

Frequently Asked Questions

Version 2.5/17/2024

The following are a list of Frequently Asked Questions (FAQs) for Illinois Electronic Visit Verification (EVV). For contact information, please refer to the [Communications section](#) of this guide. For any additional information regarding Illinois EVV implementation and operations not addressed here, please visit HHAExchange’s [Illinois State Info Hub](#) for more resources, trainings, and communications.

Please Note: All references to “members” in the HHAX software and in the guide below refer to the “customer” to whom services are being provided. All references to a “Provider” refer to the direct care worker or direct care worker’s agency providing services to the customer.

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System

What are the system requirements? Is there a preferred web browser?

HHAX is a web-based solution requiring internet connection. The system works best with Internet Explorer, Chrome, and Microsoft Edge.

Are all the names and information used in training fictitious? If not, how do you protect client's info?

Yes, the training environment contains fictitious data, or non-Protected Health Information (PHI), and is used for the purpose of facilitating system demonstrations and webinars.

What types of reports are available in the system? Are they all exportable? What file format are exported reports in?

For Agency Providers, the types of reports range from Provider information, visit data, compliance, and more. The exportable formats are XML, CSV, PDF, HTML, Excel, TIFF File, and Word.

What if I would like to use other HHAX system features that are not part of the free/state-sponsored system?

There is not a fee to Providers to access the HHAExchange provider portal. For additional details regarding other versions of the HHAExchange platform, please visit HHAExchange.com and select [Contact Us](#) to get in touch with our team.

Administration

I need a new User ID. Who should I contact?

Users with the ADMIN Role assigned by your Provider Agency can create New Users in the HHAExchange system. Further instructions are shared with the initial signup upon receiving access to the HHAExchange system at the email address listed. HHAX portal credentials will not be the same as the LMS credentials supplied for training purposes.

I need to deactivate a User. What should I do?

Users with the ADMIN Role assigned by your Provider Agency can deactivate HHAExchange Users in the system. Further instructions are shared upon receiving access to the HHAExchange system.

What should I do if my password doesn't work?

To troubleshoot common password issues, request the User to check the following:

- Is the Login name entered correctly?
- Is [Caps Lock] selected?

If these troubleshooting tips do not work, the Provider Agency's selected Admin user can reset passwords for other Users as follows:

1. Locate the User (**Admin > User Management > User Search**).
2. Edit the User and select **Change Password** on the *Update User Account Page*.

If I forget my password, will I get locked out after too many attempts?

The system allows up to 4 attempts at login. After 4 attempts, the user's account will be locked. A user's account will also be locked if dormant (no log in) in a 60 day timeframe. Thereafter, the user must contact the Provider Agency's Administrator (Admin) to unlock or reset their password.

How can I enable or disable permissions?

Only a Provider Agency Admin has the rights to enable/disable permissions for a User. To change permissions, the Admin is to follow the steps below:

1. Locate the User (**Admin > User Management > Edit Role**).
2. Select the **Section** (and optionally the User's **Role**) for the permission, then click **Search**.
3. Grant or remove individual permissions using the checkboxes and **Save**.

I enabled or disabled a permission(s), but nothing happened?

If a permission has been changed, the User needs to exit their active session and log in again to the system to see the permission change.

What are the different User Roles in HHAX?

There are several roles to which a Provider Agency system User can be assigned including **Admin**, **Coordinator**, and **Billing (not currently in scope, but could be in the future)**. Each role is equipped to access the corresponding functionalities in the system. Further instructions are shared upon receiving access to the HHAExchange system.

Mobile App System

Does the telephone/call-in option provide directions to the Caregiver/Member in alternative languages. If so, what languages are offered?

Both clock-in methods, IVR (phone) and mobile app, have multiple language options. The HHAX mobile app supports over 22 different languages, including those most commonly spoken in Illinois. Each provider who selects the HHAX EVV system will be able to use an English IVR line by default, with additional languages available by reaching out to through our provider support portal.

What devices can the HHAX application be used on? Is it supported by IOS and Android?

The HHAX application is supported on both Android and iOS operating systems. A smartphone or tablet must be used in order to use the HHAX application.

How is GPS used with Telephony?

