

Our Webinar Will Begin Shortly

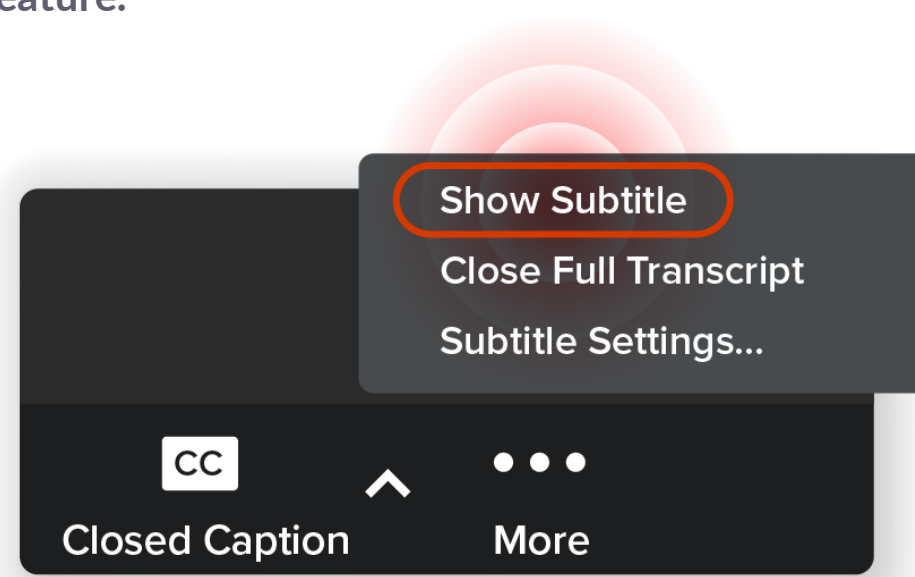
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Michigan: Information Session Webinar

Everything you need to know for EVV success!

July 2024

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Agenda

- Welcome and Meeting Overview
- We're HHAeXchange
- Electronic Visit Verification
- Project Information
- A Day in the Life of - HHAeXchange Demo
- How do I set my agency up for EVV success?
- Preparing your Staff and Caregivers
- Lessons Learned from other Agencies
- Resources for Success and Next Steps
- Q&A

Welcome and Meeting Overview



- EVV is a federal requirement and implementing will bring Michigan into compliance.
- The State is currently experiencing federal financial penalties for non-compliance.
- Phases of Implementation:
 - 4/1/24 – Medicaid FFS Home Health Care Services
 - 7/1/24 – Home Help Program – Agency Providers
 - 9/3/24 – Home Help Program – Individual Providers
 - 9/3/24 – Behavioral Health, MI Health Link, MI Choice, and Medicaid Managed Care Home Health Care Services



Hi!

We're HHAeXchange

> Team Introductions



Imran Kazmi

Director, Implementation



Sarah Murphy

Manager, Sponsored Provider
Training



George Marquez

Sr. Training Specialist,
Sponsored Provider Training

Our Mission

Enable caregivers, families, providers, and payers to deliver the best care in the home.

Our Vision

To build the software platform that sets the standard for efficient workflows and insightful data for providers and payers who strive to improve the health outcomes that caregivers can achieve in the home.

AS THE LEADER IN HOMECARE TECHNOLOGY, WE AIM TO:



