



Visit Confirmation Process Guide

Provider User Guide

Document Revision History

Date	Description of Revision
09/24/2020	Initial version of the document
03/12/2021	Accessibility standards applied
08/22/2022	General updates

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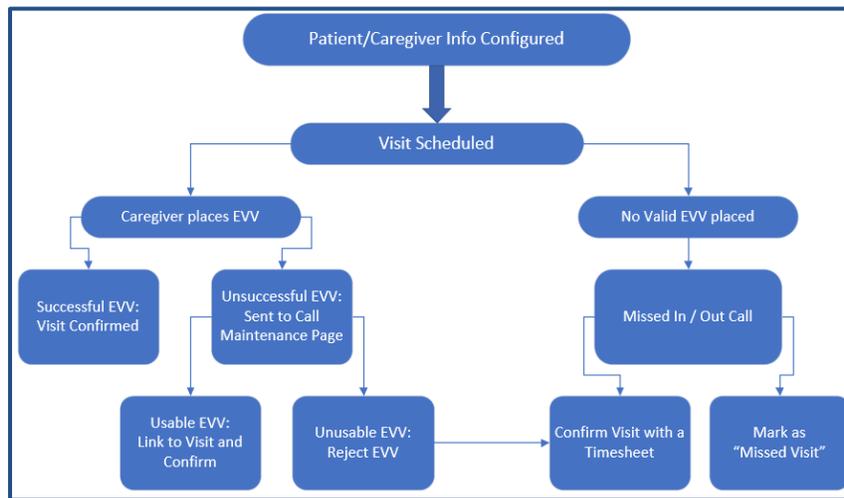
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Overview

This process guide covers Visit Confirmation with specific emphasis on Electronic Visit Verification (EVV). EVV allows Caregivers to Clock-In and Clock-Out of visits from the Patient’s home, and provides reliable time confirmations through:

- Caller ID authentication,
- exact GPS location,
- and specialized codes reflecting the exact time and date.

The **Call Dashboard** functionality, also covered in this guide, facilitates the process to detect if fraudulent or faulty EVV is linked to a visit. The following flowchart offers a simplified illustration of this process:



EVV Flowchart

Please direct any questions, comments, or concerns regarding the content herein to HHAX Customer Support.

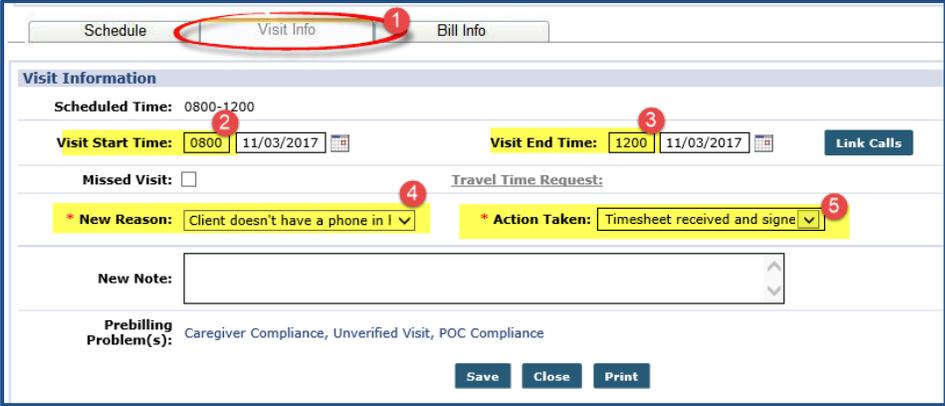
HHAX System Key Terms and Definitions

The following provides basic definition of HHAX System key terms applicable throughout the document.

Term	Definition
Patient	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
Caregiver	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MCO), Contract, or HHS. The Payer is the organization placing Patients with Providers.
HHAX	Acronym for HHAeXchange

Manual Visit Confirmation

Manual visit confirmation is required when a Patient is not set up for EVV, or a Caregiver fails to place EVV, or EVV cannot be linked to the appropriate visit. Complete the following steps to manually confirm a visit.

