

# Illinois HHCS Provider Webinar

February 7, 2024

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# Agenda



- Home Health Services Timeline & Scope
- HHAeXchange State-Sponsored System (Free EVV) Implementation Steps
- Third-Party System (EDI) Implementation Steps
- Survey Response Review and Open Q&A



# Implementation Timeline

# Illinois Home Health and EVV – Timeline



- Cures Act Mandate in effect as of **January 1st, 2021**
- Illinois is a **hybrid model state** meaning that providers may choose to use the State-sponsored (free EVV) solution or integrate their existing system that is capable of transmitting EVV compliant visit data to the State Aggregator
- Home Health solution implemented as of **December 31<sup>st</sup>, 2023** for the **Illinois Department of Healthcare and Family Services (HFS), Illinois Department of Human Services (DHS) – Division of Developmental Disabilities (DDD), Illinois Division of Specialized Care for Children (DSCC), Illinois Medicaid, Medicaid Managed Care, and MMAI**
- HHAeXchange has been selected **as the State Aggregator** and collects all visit data, regardless of the EVV system being used

# Illinois Home Health and EVV – Payer Scope



- The following Payer portals have been implemented to link providers with payers in the HHAeXchange EVV solution:

Payer Name
Aetna Better Health of Illinois
Aetna MMAI
Blue Cross Community Health Plan IL
CountyCare Health Plan IL
Meridian Health Plan IL
Molina Healthcare IL
Humana IL
IL Division of Developmental Disabilities
IL Division of Specialized Care for Children
Illinois Department of HFS

# Services in Scope



## Illinois Department of Human Services (DHS)- Illinois Division of Specialized Care for Children (DSCC)

Service Code	Description
T1002	Nursing RN – Agency Provider (MFTD waiver)
T1003	Nursing LPN – Agency Provider (MFTD waiver)
T1004:TU	Home Health Aide Services – Agency Provider (MFTD waiver)
T1005:TD:TT	Respite Nursing (MFTD waiver, LPN, RN providing service)
T1005:TE:TT	Respite Nursing (MFTD waiver, LPN, RN providing service)
S5150	Respite Nursing (MFTD waiver, CNA providing service)

## Illinois Department of Human Services (DHS) – Division of Developmental Disabilities (DDD)

Service Code	Description
G0151	Physical therapy visit
G0152:U2	Occupational therapy evaluation
G0152	Occupational therapy
G0153	Speech therapy visit
T1002	Nursing RN – Agency Provider (Adult DD, DRS, waivers)
T1003	Nursing LPN – Agency Provider (Adult DD, DRS, waivers)

# Services in Scope – Cont.



Illinois Department of Human Services (DHS) – State Service Home Health	
Service Code	Description
G0299:U2	Intermittent skilled nursing assessment visit.
G0299	Intermittent skilled nursing visit during the first 60 days following inpatient hospital discharge, if care is initiated within 14 days from the day of discharge.
G0299	Intermittent nursing visits not following a hospital stay or following the initial 60-day period.
G0300	Intermittent skilled nursing visit during the first 60 days following inpatient hospital discharge, if care is initiated within 14 days from the day of discharge.; Intermittent nursing visits not following a hospital stay or following the initial 60-day period.
G0156	Home health aide visit not following a hospital stay, or following the initial 60-day period; Home health aide visit during the first 60 days following inpatient hospital discharge, if care is initiated within 14 days from the day of discharge.
G0151:U2	Physical therapy evaluation
G0151	Physical therapy visit
G0152:U2	Occupational therapy evaluation
G0152	Occupational therapy
G0153:U2	Speech therapy evaluation
G0153	Speech therapy visit

# Setup Steps – HHAX State Sponsored EVV



1. Complete [Illinois EVV Enrollment Survey](#) to have your agency's portal set up
2. Receive HHAeXchange portal credentials and Learning Management System (LMS) credentials
  - a. Credentials are granted for HHAeXchange portal to the **person who submits the Enrollment Survey**, and these credentials should not be shared
  - b. LMS credentials can be **shared across the agency** for any user who needs to access the training videos
3. User who receives the initial credentials should set up additional system users using this [job aid](#)