Empower caregivers as active members of the care team



Engage families with clear information about their loved ones' care



Enable payers to ensure their members' needs are met











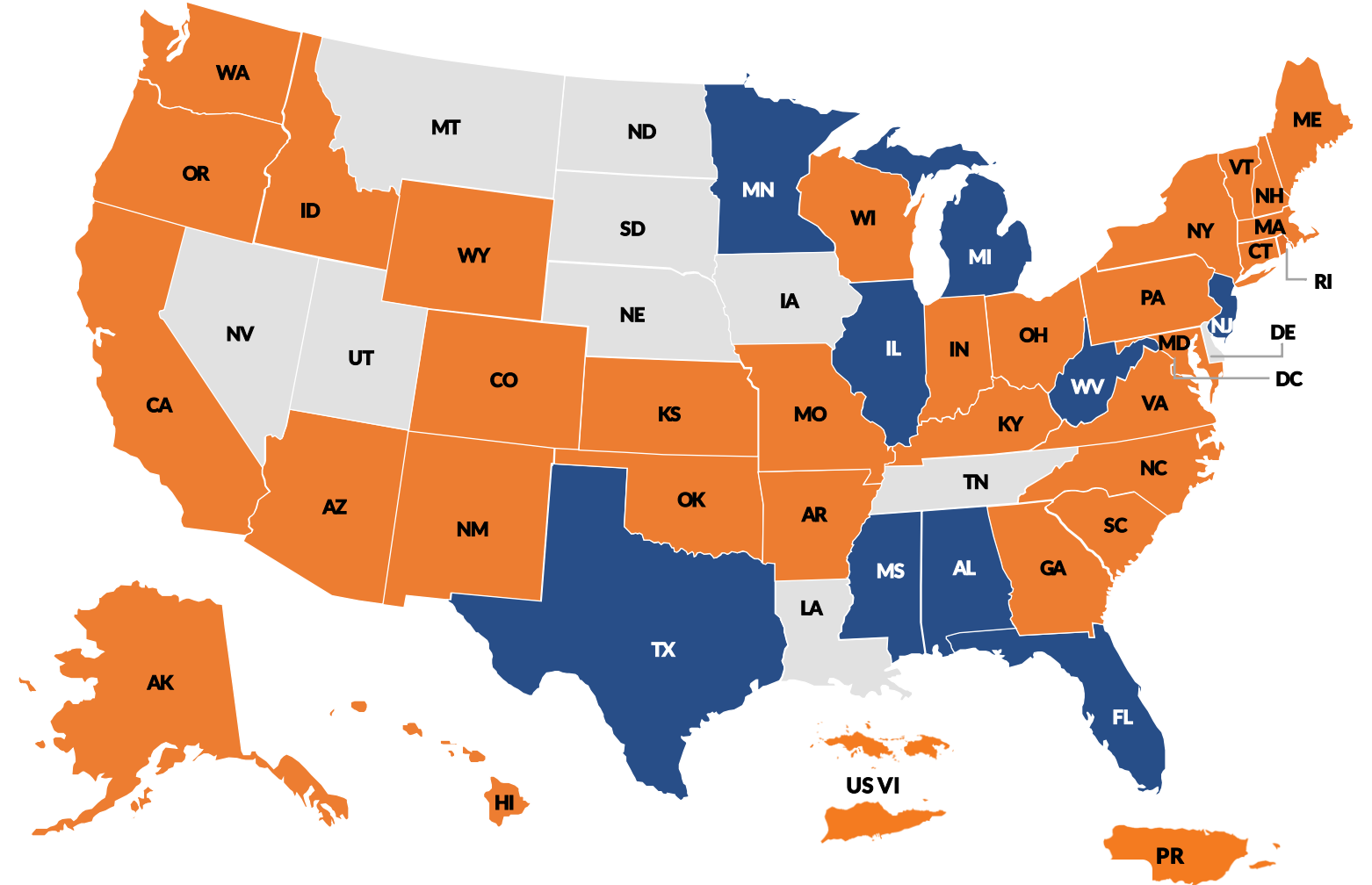
Help providers streamline their operations and grow their business



HHAeXchange's National Footprint – June 2024



50+ MCO CLIENTS 	9 STATE EVV CONTRACTS 
13,000+ HOMECARE AGENCIES 	1.1M MEMBERS SERVICED 
240M ANNUAL VISIT CONFIRMATIONS 	\$36.4B ANNUAL PAYMENTS MANAGED 
1.1M CAREGIVERS WORKING 	190,392 BACK-OFFICE USERS 



- HHAeXchange Footprint
- HHAeXchange State EVV Contracts



Electronic Visit Verification (EVV)

What it is and why it matters?

> What It Is and Why It Matters



In 2016, the 21st Century Cures Act was passed, which mandated that **all states must implement Electronic Visit Verification (EVV) for Medicaid personal care services and home health services that require an in-home visit by a provider.**

To be compliant, EVV must capture 6 data points:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Time service begins & ends
- Individual providing the service

What does EVV mean for my agency?



