

Our Webinar Will Begin Shortly

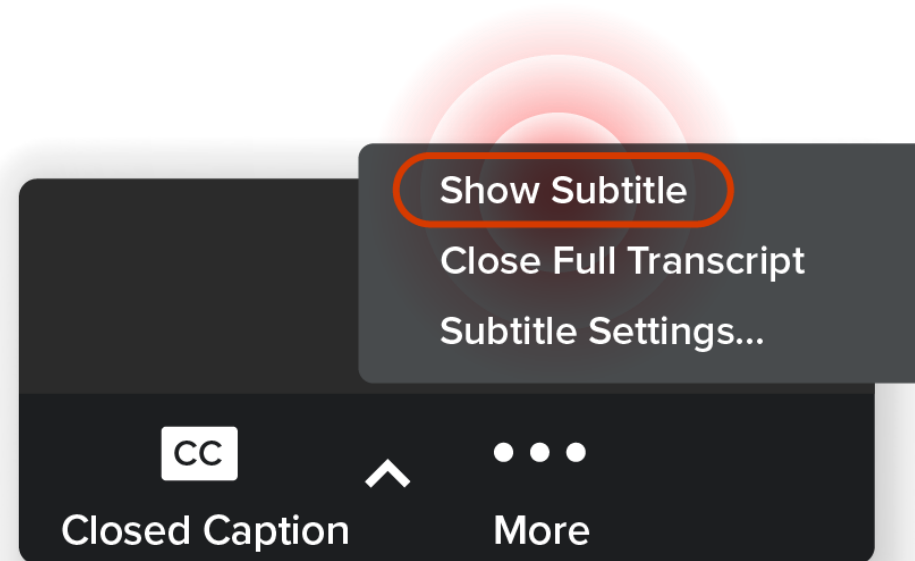
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Meet the Trainers!



Amoshandra Titi



- **Role:** Sponsored Provider Training Specialist
- **Tenure at HHAeXchange:** 2 Years
- **Areas of Expertise:** state sponsored implementations
- **Fun Fact:** I'm a head coach of a youth cheer team! 📣

Bill Reilly



- **Role:** Senior Training Specialist
- **Tenure at HHAeXchange:** 9 Years
- **Areas of Expertise:** All things on the Enterprise platform!
- **Fun Fact:** I enjoy hiking and listening to live music.

EVV Compliance Reporting

January 2025

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Objectives of Today's Training

You will be able to:

- Identify the 5 EVV compliance reports.
- Gain visibility to EVV compliant percentage for a specified time frame.
- Identify issues causing exceptions so you can address problems quickly.





Agenda

➤ EVV Overview/Housekeeping

➤ EVV Compliance Summary

➤ EVV Compliance by
Caregiver

➤ EVV Compliance Daily
Summary Report

➤ EVV Detail Report

➤ EVV Exception by Reason
Report

➤ Support Resources

➤ Questions



What are the 6 elements of a Cures Compliant visit?