Step	Action
1	Navigate to Patient > Patient Search and select the Patient.
2	Select the Patient's Calendar page from the left nav.
3	<p>The Patient's Calendar page opens. Click the golden "V" on the date cell of the visit to be confirmed as shown in the image.</p>  <p style="text-align: center;">Select Visit to Confirm</p>
4	<p>Select the Visit Info tab. Enter the Visit Start Time and Visit End Time. Select a New Reason and the Action Taken from respective dropdown menus (required when red asterisks appear). Scroll to the Audit section to continue.</p>  <p style="text-align: center;">Visit Window: Visit Info tab</p>
5	<p>In the Audit section, select the Duty Sheet details (such as Timesheet Required, Timesheet Approved). Select the POC Duties the Caregiver performed during this visit.</p>

Step	Action																																																
	<div data-bbox="456 262 1247 739"> <table border="1" data-bbox="467 409 1177 730"> <thead> <tr> <th>POC Duties</th> <th>Duty Number</th> <th>Category</th> <th>Duty</th> </tr> </thead> <tbody> <tr><td><input checked="" type="checkbox"/></td><td>201</td><td>Nutrition</td><td>Patient is on a prescribed diet</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>202</td><td>Nutrition</td><td>Prepare-Breakfast</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>203</td><td>Nutrition</td><td>Prepare-Lunch</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>204</td><td>Nutrition</td><td>Prepare-Dinner</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>205</td><td>Nutrition</td><td>Prepare Snack</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>206</td><td>Nutrition</td><td>Assist with feeding</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>207</td><td>Nutrition</td><td>Record intake - Food</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>208</td><td>Nutrition</td><td>Record intake - Fluid</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>411</td><td>Treatment / Special Needs</td><td>Remind to take medication</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>412</td><td>Treatment / Special Needs</td><td>Assist with Treatment</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>506</td><td>Patient Support Activities</td><td>Do Patient shopping and errands</td></tr> </tbody> </table> </div> <p data-bbox="646 745 1055 772" style="text-align: center;">Duty Sheet and POC – Visit Confirmation</p> <p data-bbox="284 793 1360 871"><i>Note: If the Patient refuses a duty from the Caregiver, said duty is indicated by selecting checkboxes below the red X icon.</i></p>	POC Duties	Duty Number	Category	Duty	<input checked="" type="checkbox"/>	201	Nutrition	Patient is on a prescribed diet	<input checked="" type="checkbox"/>	202	Nutrition	Prepare-Breakfast	<input checked="" type="checkbox"/>	203	Nutrition	Prepare-Lunch	<input checked="" type="checkbox"/>	204	Nutrition	Prepare-Dinner	<input checked="" type="checkbox"/>	205	Nutrition	Prepare Snack	<input checked="" type="checkbox"/>	206	Nutrition	Assist with feeding	<input checked="" type="checkbox"/>	207	Nutrition	Record intake - Food	<input checked="" type="checkbox"/>	208	Nutrition	Record intake - Fluid	<input checked="" type="checkbox"/>	411	Treatment / Special Needs	Remind to take medication	<input checked="" type="checkbox"/>	412	Treatment / Special Needs	Assist with Treatment	<input checked="" type="checkbox"/>	506	Patient Support Activities	Do Patient shopping and errands
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6	<p data-bbox="284 892 560 919">Click Save to continue.</p> <div data-bbox="441 955 1258 1144"> <table border="1" data-bbox="451 961 1250 1018"> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td>411</td> <td>Treatment / Special Needs</td> <td>Remind to take medication</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>412</td> <td>Treatment / Special Needs</td> <td>Assist with Treatment</td> </tr> </tbody> </table> <p data-bbox="552 1039 690 1060">Caregiver Comments:</p> <p data-bbox="828 1081 1015 1113" style="text-align: center;">Save Close Print</p> </div> <p data-bbox="706 1150 998 1176" style="text-align: center;">Saving Manual Confirmation</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	411	Treatment / Special Needs	Remind to take medication	<input type="checkbox"/>	<input type="checkbox"/>	412	Treatment / Special Needs	Assist with Treatment																																						
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7	<p data-bbox="284 1197 958 1228">Click OK and then Close to finalize the visit confirmation.</p>																																																
8	<p data-bbox="284 1255 1388 1333">On the Patient's <i>Calendar</i> page the visit is confirmed as indicated by the time in the V: (Visit) field.</p> <div data-bbox="516 1369 1185 1549"> <table border="1" data-bbox="527 1396 1177 1543"> <thead> <tr> <th>Thursday</th> <th>Friday</th> </tr> </thead> <tbody> <tr> <td> <p>1</p> <p>S: 0800-1200</p> <p>V: 0800-1200</p> <p>B: N (04:00)</p> <p>Allen</p> <p>Sarah</p> </td> <td> <p>2</p> <p>S: 0800-1200</p> <p>V: 0800-1200</p> <p>B: N (04:00)</p> <p>Allen</p> <p>Sarah</p> </td> </tr> </tbody> </table> </div> <p data-bbox="771 1558 933 1585" style="text-align: center;">Confirmed Visit</p> <p data-bbox="284 1606 1396 1732"><i>Note: Visits displayed with a green confirmation indicates that all required information has been entered. Those displayed with a golden confirmation indicates that required information is missing (for example, the POC Duties).</i></p>	Thursday	Friday	<p>1</p> <p>S: 0800-1200</p> <p>V: 0800-1200</p> <p>B: N (04:00)</p> <p>Allen</p> <p>Sarah</p>	<p>2</p> <p>S: 0800-1200</p> <p>V: 0800-1200</p> <p>B: N (04:00)</p> <p>Allen</p> <p>Sarah</p>																																												
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EVV Confirmation