Programs in Scope for this Phase:

- Behavioral Health, MI Choice Waiver, MI Health Link, (Personal Care Services), and Medicaid Managed Care home health care services

Register your agency for EVV **and indicate how you will be performing EVV**

- Your agency must have EVV in place by 9/3/2024
- Your choices for performing EVV:
 - *MI State Sponsored HHAeXchange EVV system at no cost*
 - *Third-party EVV system that integrates with HHAeXchange*



Provider Landscape

Your Options

New Agency Providers:

Providers can choose between:

- Using the State-sponsored HHAeXchange EVV portal to confirm and bill visits at no charge.
- Or selecting a third party EVV system at their own expense. The system must integrate with the HHAeXchange to send confirmed/billed visits via Electronic Data Interchange (EDI).

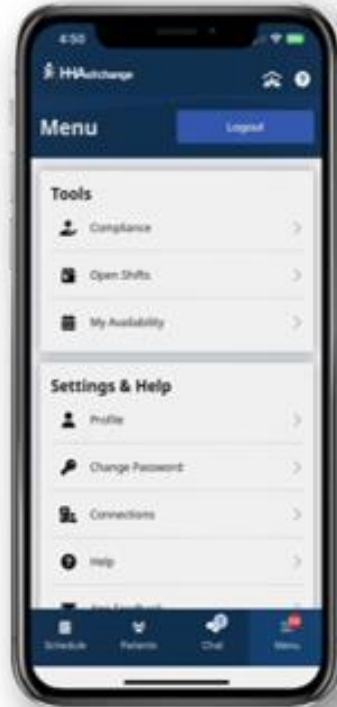
Current HHAeXchange Providers:

Current HHAeXchange provider portal users will be able to continue to use their existing portal access to meet the MDHHS EVV requirements.

Existing EDI Providers:

EDI providers may continue to work in their own EVV system, but the data will be sent to HHAeXchange via the existing integration.

▶ HHAeXchange EVV Methods



Caregiver Mobile App



Telephony/IVR



How the Mobile App Simplifies EVV Compliance



Captures and verifies caregiver's location to satisfy compliance requirements.



Visibility to upcoming schedule and directions to patient home.



Visit updates can be instantly recorded, reducing errors and ensuring visits are compliant.



View plans of care and check off duties performed during patient visit.



Saves time – caregivers spend avg of 15 seconds clocking in and out. Agencies spend less time reconciling mobile EVV.



Log visit notes with images, audio recordings and/or text.

EVV Frequently Asked Questions



- What devices can the HHAeXchange application be used on?

The application is supported on both Android and iOS operating systems.

- What if the caregiver is out of cell service area?

Offline Mode allows caregivers to clock in and out successfully while offline.

- What if my caregiver doesn't speak English?

The app is available in multiple languages to accommodate caregiver preferences.

- Can the caregiver create an unscheduled visit?

Yes, caregivers can create an unscheduled visit from the Schedule or Member page.

- What if caregiver doesn't have a cell phone?

Caregivers can clock in/ out using Telephony/IVR from the patient's home phone landline.



Project Information



Program and Service Codes that require EVV



[Beneficiaries, Clients & Participants - FAQs \(michigan.gov\)](https://michigan.gov)