6 W's of a Cures Compliant Visit



Who

Patient



Who

Caregiver



What

Type of
Service



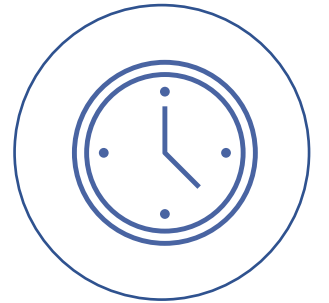
Where

Location
of
Service



When

Date of
Service



When

Time of
Service

EVV Clock In and Clock Out Methods

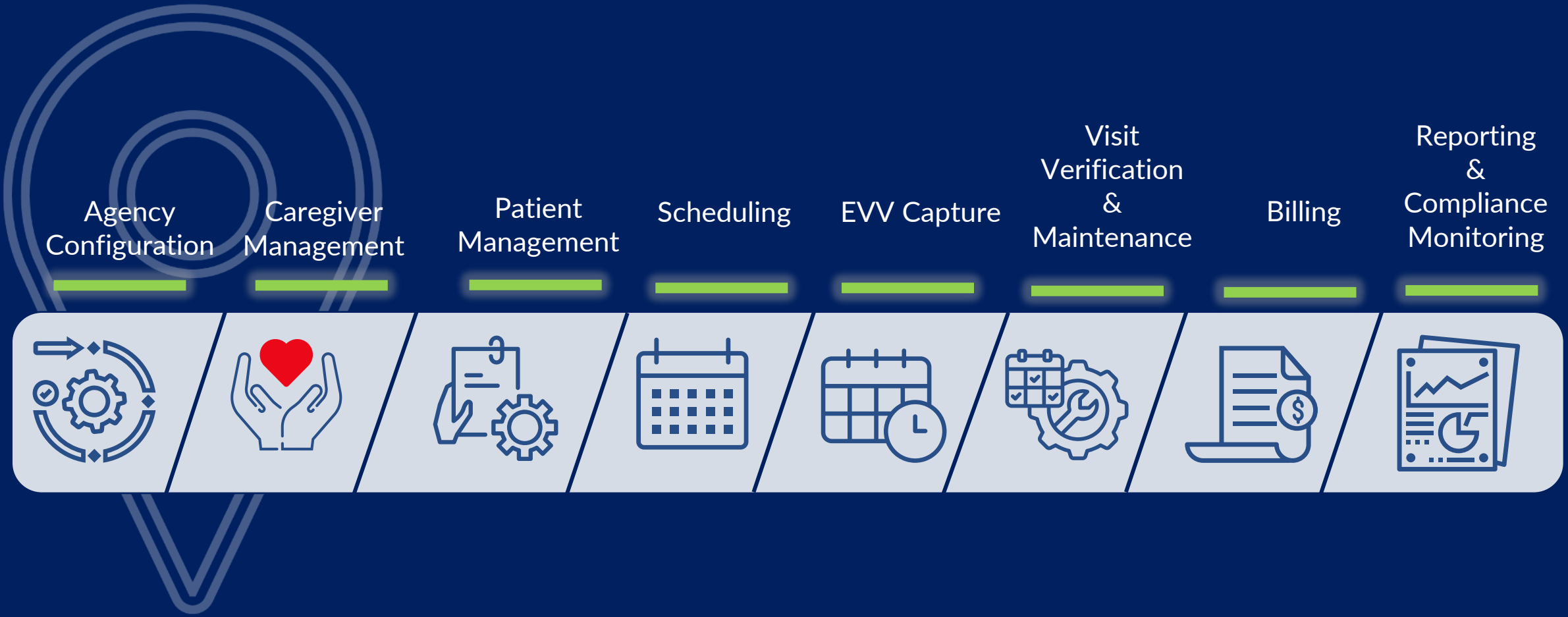


HHAeXchange
Mobile App



IVR Line

➤ You Are Here





Do you know your state's compliance?



- **As of 1/1/2025, payments will be affected if your EVV is not at the required level of 85%.**
 - Currently: if you're meeting 50% now, you're incentivized to make extra \$\$
 - Update: if you're not at 85%, you're not eligible for those payments
- **Consequences for not meeting 85%**
 - Payers can deny claims
 - No EVV for this visit – you get no extra payments
 - May lose contracts
- **Where is 85% coming from?**
 - Payer Portal and Dashboard
 - SSRS report – 21st to all providers/payers - snapshot

Our goal: Make these reports accessible at any time to see if providers are reaching at least 85% compliance.