The GPS function is only used with the HHAX Mobile App.

How can visits in the community be recorded?

The HHAX Mobile App supports use of a 'Community Visit' feature, which allows the user to record when a visit occurs in the community or outside of the member's home.

Will the Mobile app be able to download weekly timesheets?

The HHAX mobile app will show a schedule for a caregiver if a schedule has been created in advance. The HHAX provider portal will display a calendar view of the visits recorded, which can be downloaded and exported for time and attendance purposes.

How close does a caregiver need to be to the member's home to be considered "in range" for GPS?

The GPS Tolerance Range is set to 300 ft. This means that the caregiver will need to be within 300 ft of the member's home address for clock-in or clock-out to link successfully. If services are not being performed in the home, the caregiver should use the 'Community Visit' feature, which disables this radius.

Member Placement

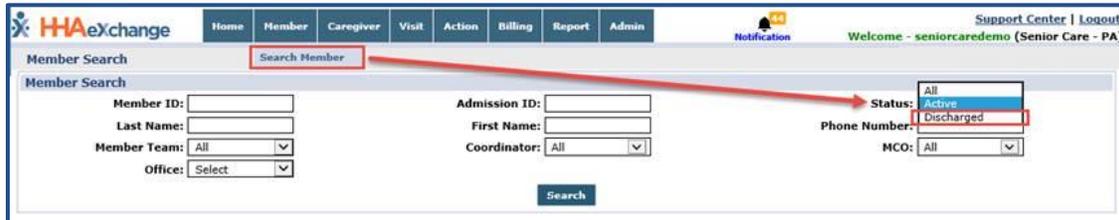
Are automated emails used to inform Providers of new referrals?

The Provider Agency Admin (Admin) can set up an automated email notification (Common Notifications) for new Placements. Users need to set up notifications to go to personal/business email outside of app through an admin account. Notifications are in application originally and can be worked inside of the application.

Member and Authorization Info

I cannot find a *discharged* Member in the HHAeXchange system.

To find a *discharged* Member, navigate to **Patient > Search Patient**. Note that the default value for Status is “Active”. To find a *discharged* Member, select “Discharged” from the **Status** filter, which provides Search Results for Members who are no longer active.



Are MMAI members in scope for EVV?

Yes, the State of Illinois has made the decision that EVV is required for MMAI members when using any of the in scope service codes for EVV.

Caregiver Management

What is the process for importing Caregivers? Batch import option? What format can they be sent in, Excel, PDF, template?

For Provider Agencies, Providers are responsible for entering Caregivers into HHAX. There are two options available to enter Caregivers:

- **Option 1:** Caregivers can be manually entered in the system (**Caregiver > New Caregiver**).
- **Option 2:** For Providers with more than 50 Caregivers to enter, Providers may use the EDI import option. Additional details are provided on the Provider Information Center page, under the EDI Process tab. Provider Agencies can work with our EDI Support team to assist with submission of the Excel template used for importing Providers.

How are Caregivers trained to use the system?

Provider Agencies are responsible for training their Caregivers. Information for Provider Agencies on training Caregivers is covered during Provider training. Provider Agencies have access to job aids and resources to train their Caregivers on how to use EVV for clocking in and out and reviewing schedules.

EVV Functions and Setup

What is the most common way to verify EVV?

The method of EVV varies from Provider Agency to Provider Agency. As part of the free EVV tools, HHAExchange offers two methods, the Mobile App and Telephony (IVR), to Providers. These two methods are used for Caregivers and Members to verify EVV.

How is time verified?

For Caregivers, time is verified in the mobile app or IVR via clock in/clock out with the HHAX system. Provider agency users will always be able to review all visits recorded within their HHAX Provider Portal.

Are schedules required to have an EVV compliant visit?

A schedule is not required in the HHAX system to confirm EVV compliant visits. An unscheduled visit can be performed without an advanced schedule. Upon unscheduled visits being confirmed and linked to the member, a schedule will be visible for the times that the visit occurred.

What are the flexible scheduling options within the system?