Caller ID

Caregivers who use the Caller ID method to Clock-in and Clock-out by phone must dial the Provider’s Time and Attendance phone number provided by HHAX to the Provider Agency. When the call is placed, the system validates the number the call is originating from by matching it to one of the listed Patient phone numbers. If the system cannot match the number from the Caller ID, then the call is sent to the **Call Maintenance** Exception page. The following examples are the steps of an EVV via Caller ID.

Clock-In

Step	Action
1	At the beginning of a shift, the Caregiver dials in to the Provider’s Time and Attendance phone number using the approved Patient’s phone.
2	To Clock-In, the Caregiver enters “1”.
3	The system prompts the Caregiver to enter their Time and Attendance PIN (found in the Caregiver Profile).
4	The system confirms the entry and ends the call.

Clock-Out

Step	Action
1	At the end of a shift, the Caregiver dials in to the Provider’s Time and Attendance phone number using the approved Patient’s phone.
2	To Clock-Out, the Caregiver enters “2”.
3	The system prompts the Caregiver to enter their Time and Attendance PIN once again.
4	The system then prompts the Caregiver to enter the duties performed for the visit. <ul style="list-style-type: none"> For duties <i>performed</i>, the Duty ID numbers are entered. For duties <i>refused</i> by the Patient, the Caregiver selects the star “*” before the Duty ID.
5	Upon entering all duties, the Caregiver enters “000” and the system confirms the entry and ends the call.

In special scenarios (such as Mutual cases), the system may prompt for multiple sets of duties. After each set is logged, the Caregiver enters “000” to move to the next set.

The Call Dashboard

The **Call Dashboard** is used to capture and track EVV failures and rejections which may be the result of the following:

- The Caregiver using an unauthorized phone to place the EVV.
- The Caregiver places the EVV outside the unbalanced tolerance window.

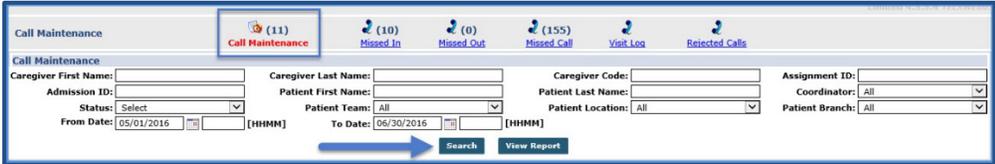
There are only two outcomes for calls sent to the **Call Dashboard**. Users can either:

- **Link** calls that were made but never applied to a visit.
- **Reject** calls that cannot be matched to any visits.

This section covers the **Call Dashboard**, linking calls, and rejecting calls pages.

Call Maintenance

The **Call Maintenance** is a real-time hub for tracking and reviewing Caregiver time and attendance. In this hub, EVV that cannot be matched to a visit is reviewed and held. All EVV held on this page is assigned a **Status**, such as *Call from Caregiver Number* or *Phone Number Not Found*, which corresponds to the reason the EVV was held. Follow the steps outlined below to review EVV “held” on the *Call Maintenance* page.