> Benefits of Using EVV

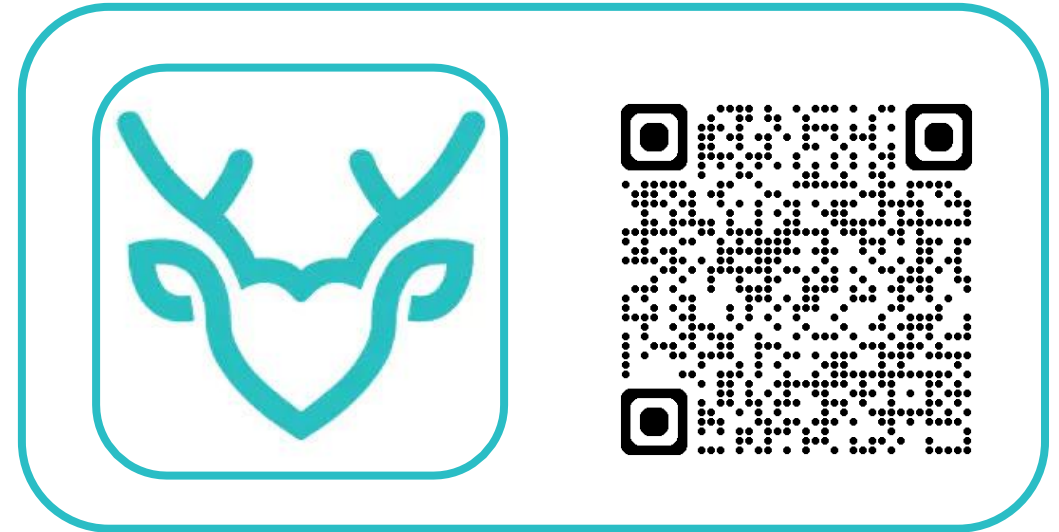




How to Incentivize Your Caregivers



- Caregiver Rewards
 - Caribou
 - Perry





Running Reports

Steps to Running Reports



1. Navigate to the **Report** module > **EVV Compliance Reports**
2. Select the report.
3. Enter the filters.
4. Select **View Report**.



EVV Compliance Reports Pathway



- Navigate to Report module > EVV Compliance Reports

The screenshot shows the HHAeXchange web application interface. The top navigation bar includes the HHAeXchange logo, a 'Hello AngelSupport' greeting, and several menu items: Home, Patient, Caregiver, Visit, Action, Billing, Report, Data Insights, and Admin. The 'Report' menu is open, displaying a list of options. The 'EVV Compliance Reports' option is highlighted with an orange box. Below this option, a sub-menu is visible, listing several report types: EVV Compliance By Caregiver Report, EVV Compliance Daily Summary Report, EVV Compliance Detail Report, EVV Compliance Exception Reason Usage Report, and EVV Compliance Summary Report.

Patient	Admission ID	Office	Start Date	Stop Date	Frequency
XXXXX	201221160	Unspecified Office	03/01/2025		

Example of Available Filters



EVV Compliance By Caregiver Report

Old Version New Version

Office(s):	All	*From Date:		*To Date:	
Caregiver:		Type Of Service:	Non-Skilled	Coordinator:	All
Discipline(s):	All	Service Code(s):	All	Contract(s):	All
Caregiver Location(s):	All	Caregiver Team(s):	All	Caregiver Branch(es):	All
Include Type:	All				

[View Report](#)

Note: This report is Caregiver-driven, and will return all results for Caregivers who are associated as Primary to the selected Office (even if the Caregiver worked in another Office during selected time period).



EVV Compliance Summary



EVV Compliance Summary

Previously named Exception Summary by Vendor Report



- **Overview:** Provides EVV % exception based on payer for selected date range.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** At minimum once per week

EVV Compliance Summary



EVV Compliance Summary Report

Office(s):- [Redacted]	Coordinator: All
Type of Service: Non-Skilled	From Date: 12/28/2024
Caregiver Team(s): All	To Date: 1/3/2025
Contract(s): All	Caregiver Location(s): All
	Caregiver Branch(es): All
	Include Type: All
	Service Code(s): All