Providers can schedule visits as needed, create a recurring schedule (Master Week), or use scheduling tools such as **Copy and Paste** or **Copy and Create**. Please reference this guide for further details:

[Scheduling Guide](#)

EVV Issues

Does the EVV GPS monitor a Caregiver even when not working? Will GPS be tracked even when not using the mobile app?

No, GPS is only used at the time of clock-in and the time of clock-out.

How are services verified when there is no cell service or internet service?

The HHAX mobile app has offline mode functionality for cases where cellular service is unavailable at the time of a visit clock in or clock out. Once services are reconnected, the visit information syncs into the application with the visit time(s) recorded while in offline mode.

How are missed visits and visit edits resolved within the HHAX system?

For Provider, the missed visits only apply when a schedule is pre-defined. If there is a schedule in place, the Provider must use the *Prebilling Review* function to resolve edits. Edits are managed in the Portal for Providers.

How do I create a permanent schedule for the future?

If you are using the HHAX system, you can create a Master Week as a template for your weekly scheduled visits within the Provider Portal.

EVV Exceptions

The Caregiver clocked OUT instead of clocking IN. Can this be corrected?

If the Provider accidentally clocked IN when meaning to clock OUT (or vice versa), this can be corrected by the Provider Agency Admin User as listed below:

1. Navigate to **Visit > Call Dashboard > Call Maintenance**.
2. Search for the call using the status *Potential In/Out Mistake*.
3. When the call is located, click the desired link (Out or In) in the “Call Type” field.
4. Click the **OK** button to confirm the action.

Can I link a call that was previously rejected?

Calls that have been **Rejected** can no longer be linked to a scheduled Visit.

I fixed a call exception, and I still see the same call on the Call Maintenance page. What should I do?

If a fixed Call Exception does not clear, click the **Search** button to refresh the Call Maintenance page. The exception should no longer be listed once corrected. If corrected, the exception will fall off. If it is still present, please try and it should fall off.

How soon are newly added Phone Numbers (Phone 2 and/or Phone 3) available on a Member’s Profile?

A newly added number is saved immediately in the Member’s Profile and available for use in any subsequent calls. However, calls in the Call Dashboard require overnight reprocessing to link to the visits.

How can I fix the calendar when a shift is covered by a different Caregiver?

If you have TWO Caregivers rendering services, you can create TWO different shifts on the same day directly in the calendar. If the shift was covered by another worker, and the calls did not automatically link, this can be fixed via the **Call Dashboard** by updating the scheduled Caregiver.

[Scheduling Guide](#)

My caregiver keeps getting “GPS Out of Range” because the member’s address pin is not correct. Can this be corrected?

Once verified that the caregiver is in the correct location, the address coordinates can be saved to match that of the caregiver. Please refer to this [Job Aid](#) to learn how to edit GPS coordinates.

Communications

HHAEExchange Contact Information:

All providers can use our [Client Support Portal](#) to find answers to questions and create support requests.

If you need to contact someone directly from DHS-DDD regarding DHS-DDD EVV policy and compliance expectations, please email DHS.DDDEVV@illinois.gov.

If you need to contact someone directly for Home Healthcare state plan services or for EVV implementation, policy, and compliance questions, please email HFS.EVV@Illinois.gov.

Will the HHAX Support Desk be available 24 hours? Is it only by email?

The HHAX Support Desk operates from **8:00 a.m. - 5:00 p.m. EST (i.e., 7:00 a.m. to 4:00 p.m. CST), Monday-Friday**. Providers can contact the HHAX Support Desk at: <https://www.hhaexchange.com/supportrequest>

HHAX provides a Customer Support Service Call Center available 24/7 at: +1 646-821-8784

Will we be able to communicate with staff through the system via email or text message?

The HHAEExchange system supports entering Notes pertaining to the specific member for other Provider Agency staff to view. Email and text messages are not recorded in the system and are not able to be transferred to staff, such as a Caregiver or individual providing the service.

What types of documents can be attached in Notes? (PDF, Excel, CSV, etc.)?

The system supports the attachment of common files, including PDF, Word, Excel, CSV, and others.

Will the system "alert" us via email when there is a referral or notes? How would Providers be alerted when not currently logged in to the HHAX system (during non-business hours)?