# Setup Steps – HHAX State Sponsored EVV



4. Agency should set up Caregiver profiles using this [job aid](#) and ensure caregivers [download the HHAeXchange+ Mobile Application](#)
5. Add Members (Patients/Customers) to the portal by navigating to Patient > New Patient and filling out the form presented.
  - a. [Ensure First Name, Last Name, DOB and Medicaid ID](#) are entered accurately, so we can match the member to the State portal to report your data
6. Add Contract (Payer) to the member using this [job aid](#)
7. Add Authorization(s) to the member using this [job aid](#)

# Setup Steps – HHAX State Sponsored EVV



8. Link Caregiver to Member on the Member’s “General” tab in the field labeled “Caregivers with Mobile Patient Info Access”
  - a. Caregiver will be able to **record an unscheduled visit** from the Mobile App and select the correct Member
  
9. Manage Calls which were unable to link to the calendar from the Call Dashboard
  - a. This **job aid** explains the Call Dashboard exceptions and how to resolve them.



# Setup Steps – EDI (Third-party EVV) Providers



1. Complete [Illinois EVV Enrollment Survey](#) to have your agency's portal set up
2. Receive HHAeXchange portal credentials and Learning Management System (LMS) credentials
  - a. Credentials are granted for HHAeXchange portal to the **person who submits the Enrollment Survey**, and these credentials should not be shared
  - b. LMS credentials can be **shared across the agency** for any user who needs to access the training videos
3. User who receives the initial credentials should set up additional system users using this [job aid](#)



# Setup Steps – EDI (Third-party EVV) Providers



4. 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)
  - a. Provider reviews and completes [IL Attestation](#) with vendor and provider contact included
  - b. ESD ticket is created on the provider's behalf with next steps for integration
  
5. HHAX Provider EDI Integrations analyst creates an implementation portal for provider testing
  - a. Environment is linked to QA payer for IL
  - b. Implementation EVV API credentials generated and shared with provider
  - c. Testing data generated and shared with provider
  - d. Provider to complete test scenarios included in [EVV API Test Document](#)

## Setup Steps – EDI (Third-party EVV) Providers



6. HHAX Provider API Integrations team creates auth API testing credentials (for Auth API) and shares with provider (EISD ticket)
7. 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
8. HHAX Provider EDI Integrations analyst reviews test transactions. Once confirmed, all providers linked with this vendor are approved to move to production and credentials are shared with the provider
  - a. **Note:** Providers utilizing Epic must all test individually, as they act as a proprietary software



**Question: Can I bill for Home Health Care Services through HHAeXchange?**

**Answer:** No, billing is not currently available through HHAeXchange for State Sponsored and EDI for any Home Health Care Services, including Fee-For-Service and MCO. Providers are only required to input their visit data into HHAeXchange.

**Question : How do I get help logging in?**

**Answer:** If you have your username, but your link has expired to set up your password, you can choose “Forgot Password?” on the login page to get a new link. If you need further assistance, please submit a ticket to Customer Service Desk on the [Client Support Portal](#).

Client Login

Username  
chassfurtheradmin

Password  
.....

Log In

Forgot Password?



**Question: Is EVV required for patients with Medicaid as the secondary payer?**

**Answer:** **Yes, EVV is required** when Medicaid is paying any part of the service.

**Question : How long is the grace period before the State tracks EVV Compliance?**

**Answer:** The grace period will last until July 1, 2024. At that point, the State will be tracking providers to at least 50% EVV Compliance.

**Question : Where can I get more training information?**

**Answer:** The **Learning Management System (LMS)** has self-paced videos that can be watched as many times as needed per agency. These videos walk through the functionality you need as an agency to use the system effectively. Alternatively, we post each webinar we conduct to the **State Info Hub** for IL. The **Support Center** within each HHAeXchange portal also has a wealth of information including job aids, process guides, and videos.

**Question: I'm an EDI provider, and I need help. Where can I go to get assistance for the integration?**

Answer: HHAeXchange is hosting an additional EDI specific webinar on **February 21, 2024** where participants can unmute to ask questions live. [Register Here!](#) Additionally, please ensure you select “3<sup>rd</sup> Party Integration Support” from the Client Support Portal when creating tickets. This routes the ticket directly to the team who works on your integration.

**Question : What do I do if I don't see any Contracts available in HHAeXchange?**

Answer: Please notify the State if this is occurring for you. HHAeXchange and the State are working together to sort out some data discrepancies, which caused initial provider linking challenges. The State will validate for us that you are a provider of the program, and HHAeXchange will get you linked to the right contracts.



