total # of EVV Compliant Visits	Total # of Visits w/ an Exception	Total # of Confirmed Visits	EVV Compliant Percent
Contract 1	Kyle Kares LLC	1234	999999999	1234567890	Feb-24	179	2	181	98.9
Contract 2	Kyle Kares LLC	1234	999999999	1234567890	Feb-24	88	2	90	97.78
Contract 3	Kyle Kares LLC	1234	999999999	1234567890	Feb-24	179	0	179	100
Contract 4	Kyle Kares LLC	1234	999999999	1234567890	Feb-24	167	1	168	99.4
Contract 5	Kyle Kares LLC	1234	999999999	1234567890	Feb-24	409	7	416	98.32

**409** (# of EVV Compliant Visits) ÷ **416** (# of Total Confirmed Visits) = **98.32%** (EVV Compliance %)



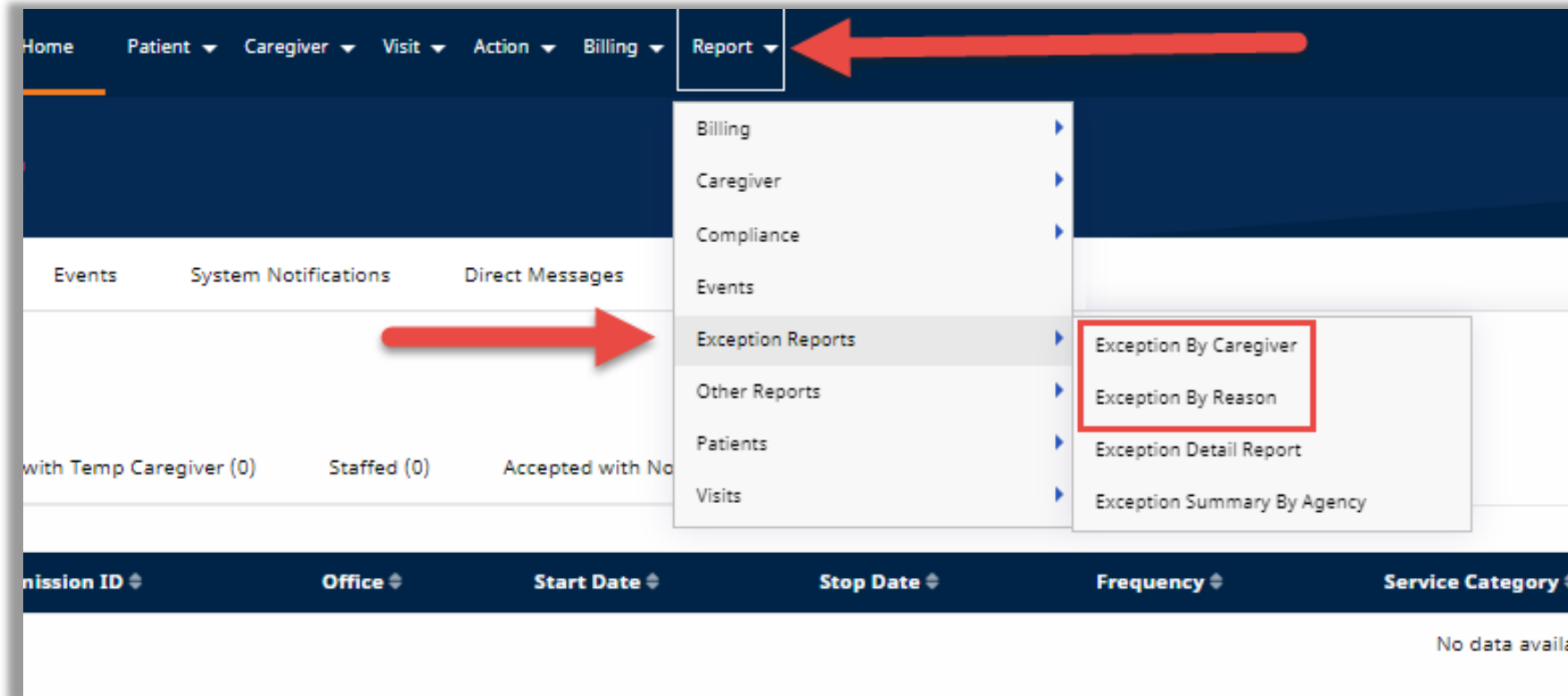


# HHAeXchange Exception Reports

# EVV Exception Reports



Log into HHAExchange>Report>Exception Reports



## Important to Note:

- **Timing Matters!** When you generate these reports, please note that % and counts may vary based on any visits added or edited after the Monthly EVV Compliance % Report is delivered.