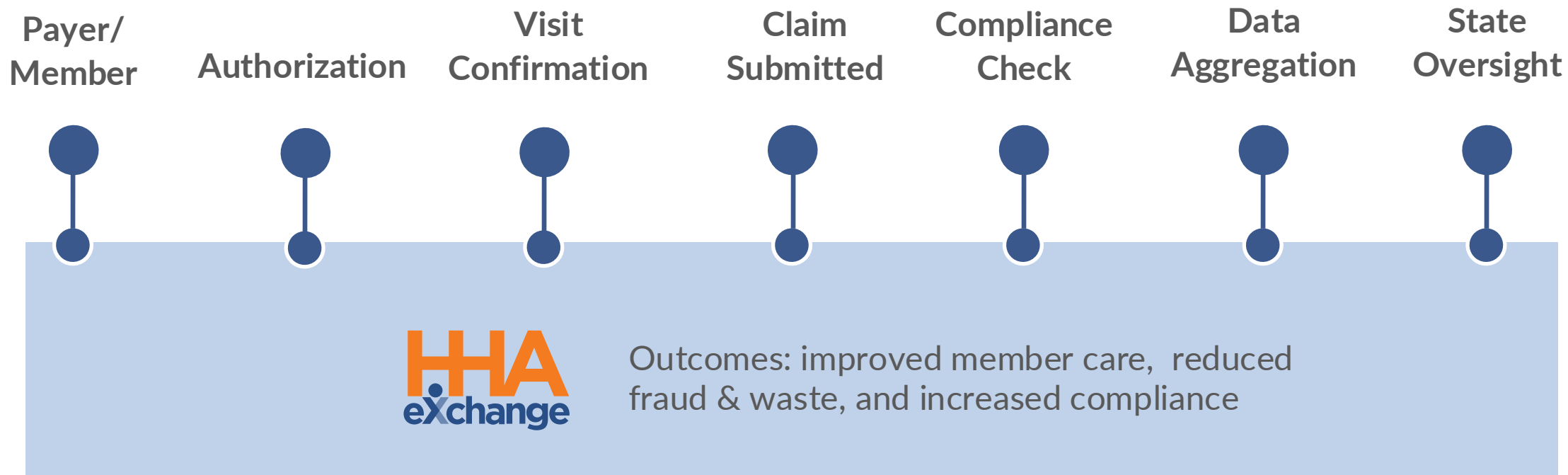
Program	Program Code <small>*Modifiers are included but not listed</small>	Service Description
Behavioral Health	H2015	Community Living Supports (CLS)
	T1005	Respite Care, per 15 minutes*
MI Choice	H2015	Comprehensive Community Support Services, per 15 minutes
	S5150	Unskilled Respite Care, not Hospice, per 15 minutes
MI Health Link	H2015	Comprehensive Community Support Services, per 15 minutes
	S5150	Unskilled Respite Care, not Hospice, per 15 minutes
	T1019	Personal Care Services (PCS), per 15 minutes
CHCP	G0151	Physical Therapy
	G0152	Occupational Therapy
	G0153	Speech/Language Therapy
	G0156	Home Health Aide
	G0299	Skilled Nursing Services, RN
	G0300	Skilled Nursing Services, LPN

Electronic Visit Verification (EVV)



Here's how it works.