**Question: What report can I see in HHAeXchange to understand if I'm EVV Compliant?**

Answer: HHAeXchange has several **Exception Reports** available to agencies at no charge, which shows the % of time your visits are not compliant with EVV. These reports will become critical to review regularly as we approach July 1, 2024. The Support Center within your portal contains report definitions for each one. Right now, please be checking the **Time & Attendance Report (New)** to validate that all your visits are making it into HHAeXchange. That is most important to ensure you are either fully integrated or working properly within HHAeXchange.

**Question : What is the GPS Tolerance Range?**

Answer: The GPS tolerance range is 300 feet. If the Caregiver is expected to work in the home, then any clock in or out which occurs outside of that radius will go to the Call Dashboard. Alternatively, the caregiver can choose "Community" if they are servicing the member outside of the home.



**Question: How do I ensure my Caregivers are able to do unscheduled visits with HHAExchange EVV?**

Answer: First, ensure the Caregiver is linked to the members they are servicing from each member's "General" tab in the field labeled "Caregivers with Mobile Patient Info Access". Next, ensure either the service code is entered on the Contract, or navigate to your Office Setup, and enable the feature below. This allows the Caregiver to select the service they performed at clock-out. The service code is a key component of a visit and one of the six required data elements of the Cures Act.

Mobile

- Mobile Fixed Visit Verification ⓘ
- View open cases ⓘ
- Allow Caregivers to enter Time via the Mobile App when there is no preexisting EVV ⓘ
- Enable the I'm Awake button for midnight shifts ⓘ
- Enable Mobile App Biometric Two Factor Authentication ⓘ
- Display Other Duties when there are no POC Duties assigned ⓘ
- Mobile GPS Visit Verification ⓘ  
Tolerance Range (ft) \*
- Mask GPS Coordinates for Community Visits ⓘ
- Allow Single Clock in/out for Consecutive Shifts (Mobile App) ⓘ
- Enable Alternate EVV Workflow ⓘ
- Extend the visit end time to include time to enter duties ⓘ
- Enable Unscheduled Visit Service Code Selection ⓘ
- Allow Caregivers to Log Duties After Clock In ⓘ

# Survey Q&A



**Question: How can I contact Technical Customer Care via e-mail?**

**Answer:** Please use the e-mail address [ilsupport@hhaexchange.com](mailto:ilsupport@hhaexchange.com). E-mailing this address will create a ticket automatically on your behalf and will allow HHAeXchange to track timeliness of response to IL providers. Please **DO NOT USE** [support@hhaexchange.com](mailto:support@hhaexchange.com) or [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com).



# Client Support Portal

Requests RH

Welcome to the HHAeXchange Client Support Portal

Find help and services

Portals

- Customer Service Desk**  
Welcome! You can raise a Customer Service Desk request from the options provided.
- 3rd Party Integration Supp...**  
Submit questions or concerns for any EDI related process.
- RCO Service Desk**  
Welcome! You can raise a request for RCO Service Desk using the options provided.
- Annkissam Service Desk**  
Welcome! You can raise a Annkissam Service Desk request from the options provided.
- Accounts Receivable**  
Have a question on a recent invoice from HHAeXchange? Submit your questions here.
- Clinical Support Desk**  
Welcome! You can raise a Clinical Support Desk request from the options provided.
- Payer Integration Support**  
Submit requests related to the exchange of integration files and data between a Payer portal and Provider portal.
- EVV Aggregation Support**  
Welcome! You can raise a request for EVV Aggregation Support using the options provided.
- ENT Integration Support Desk**  
Welcome! You can raise a request for ENT Integration Support Desk using the options provided.

Show more portals (1) ▾

<https://www.hhaexchange.com/supportrequest>

## HHaEXchange Support



### State Info Hub

<https://hhaexchange.com/info-hub/illinois>



### Client Support Portal

<https://hhaexchange.com/supportrequest>



### Email

[ILSupport@hhaexchange.com](mailto:ILSupport@hhaexchange.com)



### Phone

1-646-821-8784

## Illinois Home Health Support



### Email

[HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov)

# Provider Resources



# Q&A



**State Info Hub**



**Client Support Portal**



# Thank you!