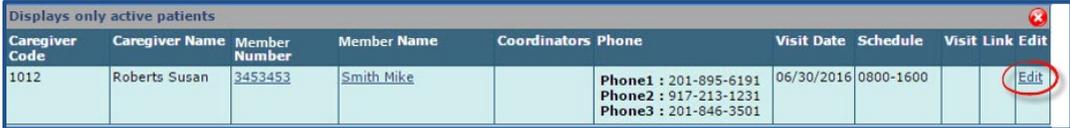
Step	Action
1	Navigate to Visit > Call Dashboard to access the <i>Call Maintenance</i> page.
2	<p>Click <i>Search</i> to access the following:</p> <ul style="list-style-type: none"> • all “held” EVV on the <i>Call Maintenance</i> page (leaving search filters blank); or • specific EVV based on search criteria using the available filters such as Status, Coordinator, or From/To Date.  <p style="text-align: center;">Call Maintenance Filters</p>

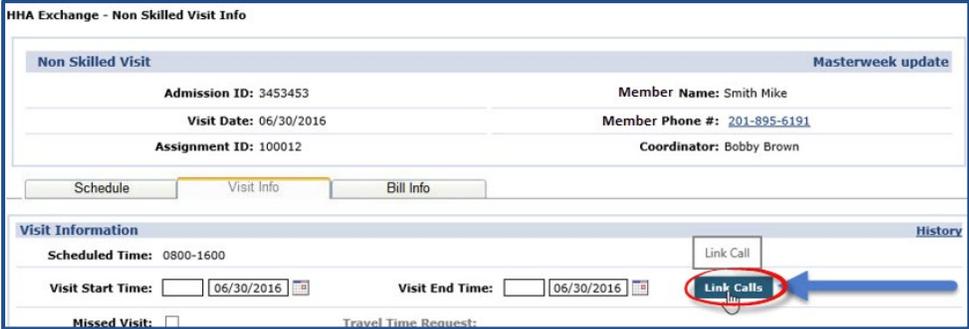
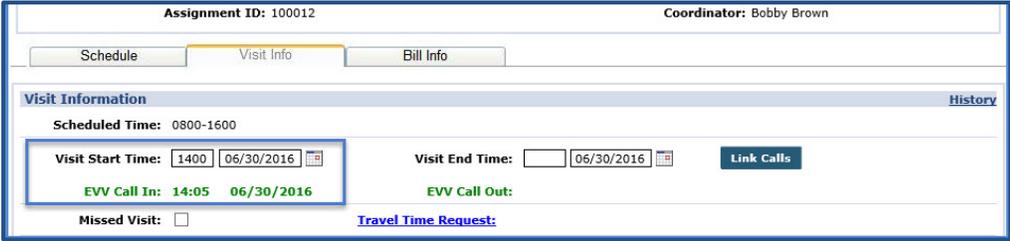
Step	Action
3	<p>Results are generated. Each line item is an EVV that cannot be “matched” with a scheduled visit, and contains information the system received from the EVV, as well as relevant Caregiver data.</p>  <p style="text-align: center;">Unlinked EVV</p>

Linking Usable EVV

On the *Call Maintenance* page, EVV can be linked to a visit if enough information is available to determine the origin of the call and the associated visit. When linked, the EVV is removed from the *Call Maintenance* page. The following steps demonstrate an example of linking an EVV.

In the following example, Caregiver Susan Roberts places an EVV which is held with an *Out of Window Status*. This indicates that either the EVV was placed outside of the Payer’s **Tolerance Window**, or a time limit is imposed by a Payer (in which EVV must be placed, based on the scheduled start/end time of the visit).

Step	Action
1	<p>Based on the Call Time, the system has determined that this EVV was for a <i>Clock In</i>, or a Call Type of <i>In</i>. Click on the number in the Caller ID column (<u>201-895-6191</u>, in this example).</p>  <p style="text-align: center;">Out of Window</p>
2	<p>A separate window opens displaying the visit details associated with the EVV. Click the <u>Edit</u> link on the far right (as indicated on the image).</p>  <p style="text-align: center;">Call Menu</p>