Sr.#	Contract	Total Visits	Total EVV Compliant Visits	Confirmed Visits	Billed Visits	Missed Visits	Visits with Exceptions	% Exceptions	EVV Compliance Percentage
1	[Redacted]	7	5	7	2	0	2	28.57%	71.43%
2	[Redacted]	553	415	486	113	5	71	14.61%	85.39%
3	[Redacted]	2	0	0	0	0	0	0.00%	0.00%
4	[Redacted]	3,001	2,408	2,816	790	28	408	14.49%	85.51%
5	[Redacted]	17	14	16	4	0	2	12.50%	87.50%
6	[Redacted]	12	9	12	2	0	3	25.00%	75.00%
7	[Redacted]	92	59	74	8	0	15	20.27%	79.73%
8	[Redacted]	21	17	17	6	3	0	0.00%	100.00%
9	[Redacted]	83	49	81	8	0	32	39.51%	60.49%
10	[Redacted]	10	6	10	0	0	4	40.00%	60.00%
11	[Redacted]	8	1	3	2	0	2	66.67%	33.33%

EVV Compliance Summary



HHAeXchange		<u>EVV Compliance Summary Report</u>							Page 1 of 1	
									Report Date: 01/06/2025 09:55	
Office(s):- UMA healthcare ,UMA Dallas office		Coordinator: All								
Type of Service: Non-Skilled		From Date: 1/1/2024			To Date: 1/1/2025					
Caregiver Team(s): All		Caregiver Location(s): All			Caregiver Branch(es): All					
Payer(s): All		Include Type: All			Healthcare Common All Procedure Coding System (HCPCS)(s):					
Sr.#	Payer	Total Visits	Total EVV Compliant Visits	Confirmed Visits	Billed Visits	Missed Visits	Visits with Exceptions	% Exceptions	EVV Compliance Percentage	
1	Billing Demo	436	5	25	22	1	20	80.00%	20.00%	
2	Life Care Demo Payer (KHC)	1,721	34	148	103	2	114	77.03%	22.97%	
3	Life Care Demo Payer (UMA)	627	29	81	41	2	52	64.20%	35.80%	
4	MI home health	6	2	5	2	0	3	60.00%	40.00%	
Total:		2,790	70	259	168	5	189	72.97%	27.03%	



EVV Compliance by Caregiver

EVV Compliance by Caregiver

Previously named Exception by Caregiver Report



- **Overview:** Provides EVV % exception based on Caregiver for selected date range.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** At minimum once per week.

EVV Compliance by Caregiver



EVV Compliance By Caregiver (New)

Office(s):	From Date: 12/28/2024	To Date: 1/3/2025
Caregiver: All	Type of Service: Non-Skilled	Coordinator: All
Discipline(s): All	Service Code(s): All	Contract(s): All
Caregiver Location(s): All	Caregiver Team(s): All	Caregiver Branch(es): All
Include Type: All		

Sr.#	Contract	Caregiver Code	Caregiver Name	Total Visits	Confirmed Visits	Total EVV Compliant Visits	Billed Visits	Missed Visits	Visit with Exceptions	% Exceptions	EVV Compliance Percentage
1				7	7	5	2	0	2	28.57%	71.43%
2				7	5	0	2	0	5	100.00%	0.00%
3				7	7	4	2	0	3	42.86%	57.14%
4				7	7	7	2	0	0	0.00%	100.00%
5				5	4	4	0	0	0	0.00%	100.00%
6				7	7	7	2	0	0	0.00%	100.00%
7				7	7	5	2	0	2	28.57%	71.43%
8				7	7	6	2	0	1	14.29%	85.71%
9				7	4	4	2	3	0	0.00%	100.00%
10				5	5	5	2	0	0	0.00%	100.00%



EVV Compliance Daily Summary Report



EVV Compliance Daily Summary

Previously named Exception Statistics Vendor Report



- **Overview:** Provides EVV % exception based on payer for selected date range.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** This report is meant to be run daily.



