

Electronic Visit Verification

# Provider Information Webinar

October 3, 2023



**“Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time.”**

**-Provider Relations**

# Agenda

- MDHHS Welcome and Meeting Overview
- EVV Basics
- MDHHS Updates
- Introduction to HHAeXchange
  - Introductions
  - HHAeXchange Mission and Purpose
  - EVV Options
  - Provider Onboarding

# MDHHS Welcome and Meeting Overview

- Purpose of Meeting: To provide an update on Michigan's Electronic Visit Verification implementation project.
- This presentation is intended for Medicaid Managed Care Organizations (MCOs, PIHPs, ICOs, or PAHPs) and other contracted entities (CMHSPs, Transition Agencies) as well as Agency Providers and Fiscal Intermediaries that provide services for the following Medicaid programs:
  - Community Transition Services (CTS)
  - MI Choice
  - MI Health Link
  - Comprehensive Health Care Program (CHCP) – Medicaid Health Plans
  - Behavioral Health
  - Home Health - FFS

## EVV Basics

- Section 12006 of the 21<sup>st</sup> Century Cures Act requires states to implement an Electronic Visit Verification (EVV) system for Medicaid-funded Personal Care Services (PCS) by January 1, 2020, and for Home Health Care Services (HHCS) by January 1, 2023.
- Michigan is currently incurring a federal financial penalty due to not having implemented EVV for PCS.
- The six data elements required to be collected to meet the CURES Act EVV requirement:
  - Type of service performed
  - Person receiving the service
  - Date of the service
  - Location of the service
  - Person providing the service
  - Time the service begins and ends
- EVV is the provider's real-time record of the day, time, location, and type of service provided.

# MDHHS Updates

- Michigan is implementing an open vendor model that allows providers to use:
  - the state EVV system **or**
  - another EVV system of their choosing that meets state requirements.
- There will be no cost to providers to use the state EVV system.
  - Users may be charged fees by their cell phone or internet provider.
- HHAeXchange has been selected as the State Aggregator and will collect all visit data, regardless of the EVV system being used.

# MDHHS Updates

- Michigan programs and waivers anticipated to be implemented as of March 1, 2024, include:

Program	Personal Care Services	Home Health Care Services
MI Choice	X	
Community Transition Services (CTS)	X	
MI Health Link	X	X
Comprehensive Health Care Program (CHCP) - Medicaid Health Plans		X
Behavioral Health	X	
Home Health - FFS		X

- The Home Help program is anticipated to implement EVV mid to late summer of 2024.

# Introduction to HHAeXchange

October 3<sup>rd</sup>, 2023

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# Agenda

- Introductions
- HHAeXchange Mission & Purpose
- EVV Options
- Provider Onboarding





