Our Webinar Will Begin Shortly

Accessibility Options

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- **This webinar is being recorded. We will email the recording and slides after the session.**

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- **Q&A at the end. Please submit your questions in the Q&A box.**

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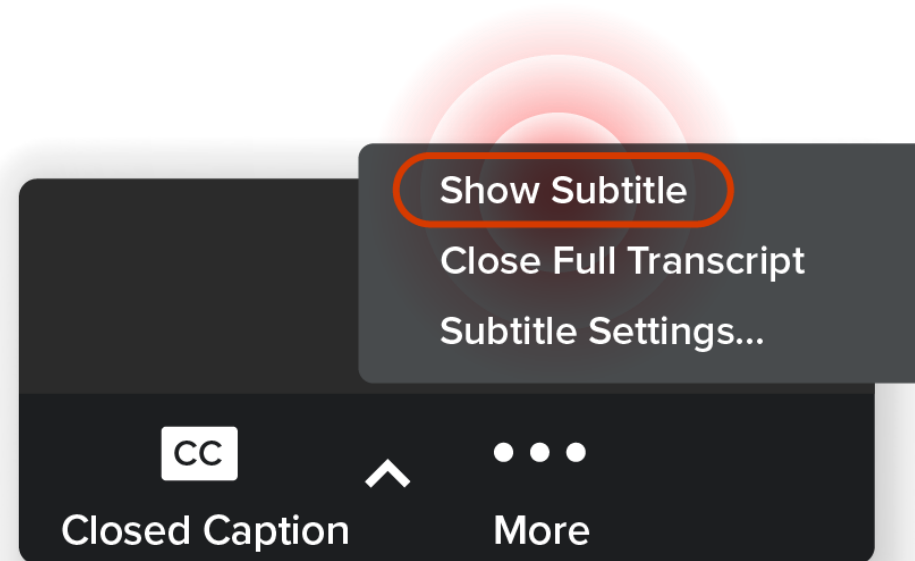
Meet the Trainers!

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

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
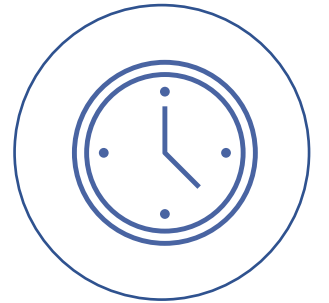
What
Type of Service

Where
Location of Service

When
Date of Service

When
Time of Service

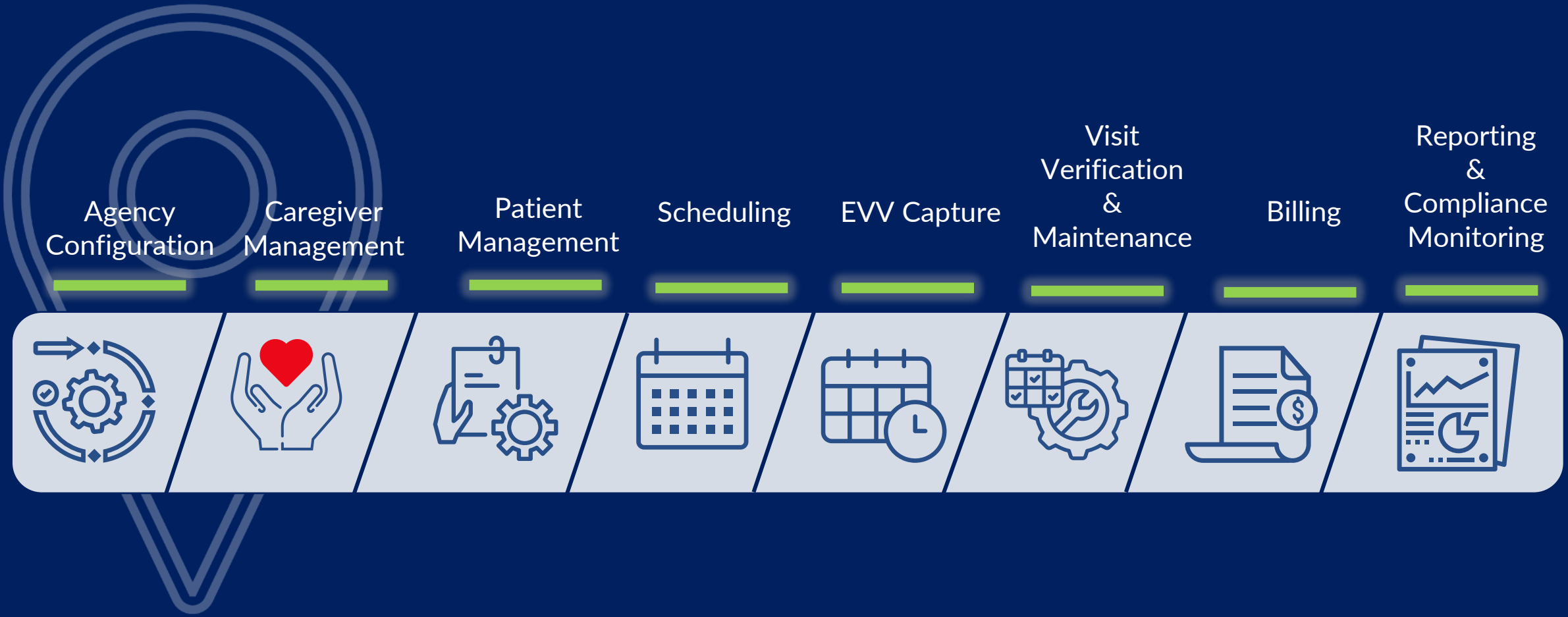# EVV Clock In and Clock Out Methods

HHAeXchange Mobile App

IVR Line

You Are Here

Agency Configuration

Caregiver Management

Patient Management

Scheduling

EVV Capture

Visit Verification & Maintenance

Billing

Reporting & Compliance Monitoring

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

Quality
01
More effeciency within agency.