# Exception by Reason Report



Log into HHAExchange>Report>Exception Reports>Exception by Reason

Count of Exceptions by Reason for specified parameters

Reason	Contract	Total Exception	Breakdown(%)
<b>Office(s):</b> PE Home and Healthcare Demo,PE CDPAP <b>From Date:</b> 10/1/2023 <b>To Date:</b> 10/30/2024 <b>Type of Service:</b> All <b>Coordinator:</b> All <b>Include Type:</b> All <b>Patient Team(s):</b> All <b>Patient Location(s):</b> All <b>Patient Branch(es):</b> All <b>Discipline(s):</b> All <b>Contract(s):</b> All <b>Reason:</b> All			
<del>PE Home and Healthcare Demo (DO NOT USE)</del>	<b>Total Exceptions:78.43%</b>	<b>Total Confirmed Visits:51</b>	<b>Total Exceptions:40</b>
1 - Provider Cancellation	Payer demo (KHC)	0	00.00%
105 Services Provided Outside the Home - Supported By Service Plan	MCO 3 Demo (KHC)	1	02.50%
2 - Provider No-Show	Payer demo (KHC)	0	00.00%
3 - Enrollee Cancellation	MCO 3 Demo (KHC)	0	00.00%
3 - Enrollee Cancellation	Payer demo (KHC)	0	00.00%
4 - Enrollee No-Show	Payer demo (KHC)	0	00.00%
7 - Service Authorization Issue	Payer demo (KHC)	0	00.00%
Attendant failed to call in	Payer demo (KHC)	2	05.00%
Attendant failed to call in	Payer demo (PEC)	1	02.50%
Attendant failed to call in and out	Payer demo (KHC)	1	02.50%
Attendant failed to call in and out	Payer demo (PEC)	3	07.50%
Attendant unable to connect to internet or EVV system down	Payer demo (KHC)	1	02.50%
Client's phone line not working (technical issue or natural disaster)	Payer demo (KHC)	1	02.50%
COVID-19: Member refused, self-isolating, not receiving service	Payer demo (KHC)	0	00.00%

**Note:** Total Exception % = Total Visits with an Exception / Total Confirmed Visits

(Exception % is the opposite of EVV Compliance %)

# Exception by Reason Report



Reason	Contract	Total Exception	Breakdown(%)
<b>PE Home and Healthcare Demo (DO NOT USE)</b> <b>Total Exceptions:78.43%</b> <b>Total Confirmed Visits:51</b> <b>Total Exceptions:40</b>			
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Client's phone line not working (technical issue or natural disaster)	Payer demo (KHC)	1	02.50%
COVID-19: Member refused, self-isolating, not receiving service	Payer demo (KHC)	0	00.00%

Example:

Total Exception % = 78.73%

EVV Compliance % = 21.27%

# Exception by Caregiver



Log into HHAeXchange>Report>Exception Reports>Exception by Caregiver

Office(s): PE Home and Healthcare Demo,PE CDPAP			From Date: 10/1/2023			To Date: 10/30/2024		
Caregiver: All			Type of Service: All			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>PE Home and Healthcare Demo (DO NOT USE)</b>								
1	KHC-1005	Bone James	Payer demo (KHC)	5	4	1	3	60.00%
2	KHC-1005	Bone James	Payer demo (PEC)	2	2	0	2	100.00%
3	KHC-1055	Brown Jessie	Payer demo (KHC)	2	0	1	2	100.00%
4	KHC-1050	Cousins Kirk	Payer demo (KHC)	0	0	1	0	0.00%
5	KHC-1033	Davidson Sky	Demo MCO (KHC)	0	0	0	0	0.00%
6	KHC-1008	Davis Tim	Payer demo (KHC)	0	0	0	0	0.00%
7	KHC-1020	Doe John	Payer demo (KHC)	10	0	0	10	100.00%
8	KHC-1003	Edwards Lee	Payer demo (KHC)	1	0	0	1	100.00%
9	KHC-1004	Green Molly	Payer demo (KHC)	0	0	0	0	0.00%
10	KHC-1044	Hassfurther Colby	Payer demo (KHC)	0	0	0	0	0.00%
11	KHC-1044	Hassfurther Colby	Demo MCO (KHC)	0	0	0	0	0.00%
12	KHC-1002	Hilton Sam	Payer demo (KHC)	2	0	1	2	100.00%
13	KHC-1049	Jackson Janet	Payer demo (KHC)	2	0	1	2	100.00%
14	KHC-1045	Kazmi Imran	Payer demo (KHC)	0	0	0	0	0.00%
15	KHC-1065	Kidane Billy	Payer demo (KHC)	1	1	0	0	0.00%