# An End-to-End Ecosystem **For Better Care**



**Enable the most  
effective homecare  
ecosystem every day.**

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*Mission*

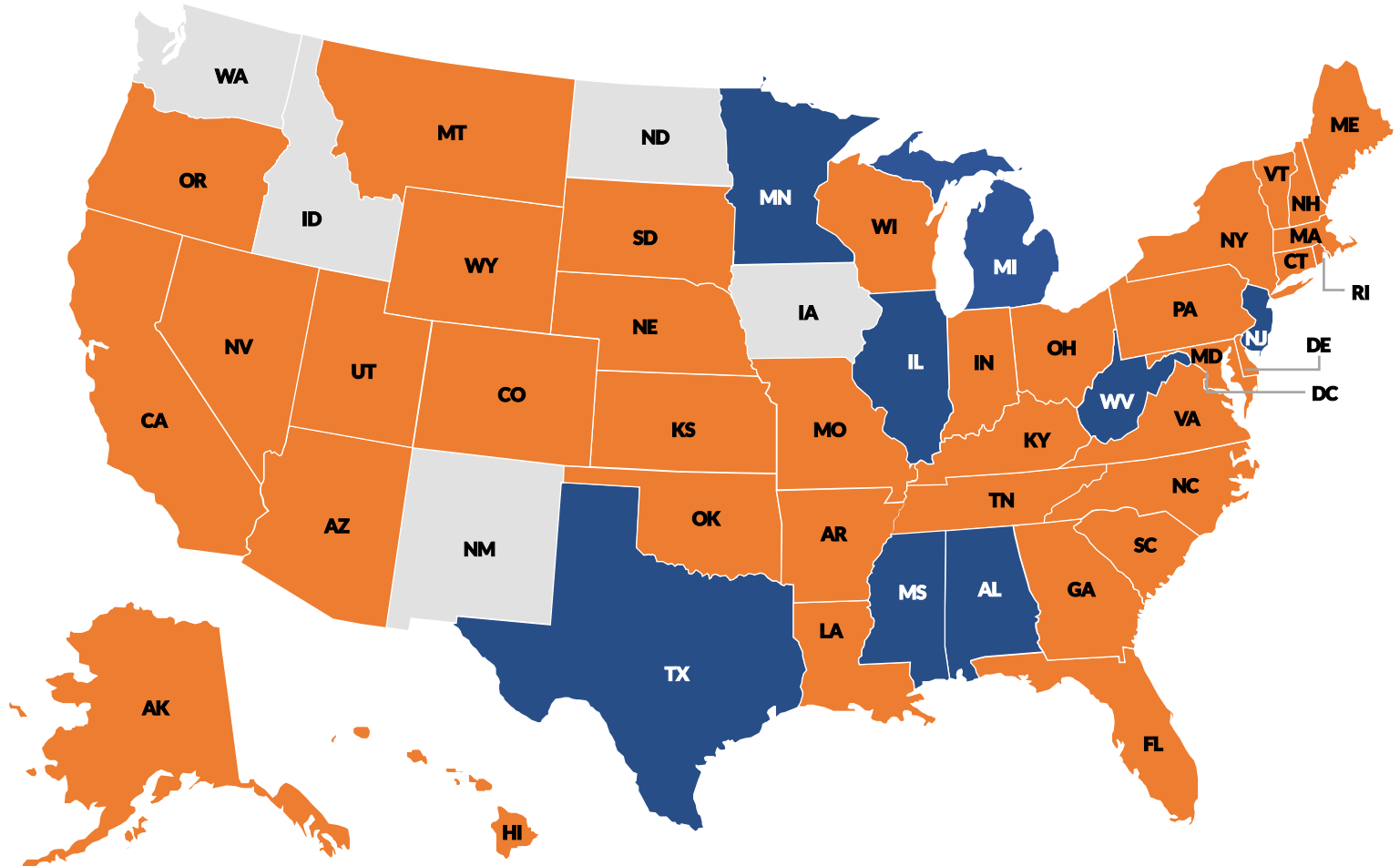
## **PURPOSE**

We are passionate about **helping people** who are aging or have disabilities thrive in their homes and communities through the creation of a homecare ecosystem that **seamlessly connects** states, managed care organizations, providers, caregivers, and clients.

# HHAeXchange's National Footprint



<b>50+</b> MCO DIRECT CLIENTS 	<b>7</b> STATE AGGREGATOR CONTRACTS 
<b>10,400+</b> HOMECARE AGENCIES 	<b>778,100+</b> MEMBERS SERVICED 
<b>166M</b> ANNUAL VISIT CONFIRMATIONS 	<b>\$22.6B</b> ANNUAL PAYMENTS MANAGED 
<b>807,300+</b> CAREGIVERS WORKING 	<b>81,290</b> BACK-OFFICE USERS 