EVV Compliance Daily Summary



EVV Compliance Daily Summary Report

Page 1 of 3

Report Date: 01/06/2025 10:27 AM

Office(s): [Redacted]	From Date: 12/28/2024	To Date: 1/3/2025
Type of Service: Non-Skilled	Coordinator: All	Include Type: All
Discipline(s): All	Service Code(s): All	Contract(s): All
Patient Location(s): All	Patient Team(s): All	Patient Branch(es): All
Reason: All		

Sr.#	Contract	Date	Total Visits	Total Compliant Visits	Confirmed Visits	Billed Visits	Missed Visits	Visits with Exceptions	% Exceptions	EVV Compliance Percentage
1	[Redacted]	12/28/2024	1	1	1	1	0	0	0.00%	100.00%
2	[Redacted]	12/28/2024	62	47	57	57	1	10	17.54%	82.46%
3	[Redacted]	12/28/2024	413	315	405	398	3	90	22.22%	77.78%
4	[Redacted]	12/28/2024	2	1	2	2	0	1	50.00%	50.00%
5	[Redacted]	12/28/2024	1	0	1	1	0	1	100.00%	0.00%
6	[Redacted]	12/28/2024	4	2	4	3	0	2	50.00%	50.00%
7	[Redacted]	12/28/2024	3	3	3	3	0	0	0.00%	100.00%
8	[Redacted]	12/28/2024	9	5	9	4	0	4	44.44%	55.56%
9	[Redacted]	12/28/2024	1	0	1	0	0	1	100.00%	0.00%
10	[Redacted]	12/28/2024	1	0	1	1	0	1	100.00%	0.00%
11	[Redacted]	12/28/2024	77	60	75	74	1	15	20.00%	80.00%
12	[Redacted]	12/29/2024	1	0	1	1	0	1	100.00%	0.00%



EVV Detail Report



EVV Compliance Detail

Previously named Exception Detail Report



- **Overview:** Shows visits containing exception with detail of exception.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** Daily or as often as required.

EVV Compliance Detail



A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Sr. #	Contract	Admission ID	Patient Name	Visit Date	Schedule Time	Caregiver Code	Caregiver Name	Time Sheet	Call In Time	Call In Number	Call Out Time	Call Out Number	Service Code	Invoice Date	Invoice Number	Billed Hours	Audit	EVV Exception	Exception Info
1	Act150			12/31/2024	0900-1800			Y	12/31/2024 09:00	* 0--			W1793					2 - No out call	Visit: User: Masterweek Rollover Process (11/23/24 01:22) Reason: No reason Act. Taken: Notes: Updated By Masterweek Rollover Process ----- Visit: 0900-1800 User: AOC11593 (01/03/25 17:24) Reason: Timesheet Received Act. Taken: Timesheet received and signed by supervisor Notes: Timesheet Approved
2	Act150			12/29/2024	0800-1800			Y	12/29/2024 07:58	* 0--	12/29/2024 18:50	* 0--	W1793	12/31/2024	1685611	10:00		7 - If visit time (in/out) has been manually entered or adjusted	Visit: User: Masterweek Rollover Process (11/16/24 01:55) Reason: No reason Act. Taken: Notes: Updated By Masterweek Rollover Process ----- Visit: 0800-1800 User: AOC11593 (12/30/24 17:13) Reason: Timesheet Received Act. Taken: Timesheet received and signed by supervisor Notes: Timesheet Approved



EVV Exception by Reason Report



EVV Exception by Reason

Previously named Exception by Reason Report



- **Overview:** Shows Exception reason usage broken down by reason.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** Monthly basis or as needed.



EVV Compliance Exception Reason Usage



Reason		Contract	Total Exception	Breakdown(%)
Total Exceptions:08.58%		Total Confirmed Visits:233	Total Exceptions:20	
Address did not link to the client (GPS).			2	10.00%
Address did not link to the member (GPS)			1	05.00%
Attendant failed to call out			1	05.00%
Caregiver called in to our out of the EVV system early or late			1	05.00%
Caregiver failed to call out			5	25.00%
Caregiver failed to call out			1	05.00%
Caregiver forgot to call in			0	00.00%
Data Entry Error			0	00.00%
Data Entry Error			0	00.00%
Member received services outside of the home			0	00.00%
Member's phone line not working (technical issue or natural disaster)			0	00.00%
No reason			0	00.00%