Count of Exceptions by Caregiver for specified parameters



- IL HFS announced EVV Compliance will be monitored on a monthly basis starting 10/31/2024 for all HHCS provider agencies
- Providers should aim to have an average monthly compliance rate over 50% within six (6) months of IMPACT enrollment or 6 months after 10/31/2024
- Caregivers clock in and out of their visits using an electronic means
- Exceptions are what make a visit not EVV compliant
- HHAeXchange is rolling out a Monthly EVV Compliance % report to all IL Providers – starting 11/15/2024
- Additional reports are available to Providers via the HHAeXchange Portal (Exception by Reason and Exception by Caregiver)

# Let's Recap

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# Your Next Steps



- Log into HHAeXchange and ensure your Admin user information is correct (Reports will be emailed to *Active Admin users*)

The screenshot displays the HHAeXchange Admin interface. The top navigation bar includes 'Home', 'Patient', 'Caregiver', 'Visit', 'Action', 'Billing', 'Report', and 'Admin'. The 'Admin' menu is open, showing options like 'Mobile User Management', 'User Management', 'Change Password', 'Contract Setup', 'Coordinator Setup', 'Reference Table Management', 'Agency Profile', 'Process Monitor', 'Family Portal Global Management', 'Duty List Setup', 'Office Setup', 'Payroll Setup', 'File Processing', and 'Services Portal Management'. The 'User Management' menu is further expanded to show 'New User', 'User Search', and 'Edit Roles'. The 'User Search' form is visible, with fields for 'First Name', 'Login Name', and 'Role'. Below the search form, the 'Search Results (21)' table is displayed, showing columns for 'Login Name', 'First Name', 'Last Name', 'Email', 'Offices', 'Role', 'Status', 'Change Status', and 'Edit'. The table contains 21 rows of user data, with the first few rows visible.

Login Name	First Name	Last Name	Email	Offices	Role	Status	Change Status	Edit
1PEklaymon				PE Home and Health	ADMIN	Active	Unlock	Edit
AlCordova				PE Home and Health	ADMIN	Active	Unlock	Edit
billrpe				PE Home and Health	ADMIN	Active	Unlock	Edit
chaptest				PE Home and Health	ADMIN	Active	Unlock	Edit
chasspehome				PE Home and Health	ADMIN	Active	Unlock	Edit
chasspehome2				PE Home and Health	ADMIN	Active	Unlock	Edit
cwatsonpe				PE Home and Health	ADMIN	Active	Unlock	Edit
danielpedemo				PE Home and Health	ADMIN	Active	Unlock	Edit
daria				PE Home and Health	ADMIN	Active	Unlock	Edit

- Review your agency's EVV Compliance % Report every month
- Regularly review your agency's Exception Reports
- Support Caregiver adoption of EVV and educate on Exceptions as needed



# Frequently Asked Questions



# Frequently Asked Questions



- What payers does this report apply to?
  - Aetna Better Health of Illinois
  - Aetna MMAI
  - IL Blue Cross Blue Shield HCI & MMAI
  - CountyCare Health Plan IL HCI
  - Meridian Health Plan of IL
  - Molina Healthcare IL HCA & MMAI
  - Humana IL MMAI
  - IL Dept. of Healthcare & Family Services
  - IL Division of Developmental Disabilities
  - IL Division of Specialized Care for Children

**\*\*\*\* IDOA and DRS are not currently subject to EVV and not included in this report**

# Frequently Asked Questions



- How can I update my caregiver SSN in HHAeXchange?
  - Caregivers providing services **10/17/2024 and forward** should have a full and accurate SSN in HHAeXchange. SSN management workflows include:
    - Manually in HHAX system
    - Bulk update via HHAeXchange support ticket – reference process [linked here](#)
    - Send via EDI integration

# ➤ Frequently Asked Questions



- How can I manage my HHAeXchange support tickets?
  - Create an account for HHAeXchange support portal
  - Portal will contain all tickets submitted (opened or closed)
    - FAQ located here: [Client Support Portal | HHAeXchange Knowledge Base](#)
    - Link to support portal: [Client Support Portal - Jira Service Management](#)

The screenshot displays the 'Client Support Portal' interface. At the top right, there is a search icon and a notification bubble showing '2 Requests' next to a user profile icon. The main heading is 'Requests'. Below the heading is a search bar labeled 'Request contains...' with a magnifying glass icon. To the right of the search bar are three filter buttons: 'Status: Open requests' (highlighted with a red box), 'Created by me', and 'Request type'. Below the filters is a table with the following columns: Type, Reference, Summary, Status, Service project, Requester, and Created date.