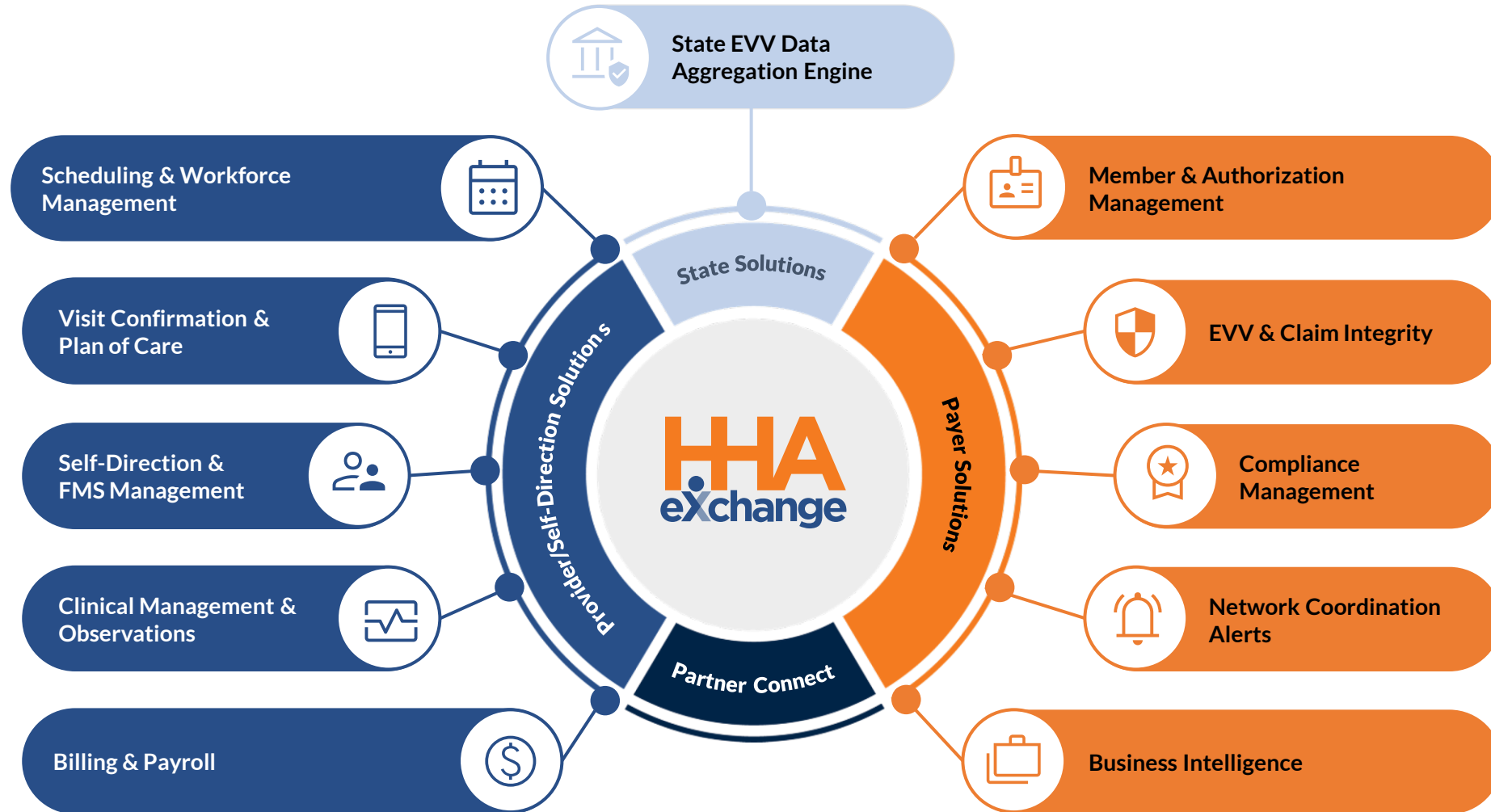


- HHAeXchange Footprint
- HHAeXchange State EVV Contract

October 2023



# HHAEExchange's Strategic Framework





# EVV Options



# Provider Landscape

*Your Options*

## Existing Enterprise Providers

- Providers who have their own Enterprise HHAX portal as their agency management and EVV solution.
- You will be able to continue using HHAeXchange, utilizing the system's enhanced Linked Contract functionality.

## Existing EDI Providers:

- Providers who have their own HHAX portal which is used to integrate confirmed visit data with their third-party EVV system.
- EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration.

