

Frequently Asked Questions

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” or “Patients” in the HHAX software and in the guide below refer to the “Customer” to whom services are being provided. All references to “Providers” or “Caregivers” refer to the direct care worker or direct care worker’s agency providing services to the customer.

- System..... 4**
 - What are the system requirements? Is there a preferred web browser?..... 4
 - Are all the names and information used in training fictitious? If not, how do you protect client's info? 4
 - What types of reports are available in the system? Are they all exportable? What file format are exported reports in? 4
 - What if I would like to use other HHAX system features that are not part of the free version? 4
 - Are we able to send 837P claims? 4
- Administration 5**
 - I need a new User ID. Who should I contact? 5
 - I need to deactivate a User. What should I do?..... 5
 - What should I do if my password doesn’t work? 5
 - If I forget my password, will I get locked out after too many attempts? 5
 - How can I enable or disable permissions? 5
 - I enabled or disabled a permission(s), but nothing happened? 5
 - What are the different User Roles in HHAX? 5
- Mobile App System 7**
 - Does the telephone/call-in option provide directions to the Caregiver/Member in alternative languages. If so, what languages are offered? 7
 - What devices can the HHAX application be used on? Is it supported by IOS and Android? 7
 - How is GPS used with Telephony? 7
 - How is GPS used in the community? 7
 - Will the Mobile app be able to download weekly timesheets? 7
- Member Placement..... 8**
 - Are automated emails used to inform Providers of new referrals? 8
- Member and Authorization Info 9**
 - Member is not in the system. What should I do?..... **Error! Bookmark not defined.**
 - I cannot find a *discharged* Member in the HHAExchange system. 9
- Caregiver Management 10**

What is the process for importing Caregivers? Batch import option? What format can they be sent in, excel, PDF, template? 10

How are Caregivers trained to use the system? 10

EVV Functions and Setup 11

 What is the most common way to verify EVV?..... 11

 How is time verified? 11

 Are schedules required to have an EVV compliant visit? 11

 What are the flexible scheduling options within the system?..... 11

 Whose phone should be used when using telephony? Can it be a cell phone or a landline?..... **Error! Bookmark not defined.**

EVV Issues 12

 Does the EVV GPS monitor a Caregiver even when not working? Will GPS be tracked even when not using the mobile app?..... 12

 How are services verified when there is no cell service or internet service?..... 12

 How are missed visits and visit edits resolved within the HHAX system? 12

 How do I create a permanent schedule for the future? 12

EVV Exceptions 13

 Can telephony be used in the community from a cell phone? **Error! Bookmark not defined.**

 The Caregiver clocked OUT instead of clocking IN. Can this be corrected? 13

 Can I link a call that was previously rejected? 13

 I fixed a call exception and I still see the same call on the Call Maintenance page. What should I do? 13

 How soon are newly added Phone Numbers (Phone 2 and/or Phone 3) available on a Member’s Profile? 13

 Many residents are moving away from landlines. Can the phone number entered be a cell phone number?..... **Error! Bookmark not defined.**

 How can I fix the calendar when a shift is covered by a different Caregiver?..... 13

Communications 14

 HHAExchange Contact Information:..... 14

 HHAExchange End User Inquiry Contact **Error! Bookmark not defined.**

 Agency Admin **Error! Bookmark not defined.**

 HHAX Provider Support..... **Error! Bookmark not defined.**

 Payer (via HHAX Note Function) **Error! Bookmark not defined.**

 Will the HHAX Support Desk be available 24 hours? Is it only by email? 14

 Will all Notes always be available in your system?..... **Error! Bookmark not defined.**

 Seems the EDI doesn't cover items such as Notes (Member and Payer Communications). Is there an exception when a Provider needs to log in to send notes to Payer? **Error! Bookmark not defined.**

 Will we be able to communicate with staff through the system via email or text message?..... 14

 What types of documents can be attached in Notes? (PDF, Excel, CSV, etc.)? 14

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)? 14

EDI/Import 15

Will Providers who use a third party EVV system also need login to the HHAX Portal? 15

If a Provider uses 2 different systems for business purposes, can data from both systems be integrated effectively into the aggregator?..... 15

Can a Provider choose to use HHAX EVV first then transition to a third party EVV vendor?..... 15

Do EDI Users ever use HHAX System for Pre-Billing? When is the EDI file compared to the HHAX system? Where do Users see alerts and warnings against HHAX data?.... **Error! Bookmark not defined.**

Has your system been integrated with Wellsky/Clearcare? 15

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 for Provider Agencies or Caregivers 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. After receiving access to the HHAeXchange system, further instructions on this topic will be shared at the e-mail address that was listed with the initial signup. Please note that the credentials for the HHAX portal will not be the same as the credentials for the Learning Management System (LMS), which is used 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) for 60 days. When a locked account occurs, the User must contact the Provider Agency's Administrator (Admin) to unlock or reset his/her 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 the 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 (i.e., billing is not currently in scope, but could be in the future)**. Each role is

equipped to access the corresponding functionalities within 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, including IVR (phone) and the 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 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.

Member Placement

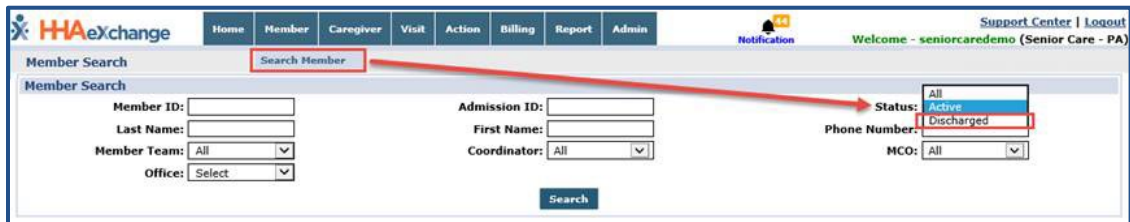
Are automated emails used to inform Providers of new referrals?

The Provider Agency Admin (Admin) can set up an automated email notification (Common Notifications) to inform Providers about new Placements. Notifications occur within the application originally and can be worked inside of the application. If a User wants notifications to go to a personal or business email outside of the app, this can be set up through the admin account.

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.



Caregiver Management

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

Provider Agencies 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:** Provider Agencies with more than 50 Caregivers to enter 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 Caregivers.

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 for 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 cellular services are reconnected, the visit information recorded in offline mode syncs into the application, which means the visit times get appropriately recorded and loaded in HHAX.

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

For the Provider, 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 caregiver 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 again as it should fall off once corrected. If issues persist, please contact the HHAX support desk.

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 a scheduled shift is covered by a Caregiver other than who was originally scheduled as the Caregiver, and the clock-in/clock-out calls do not automatically link, this can be fixed via the **Call Dashboard** by updating the scheduled Caregiver.

[Scheduling Guide](#)

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 DSCC regarding DSCC EVV policy and compliance expectations, please email O365-dscc-ewv@UIC365.onmicrosoft.com.

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. Emails and text messages are not recorded in the system and are not able to be transferred to staff, such as a Caregiver 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 (i.e., 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 Application Programming Interface (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.