

Welcome to Electronic Visit Verification

Overview

Welcome to HHAExchange! We are delighted to have the opportunity to serve your Financial Management Service (FMS) Agency! We value all your efforts in providing guidance with employer-related responsibilities and financial tasks to FMS participants and recognize all the positive experiences you provide. At HHAExchange we want to help drive your FMS Agency's legacy as we continue down the path to Electronic Visit Verification (EVV) compliance. Your participation plays a vital role in the success of the Minnesota DHS partnership with HHAExchange, and we can assure you that HHAExchange is here to guide you through the process.

You have completed the Provider Questionnaire Enrollment Form selecting the free EVV tool provided by Minnesota DHS and HHAExchange to ensure EVV compliance. We have outlined what you need to do next and by when in this welcome packet. Review the details below for the implementation timeline of your FMS fee for service (FFS) line of business. These steps are your key guidance on all the different parts that are required to ensure you are on your path of success with HHAExchange.

DHS is working to streamline implementation of EVV as much as possible between fee-for-service (FFS) and Managed Care Organizations (MCO) funding streams. MCO participants may or may not be included in the Phase One go-live. If MCO participants are not included in Phase One go-live, then you don't have to submit EVV for MCO participant but can work towards using EVV for MCO participants. You can train, onboard and adopt EVV but no data integration will occur for MCO participants to the FMS Provider Portals. Any data recorded must be manually entered by the FMS rather than a data feed into their Portal.

For FMS Provider working with HHAExchange

Using the Free EVV tool provided by Minnesota DHS and HHAExchange

Through a series of information sessions and trainings, HHAExchange works with FMS Agencies who elected to use the free HHAExchange EVV solution in coordination with the Minnesota DHS EVV program. These series of sessions and trainings are required to have the FMS FFS portion of your Agency acclimated with the HHAExchange platform, in effort to meet the EVV mandate requirements. The information session provides the background and major milestones required while the training assists in understanding the different functionalities available to via the HHAExchange Evvie Portal. As we move along these steps, communications are sent to the primary and secondary users who completed the Provider Portal Questionnaire Enrollment Form.

Timeline and Steps for Implementation Readiness

The timeline below represents how an FMS Provider Agency can be compliant with Minnesota DHS.

Step	Timeline Dates	Expectations
1	October 2021	Review the Provider Information Session Information Sessions were held in October 2021. Please visit the HHAeXchange Minnesota Information Center to review the recording under the Information Session Tab.
2	Beginning May 2, 2022	Implementation Kick-Off Call HHAeXchange Implementation will schedule a kick-off call to review next steps and set expectations for the Implementation. <i>Note: These sessions are Provider-specific and scheduled accordingly. Be on the lookout for your invitation.</i>
3	May 16, 2022	Learning Management System Access Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAeXchange Evvie App.
4	Beginning May 30-June 3, 2022	System User Q&A HHAeXchange provides specific sessions for FMS FFS Providers to attend and ask questions regarding the Learning Management System modules that were completed. This is a supplemental piece for any clarification that is needed from the LMS.
5	Beginning May 30, 2022	Download Evvie App
6	June 20, 2022	Go-Live for Providers FMS Providers are expected to start using Evvie for in-scope services for FFS enrollees to confirm EVV compliant visits.

User Manuals

The following User Manuals provide an understanding of the Evvie system allowing users to acclimate to the system.

Link	Description
Evvie User Manual	In depth manual for distribution to Participants, Employees, Employers, Representatives, and Case Managers to understand how to use the Evvie Mobile App and Evvie Web Portal.
Evvie Administrator Guide	Manual for FMS Providers to understand the Admin features of the Evvie Web Portal.
IVRie Administrator Guide	Quick reference for FMS Providers to the Admin features of the IVR Portal.
FMSSign Up Guide	Instructional manual for all users (internal and external) on the FMS One sign up and sign in process.

Link	Description
Free EVV Tools Importer Guide	Technical Specifications and instructions for importing Caregiver and other demographic data into the Enrollment Module of the Free EVV Tools.

Instructional Videos

The following tables provides links to instructional videos which can be used as part of the EVV training program for Participants, Employees, Employers, Representatives, and Case Managers. All videos have English captions, and most have captions in other languages. Video links can be shared directly with EVV users who prefer self-guided training, where appropriate.

Videos for Administrative Users

EVV Train the Trainer Session	A longer form video used to train internal FMS Provider staff on EVV and IVR. This video covers the Evvie Mobile App, Evvie Portal, and IVR. Administrative-only features of the software are also discussed. This video is <i>not</i> intended for Participants, Employees, Employers, Representatives, or Case Managers as it contains administrator-only information. This video contains pause points for group discussion and questions.
FMSSOne Overview	This video is intended for new administrative users working with FMS One for the first time. This video is <i>not</i> intended to be shared with externally facing end users due to the content covered. This video requires a password to view. The password is <i>FMSSOne</i> .

Videos for All Users

EVV Town Hall Session	This is an EVV Town Hall session without question-and-answer breaks throughout. It can be used to host a webinar with live chat and a live Q&A session at the end of the presentation. It is helpful if viewers have already been introduced to EVV concepts and have some of the available learning materials and one-page job aids for review after watching. The intended audience is anyone who needs to use EVV or IVR to record and approve worked shifts. View this video with Participants, Employees, Employers, Representatives, or Case Managers.
Evvie and Evvie Portal Training	This four-video series covers how to use the Evvie Mobile App and Evvie Portal. EVV only content (No IVR). Appropriate for Participants, Employees, Employers, Representatives, or Case Managers. This content is also covered in the EVV Town Hall Session.
Using TVV (IVR)	Introductory video on how to use Telephonic Visit Verification (TVV), also known as IVR.
FMSSOne Tutorial	This training session instructs on FMSSOne (single sign on solution) that all Evvie and Evvie Portal users need to log in to the applications. Appropriate for all user types.

Provider Information Center

Visit the [HHAExchange Minnesota Information Center Page](#) which shares an overview behind the Minnesota DHS partnership with HHAExchange, as well as information on training, integration, and the free HHAExchange tool.

Support

For questions or help with HHAX, please email HHAExchange at MNSupport@HHAExchange.com.