Type	Reference	Summary	Status	Service project	Requester	Created date
	HHA-557523	My Caregiver can't Log-in	WAITING FOR SUPP...	Customer Service Desk	vlewis@hhaexchange.com	16/May/23
	HHA-557139	Need to access specific functionality	WAITING FOR SUPP...	Customer Service Desk	vlewis@hhaexchange.com	15/May/23

# Frequently Asked Questions



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?

Tell us what you are, and then be



### Provider Billing

Revenue Cycle: Billing, Cash Posting, Claims Status, Contract Setup, ERA Items, Re-Billing



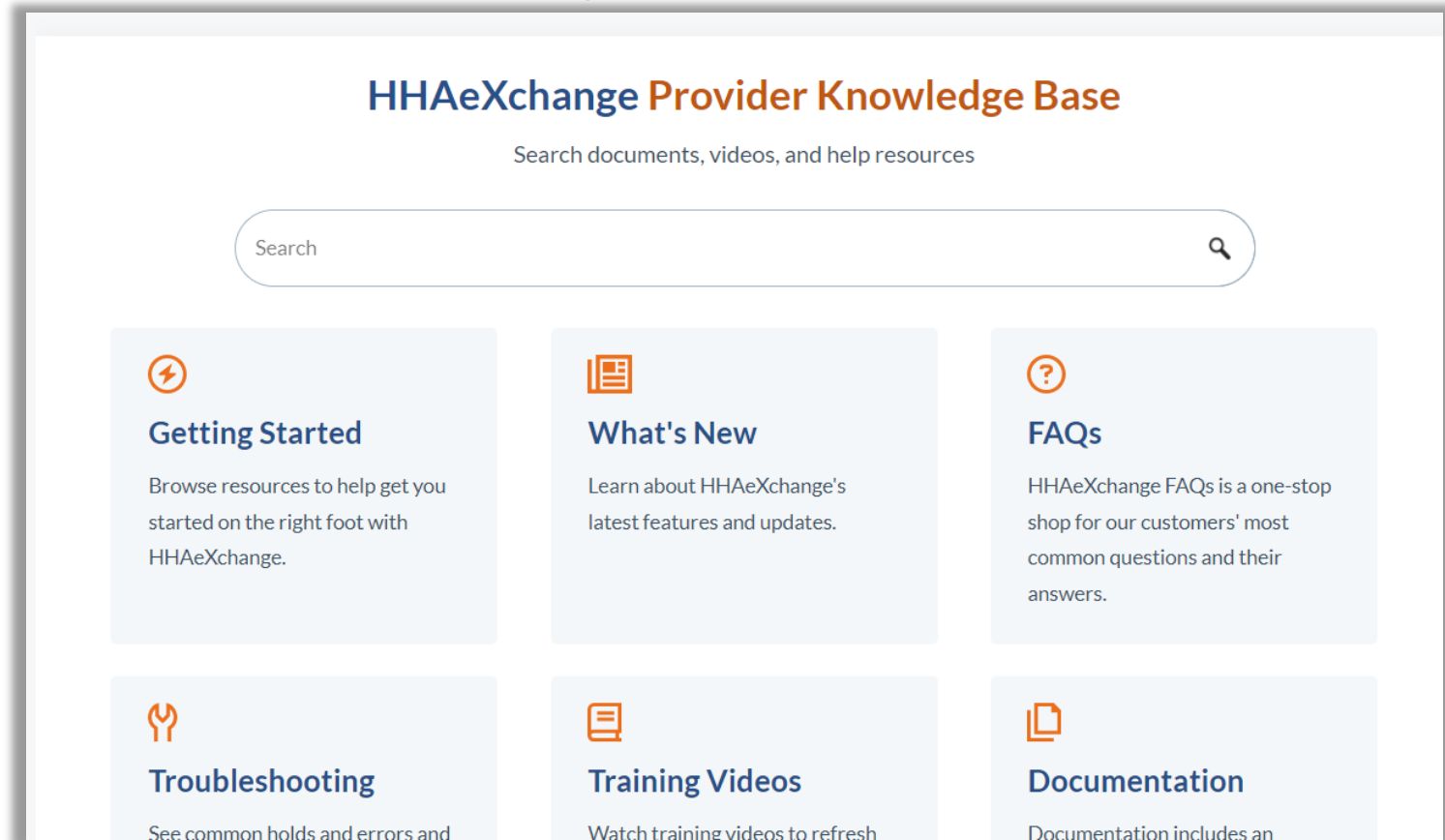
### Provider EDI Integrations

Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's



# > Frequently Asked Questions

- Additional Resources and Trainings:
  - HHAeXchange [Knowledge Base](#)
  - Webinar Calendar for additional training – [linked here](#)





# Questions?



# Thank You!