Lifecycle of an EVV Visit



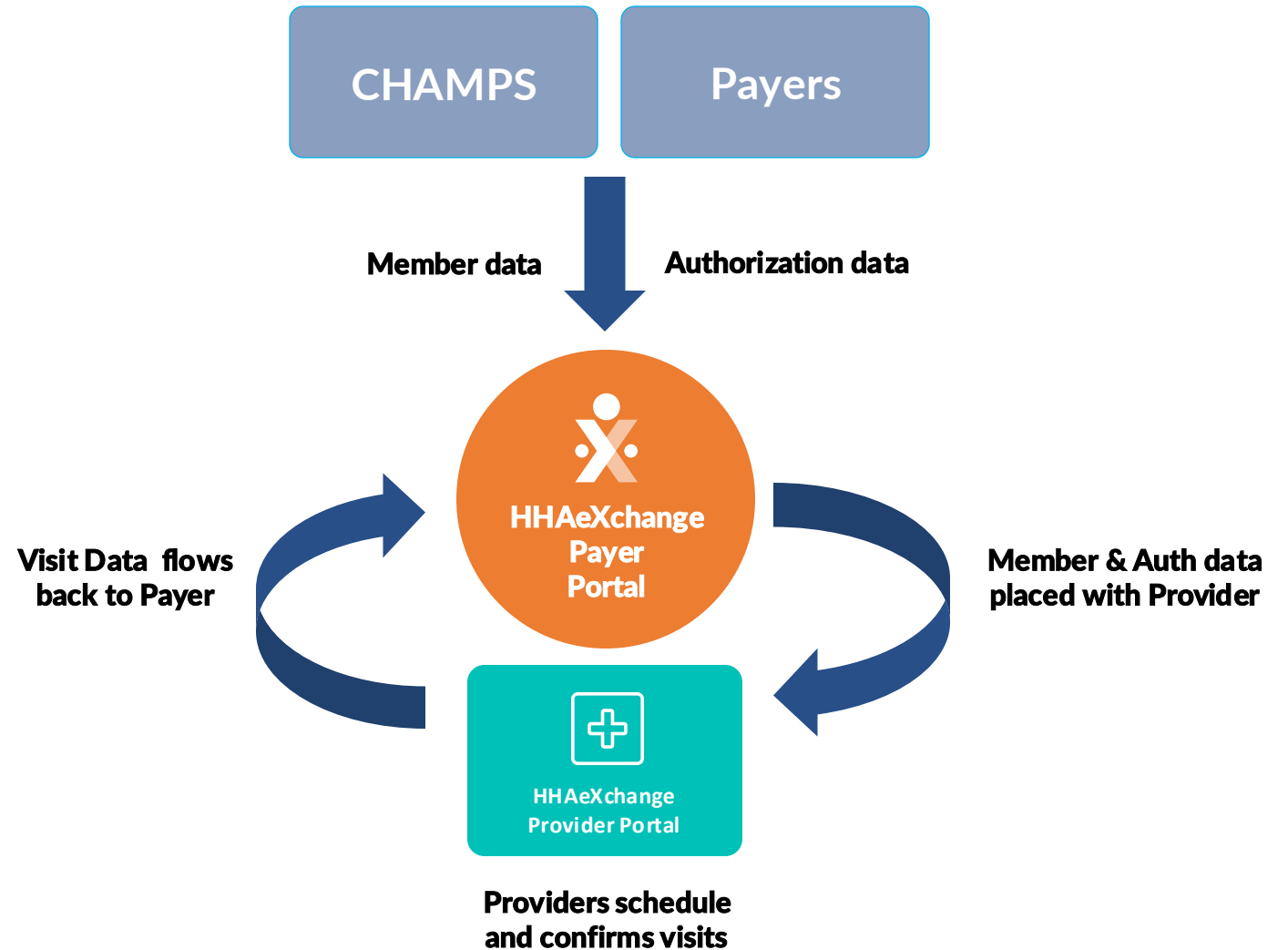


Electronic Visit Verification (EVV) Data Flow



Here's what you need to know.

- CHAMPS system is the source of truth for Member data.
- Payer data is the source of truth for Authorizations.
- Providers will receive Member and Authorization Data directly into their HHAeXchange Provider Portal.
- Providers schedule and confirms visits.
- MI Payer Portal (accessed by waiver agencies/programs) will receive visit data from provider agencies for EVV compliance.





A Day in the Life – HHAeXchange Demo



How do I set my agency up for EVV success?



THE MAP TO **EVV MASTERY**

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition

Provider Milestones



Beginnings Base Camp

Get Ready for EVV Webinar

- ✓ Register and Attend

Onboarding Form

- ✓ Submitted

Information Sessions

- ✓ Register and Attend

Get Moving Mountain

Milestone 1: Portal Access *(All Providers)*

Milestone: EDI Onboarding

Milestone 2: Payer Contracts *(All Providers)*

EVV Foundations Forest

Milestone 3: EVV Setup and Readiness

Provider Go Live

Milestone 4: EVV Collection and Management



Beginnings Base Camp



Your foundation for EVV Mastery

Review Get Ready for EVV Webinar

- Understand how to set your agency up for success with EVV

Register Your Agency for EVV

Complete the MI Onboarding form by 7/12/24

Attend an In-Person Info Session

- 7/16 Detroit/Pontiac
- 7/17 Grand Rapids
- 7/18 Saginaw



Beginnings Base Camp



Make sure to register your Agency for EVV

What do I need to complete the form?

- Agency's Business Name
- Tax ID
- NPI
- Agency Contacts (Primary Contact, Agency Owner, Billing admin)

How do I complete the form?

- Visit https://www.hhaexchange.com/mio_nboarding



Get Moving Mountain

Gain access to HHAeXchange and start learning

Milestone 1: Portal Access (All Providers)

- Register for Milestone 1 training webinar
- Review Portal Access & Next Steps e-mail
- Log in to your HHAeXchange Portal
- Set up & manage user and caregiver accounts
- Attend Milestone 1 Training Webinar: August 1, 2024



Get Moving Mountain

Milestone 1 Training

How Do I Register?

- Use the QR code on this slide.
- Complete the Zoom Registration Form.
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone 1 Training?

- All Providers
- Agency Administration
- Coordinator

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.





Get Moving Mountain

Gain access to HHAeXchange and start learning: EDI Providers

Milestone: EDI Onboarding

- Register for **Milestone: EDI Onboarding Webinar**
- Review [Business Requirements document](#) and [EVV API Specification](#)
- Complete [MI Attestation](#) with vendor and provider contact included. *(Please utilize QR Code or link for attestation form.)*
- Attend Milestone 1 EDI Onboarding Webinar: August 6th, 2024

EDI Testing: *New vendors must complete testing and create a ticket with Provider EDI Integrations.*





Milestone: EDI Onboarding

Get Moving Mountain

How Do I Register?