HHAeXchange

EVV Compliance Exception Reason Usage Report (New)

Page 1 of 1

Report Date: 01/06/2025 11:47

Office(s): [Redacted] From Date: 12/28/2024 To Date: 1/3/2025

Type of Service: Non-Skilled Coordinator: All Include Type: Unbilled Only

Patient Team(s): All Patient Location(s): All Patient Branch(es): All

Discipline(s): All Contract(s): All

Reason: All



How to Prepare Your Caregivers

> Preparing Caregivers



You should determine...

- How do your caregivers use technology today?
- What appeals to your caregivers?
- Where they are in the caregiver lifecycle?

Training Caregivers

- Require caregivers to download the mobile app during training.
- Take advantage of EVV training tools and provide documentation.
- Set expectations and check in.



Caregiver Training Resources

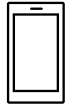


- [Caregiver Knowledge Base](#)

- Documentation
- Videos
- FAQs

The screenshot displays the HHAExchange Caregiver Knowledge Base interface. At the top, the title "HHAExchange Caregiver Knowledge Base" is shown in a mix of blue and orange. Below the title is a search bar with the placeholder text "Search documents, videos, and help resources" and a magnifying glass icon. A search input field contains the letter "I". Below the search bar are six light blue cards arranged in a 2x3 grid. Each card features an icon, a title, and a brief description. The cards are: "Getting Started" (lightning bolt icon), "What's New" (document icon), "FAQs" (question mark icon), "Troubleshooting" (wrench icon), "Training Videos" (video camera icon), and "Documentation" (document icon).

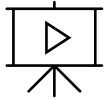
Caregiver Training Resources



- [Mobile Resources](#)
 - [Get Started with the HHAeXchange Mobile App](#)
 - [Clock In/Out infographic](#)

The screenshot displays the HHAeXchange website interface. At the top, the logo and a search bar are visible. A navigation menu on the left includes links for Home, Getting Started, What's New, Frequently Asked Questions, Troubleshooting, Training Videos, Documentation, Mobile (highlighted), and Contact and Support. The main content area is titled 'Caregiver Mobile' and contains two side-by-side infographics. Each infographic provides a four-step process for logging in and logging out. Below the infographics, a note states: 'Note: Some features may not be available in your portal. Features depend on role, permissions, and portal type.' At the bottom, there are links for 'Mobile App Caregiver Overview' and 'Mobile App Caregiver Classic Guide'.

> Caregiver Training Resources



- How-to Videos
 - [EVV Overview](#)
 - [Clock In and Out via IVR](#)





Key Takeaways

Key Takeaways



- Payments will be affected if your EVV is not at the required level of 85%.
- Ensure that you incorporate these EVV compliance reports into your routine.
- Make use of the caregiver resources for training!



Resources

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
Pennsylvania Info Center
[Pennsylvania Information Center |](#)
[HHaEXchange](#)


Provider Knowledge Base





HHAExchange Provider Knowledge Base
Search documents, videos, and help resources


Search 


 **Getting Started**
Browse resources to help get you started on the right foot with HHAExchange.

 **What's New**
Learn about HHAExchange's latest features and updates.

 **FAQs**
HHAExchange FAQs is a one-stop shop for our customers' most common questions and their answers.

 **Troubleshooting**
See common holds and errors and the steps to resolve.

 **Training Videos**
Watch training videos to refresh your skills and knowledge of HHAExchange features and functionality.

 **Documentation**
Documentation includes an extensive collection of topics for all of our product features.

In the support center, providers can access short training videos tailored to specific topics for quick and easy learning.

[EVV Best Practices](#)

[EVV Compliance System Reports](#)

[HHAExchange Provider Knowledge Base](#)



Questions?



HHAeXchange
PA Provider Info
Center

**THANKS FOR
ATTENDING!**



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after exiting the webinar.*