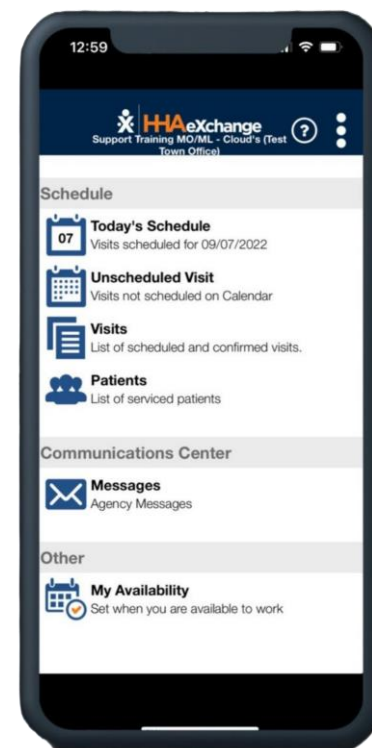
## New Providers:

- Providers who do not have an existing HHAX provider portal. These providers have two options for this implementation:
  - **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed visits.
  - **Free EVV:** Use a Free EVV HHAX portal to confirm visits.



# EVV Methods

*HHaEXchange Free EVV*



Caregiver Mobile App



Telephony

# Manual Visit Entry (Free EVV)



- If a caregiver is unable to clock in and/or out, an agency administrator can confirm the visit manually

**HHAExchange - Non Skilled Visit Info**

**Non Skilled Visit:** [User update](#)

<b>Admission ID:</b> KHC-900067	<b>Patient Name:</b> Gomez Lisa
<b>Visit Date:</b> 08/16/2023	<b>Patient Phone #:</b> <a href="tel:786-229-0061">786-229-0061</a>
<b>Assignment ID:</b> 100039	<b>Coordinators:</b> Default

Schedule | **Visit Info** | Bill Info | Verification

**Visit Information** [History](#)

**Scheduled Time:** 1630-1700

**Visit Start Time:** 1530 08/16/2023 **Visit End Time:** 08/16/2023 [Link Call](#)

**EVV Call In:** 15:29 08/16/2023 **EVV Call Out:**

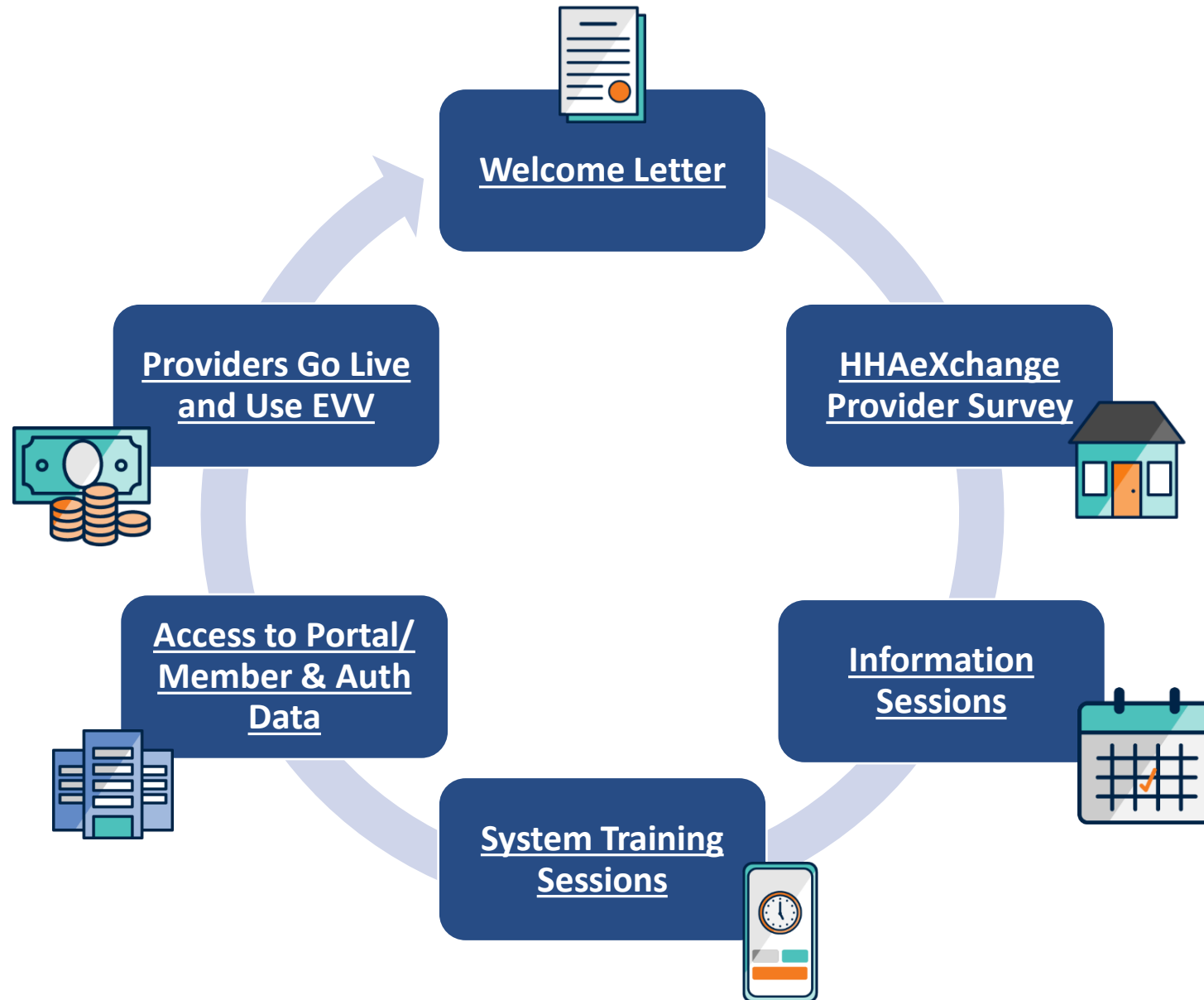
**Missed Visit:**  **TT/OT:** H: 00 M: 00