Compliance
02
Ability to correct exceptions in real-time.

Customer Service
03
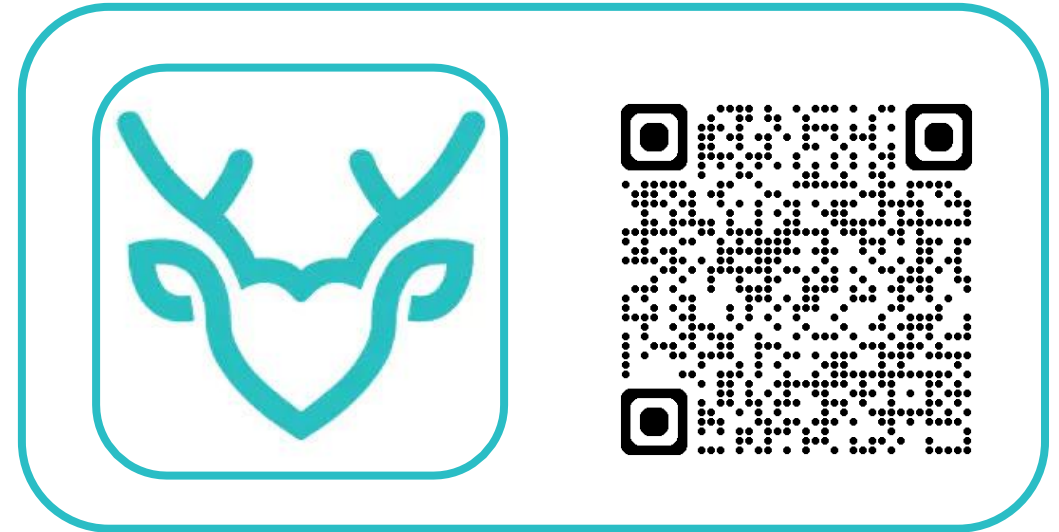Better care to patients!

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 Complianc Reports**

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

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EVV Compliance Summary Report

Office(s):-		
Type of Service: Non-Skilled	**From Date:** 12/28/2024	**Coordinator:** All
Caregiver Team(s): All	**Caregiver Location(s):** All	**To Date:** 1/3/2025
Contract(s): All	**Include Type:** All	**Caregiver Branch(es):** 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		7	5	7	2	0	2	28.57%	71.43%
2		553	415	486	113	5	71	14.61%	85.39%
3		2	0	0	0	0	0	0.00%	0.00%
4		3,001	2,408	2,816	790	28	408	14.49%	85.51%
5		17	14	16	4	0	2	12.50%	87.50%
6		12	9	12	2	0	3	25.00%	75.00%
7		92	59	74	8	0	15	20.27%	79.73%
8		21	17	17	6	3	0	0.00%	100.00%
9		83	49	81	8	0	32	39.51%	60.49%
10		10	6	10	0	0	4	40.00%	60.00%
11		8	1	3	2	0	2	66.67%	33.33%

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EVV Compliance Summary

EVV Compliance Summary Report

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 Procedure Coding System (HCPCS)(s): All

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

HHAeXchange

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

HHAeXchange

EVV Compliance Daily Summary Report

Office(s):		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		12/28/2024	1	1	1	1	0	0	0.00%	100.00%
2		12/28/2024	62	47	57	57	1	10	17.54%	82.46%
3		12/28/2024	413	315	405	398	3	90	22.22%	77.78%
4		12/28/2024	2	1	2	2	0	1	50.00%	50.00%
5		12/28/2024	1	0	1	1	0	1	100.00%	0.00%
6		12/28/2024	4	2	4	3	0	2	50.00%	50.00%
7		12/28/2024	3	3	3	3	0	0	0.00%	100.00%
8		12/28/2024	9	5	9	4	0	4	44.44%	55.56%
9		12/28/2024	1	0	1	0	0	1	100.00%	0.00%
10		12/28/2024	1	0	1	1	0	1	100.00%	0.00%
11		12/28/2024	77	60	75	74	1	15	20.00%	80.00%
12		12/29/2024	1	0	1	1	0	1	100.00%	0.00%

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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

Sr.#	Contract	Admission ID	Patient Name	Visit Date	Schdule 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

HHAeXchange

EVV Compliance Exception Reason Usage Report (New)

Page 1 of 1
Report Date: 01/06/2025 11:47

Office(s):	**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		

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%

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

Caregiver Training Resources
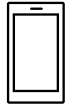
- **Mobile Resources**
  - **Get Started with the HHAeXchange Mobile App**
  - Clock In/Out infographic

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

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