- Use the QR code on this slide
- Complete the Zoom Registration Form
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone: EDI Onboarding?

- EDI Providers Only
- Agency Administration

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.





Get Moving Mountain

Receive and Review Payer Contracts & Data

Milestone 2: Payer Contracts *(All Providers)*

- Register for Milestone 2 training - *Coming Soon*
- Review Payer Contracts linked & Next Steps Email.
- Search and update payer contracts.
- View and Manage Member & Auth Data.
- Attend Milestone 2 Training Webinar.



EVV Setup & Readiness

Milestone 3: EVV Setup and Readiness

- Register for Milestone 3 training webinar-
Coming Soon
- Review EVV Set Up & Next Steps e-mail.
- Provide Caregiver Training & EVV Tool Access.
- Schedule Visits and Calendars in
HHAeXchange.
- Attend Milestone 3 Training Webinar.

EVV Foundations Forest



GO LIVE: Start collecting EVV data

Milestone 4: EVV Collection and Management

- Register for Milestone 4 training Webinar- *Coming Soon*
- Go Live with EVV and review Next Steps Email.
- Review EVV Call Dashboard Management.
- Resolve common EVV errors in HHAeXchange.
- Attend Milestone 4 Training Webinar - *Coming Soon*

EVV Foundations Forest



Post-Go-Live: EVV Adoption Support

EVV Foundations Forest

Open Hours

- Register for Open Hours Webinars - *Coming Soon*
- Increase EVV Adoption.
- Provide training support.
- Attend Open Hours Webinars - *Coming Soon*



Preparing your Staff and Caregivers



Managing Change – Tips for implementing EVV



Explain Why You Are Making the Change

Make sure your caregivers understand why the change and all the ways the new system will help them and their clients

For New EVV Software, Slow is Fast and Fast is Slow

Take time to ensure everyone fully understands how to use the new system, there will be fewer mistakes down the road

Process Guides Are Your Friend

We will provide process guides that outline step-by-step instructions on how to get up and running

Don't Skip the Training

Utilizing the resources provided to your agency is the best way to get everyone on your team up to speed.

Make Learning Fun, not a Chore

Try to make learning the new system fun by giving out prizes for the caregivers who are early adopters or host a training pizza party.

> Preparing Caregivers



You should determine...

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

Training Caregivers

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



> Motivating Caregivers: Rewards & Recognition



- **80%** of caregivers indicated that the impact they have on patient health and well-being is their number one motivator!
- Rewards and recognition programs keep caregivers motivated and engaged.
- There are tools that automate training and EVV compliance.





Lessons Learned from other Agencies



One Provider's Journey to EVV Compliance



All Metro Health Care – highlights from an interview with Richard Keller

Do you have advice for agencies just getting started with EVV?

- Break the project up into manageable, bite-sized pieces.
- Communicate to your staff and caregivers that while this change might take some getting used to, it will ultimately allow them to do their jobs better.
- At the end of the day, it's really all about planning and good communication.

How has adopting EVV benefited your agency and caregivers?

- EVV helps improve our accountability to deliver on the care we are committed to providing. There's no guesswork, no waiting around; we're now able to be more proactive than reactive.
- EVV is also helping us with the shift to value-based care payments. It provides the mechanism to capture all sorts of data.
- Our staff understands that the EVV mandate isn't about "big brother"; it's about ensuring quality of care.

Lessons Learned with EVV



- 75-80% of our caregivers prefer using the mobile app. It's the easiest tool for EVV.
- With EVV, everything is in real-time so it's easier to ensure members are getting the care they need.
- Managing EVV via the app is so much more efficient. It makes the visit data definitive for us, and for the payer. It greatly simplifies the whole EVV process.
- Visits are not billed unless they meet all compliance standards. It really makes our lives a lot easier.
- It eliminates scanning paperwork, mailing things back and forth, etc. We don't need someone in the office to take in all that data, upload it into the system, print, and scan. The caregiver simply signs into the app and all the information she needs is right there.
- Information is available to easily view patient calendars, schedules, or shifts to be filled. It saves me a lot of time.



Resources for Success and Next Steps

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
Michigan Info Hub**
www.hhaexchange.com/Michigan



**MDHHS
EVV Website**
www.Michigan.gov/EVV



Questions?



**Provider
Onboarding Form**



**Register for
EVV Training**



**Register for
EDI Training**



**Info Session
Feedback Survey**