# Next Steps for Providers

# Provider Onboarding Workflow



# EDI Provider Implementation Steps



1. Complete Provider Survey
2. Review published Business Requirements & Specification with your EVV vendor
3. Complete Provider Attestation
4. Reach out to the HHAeXchange EDI team to begin the integration process with your vendor
  - I. HHAeXchange ensures attestation is complete
  - II. Testing credentials granted
  - III. Test file received & processed successfully from provider's EVV vendor
  - IV. Production credentials granted



# Support Resources

# State Info Hub

Provider Information Center

- To ensure you stay up to date on all the information for this project, please visit our State Info Hub - **available soon!**
- The State Info Hub will be your primary source of information throughout this implementation
- The website also contains all documents such as welcome packets and training links



Solutions ▾

Partner Connect

Resources ▾

State Info Hub ▾

Company ▾

Login

Request Your Demo

## Provider Info Center

Homecare providers: here is your go-to source for the most up-to-date training, forms, EDI processes, FAQs, and contact information.

Search by Title

Search

Filter by State

All



ALABAMA

Alabama Provider

Go to Info Hub →



ARKANSAS

Arkansas State Medicaid PASSE

Go to Info Hub →



FLORIDA

Florida SMMC Information Center

Go to Info Hub →



HAWAII

Ohana HP Provider Information Center

Go to Info Hub →



MINNESOTA

Minnesota Provider Information Center

Go to Info Hub →



NEW JERSEY

New Jersey CSOC Information Center

Go to Info Hub →

## EVV Resources

- MDHHS:
  - Listserv Instructions:  
[https://www.michigan.gov/documents/LISTSERV\\_127789\\_7.pdf](https://www.michigan.gov/documents/LISTSERV_127789_7.pdf)
  - EVV Website: [www.Michigan.gov/EVV](http://www.Michigan.gov/EVV)
  - EVV Email: [MDHHS-EVV@Michigan.gov](mailto:MDHHS-EVV@Michigan.gov)
- CMS:
  - Cures Act Informational Bulletin:  
<https://www.medicare.gov/federal-policy-guidance/downloads/cibo51618.pdf>
  - EVV Updates:  
<https://www.medicare.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>
- HHAeXchange:
  - [www.hhaexchange.com](http://www.hhaexchange.com)

Thank You!