Common Notifications can be activated by the Payer to include Placement alerts via email. Alerts are intended for awareness purposes only and can be enabled through **Admin > Office Setup**. Users must login to the system to perform needed steps (e.g., reviewing and accepting a Member Placement).

EDI/Import

Will Providers who use a third party EVV system also need login to the HHAX Portal?

Yes. As best practice, we suggest Provider Agencies review the data in their HHAX Portal, as they are responsible for ensuring all visit data is accepted into the HHAX Aggregator. Provider Agencies and their EVV vendors will need to actively monitor the integration of visits from their third party EVV system to HHAX.

If a Provider uses two different systems for business purposes, can data from both systems be integrated effectively into the aggregator?

The HHAX Integration Team will assist with integrating EVV compliant systems to the HHAX aggregator. Third party EVV systems integrating with HHAExchange must meet the requirements of the third party EVV API.

Can a Provider choose to use HHAX EVV first then transition to a third party EVV vendor?

Yes, Provider Agencies can switch from one EVV system to another EVV system as part of the Open Model for EVV.

Has your system been integrated with “X” EVV system?

HHAExchange supports over 120+ vendor integrations and is continuously partnering with new EVV vendors to support EDI connections across the country.

Can I switch from using State-Sponsored HHAX EVV to a third party EVV vendor?

Yes, providers may switch from using HHAX EVV to a third party at any time by following the steps below.

1. Provider does NOT need to fill out another enrollment survey
2. Provider reviews [Business Requirements document](#), [EVV API Specification](#), and [Auth API Specification](#) (**note:** provider can create auths manually if their vendor is unable to build out auth API)
 1. Provider reviews and completes [IL Attestation](#) with vendor and provider contact included
 2. ESD ticket is created on the provider's behalf following completion of the attestation with next steps for integration
3. HHAX Provider EDI Integrations analyst creates an implementation portal for provider testing
 1. Environment is linked to a QA payer for IL
 2. Implementation EVV API credentials are generated and shared with the provider
 3. Testing data is generated and shared with the provider
 4. Provider completes the test scenarios included in the [EVV API Test Document](#)

4. HHAX Provider API Integrations team creates authorization API testing credentials and shares these with the provider (via ticket from JIRA)
5. Once vendor/provider have completed testing, they are expected to create a ticket with the [Provider EDI Integrations](#) team to indicate testing has been completed
6. HHAX Provider EDI Integrations analyst reviews test transactions. Once confirmed, all providers linked with this vendor are approved to move to production and production API credentials are shared with the provider
 1. **Note:** Providers utilizing Epic must all test individually, as they act as a proprietary software
7. Provider users login to the HHAExchange portal to verify production data has been sent and it is accurate
 1. A successful transmission of a visit into HHAExchange means that it has successfully been aggregated to the State of IL

Can I switch from using a Third Party Vendor to State-Sponsored HHAX EVV?

Yes, providers may switch from a Third Party to HHAX EVV at any time by following the steps below.

1. Providers do NOT need to fill out a second enrollment survey
2. Providers should submit a ticket to HHAX Support using the Client Support Portal: <https://hhaxsupport.atlassian.net/servicedesk/customer/portals> and choosing “Technical Customer Care”
 - a. Provider Agency Name & Tax ID, as well as the specific request to use HHAX Free EVV instead of EDI
3. HHAX will re-configure the existing portal to have Free EVV permissions enabled and an IVR line created
4. HHAX will update the ticket to notify the provider when all necessary configuration changes have been completed

Where can I find the payer initials for integration?

The payer initials as well as all other necessary code related information for integration can be found in the [Technical Specifications](#).

My EVV compliance is lower than expected. How can I ensure my data is transferring from my third party EVV vendor accurately?

HHAExchange recommends logging into your HHA portal, and navigating to a member’s calendar by going to Member > Search Member. Once you’ve located a member, click into a visit to view the visit details. At the same time, locate that same information in your third party system and compare it. If your third party shows that EVV was completed, and HHAExchange does not, please contact your vendor to begin troubleshooting. Should you think there is an issue with the HHAExchange system, please submit a ticket using the [Client Support Portal](#) and selecting “Provider EDI Integrations”.