Step	Action
3	<p>A window opens to the <i>Visit Info</i> tab. Click the Link Calls button.</p>  <p style="text-align: center;">Visit Window, Visit Info Tab</p> <p>Based on the information provided on the <i>Call Maintenance</i> page, select Link Call In or Link Call Out. In this scenario, the Link Call In is selected.</p>
4	<p>The <i>Link Call In Edit Visit</i> window opens. The “held” EVV on Call Maintenance appears. Click Link (hyperlink) to link the EVV to the visit.</p>  <p style="text-align: center;">Link EVV</p> <p>Note: Multiple EVVs may be listed in this window. Ensure to select the correct one.</p>
5	<p>The EVV has successfully been linked to the visit and removed from the <i>Call Maintenance</i> page as seen in the image.</p>  <p style="text-align: center;">Linked EVV</p> <p>Note: In this scenario, HHAX could estimate which visit the “held” EVV was for, based on scheduling information and the time the confirmation was placed. The system cannot always approximate which visit the EVV was meant for. Research may be required to discover the associated visit.</p>

Rejecting Unusable EVV

EVV that cannot be linked is rejected. A rejected EVV is moved from the *Call Maintenance* page to the *Rejected Calls* page. The following is an example of rejecting an “Unsuccessful” EVV.

Caregiver Peter Capelli has placed a confirmation. The **Status** of *Caller ID Not Available* indicates that the Caller ID was blocked.

Assign. ID#	Caregiver Code	Caregiver Name	Call Date	Call Time	Call Type	Caller ID	Status	Action
100023	1023	Capelli Peter	08/24/201	11:56	IN H		Caller ID Not Available	Reject

Caller ID Not Available

Step	Action																																								
1	<p>Click on Peter’s name under the Caregiver Name column to confirm the visit on 8/24. This opens a menu containing additional schedule information.</p> <table border="1"> <thead> <tr> <th>Caregiver Code</th> <th>Caregiver Name</th> <th>Caregiver Phone</th> <th>Caregiver Team</th> <th>Member Name</th> <th>Call Date</th> <th>Call Time</th> <th>Call Type</th> <th>Caller ID</th> </tr> </thead> <tbody> <tr> <td>1023</td> <td>Capelli Peter</td> <td>Phone1 : Phone2 :</td> <td></td> <td></td> <td>08/24/201</td> <td>11:56</td> <td>IN H</td> <td></td> </tr> </tbody> </table> <p>Displays only active patients</p> <table border="1"> <thead> <tr> <th>Caregiver Code</th> <th>Caregiver Name</th> <th>Member Number</th> <th>Member Name</th> <th>Coordinators</th> <th>Phone</th> <th>Visit Date</th> <th>Schedule</th> <th>Visit</th> <th>Link</th> <th>Edit</th> </tr> </thead> <tbody> <tr> <td>1023 Edit</td> <td>Capelli Peter</td> <td>900022</td> <td>Del Valle Rebecca</td> <td>Brian</td> <td>Phone1 : 485-857-4766 Edit Phone2 : Edit Phone3 : Edit</td> <td>08/24/201</td> <td>1200-1700 Edit</td> <td></td> <td></td> <td>Edit</td> </tr> </tbody> </table> <p style="text-align: center;">Caregiver Schedule</p> <p>In this example, the visit cannot be linked because the system could not verify the Caller ID. Therefore, there is no way to confirm if the EVV was made from the Patient’s home. Moreover, without a number to save, the Link option does not appear.</p>	Caregiver Code	Caregiver Name	Caregiver Phone	Caregiver Team	Member Name	Call Date	Call Time	Call Type	Caller ID	1023	Capelli Peter	Phone1 : Phone2 :			08/24/201	11:56	IN H		Caregiver Code	Caregiver Name	Member Number	Member Name	Coordinators	Phone	Visit Date	Schedule	Visit	Link	Edit	1023 Edit	Capelli Peter	900022	Del Valle Rebecca	Brian	Phone1 : 485-857-4766 Edit Phone2 : Edit Phone3 : Edit	08/24/201	1200-1700 Edit			Edit
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2	<p>Under the Action column, click the Reject hyperlink.</p> <table border="1"> <thead> <tr> <th>Assign. ID#</th> <th>Caregiver Code</th> <th>Caregiver Name</th> <th>ID</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>100023</td> <td>1023</td> <td>Capelli Peter</td> <td></td> <td></td> <td>Reject</td> </tr> </tbody> </table> <p style="text-align: center;">Reject EVV Link</p>	Assign. ID#	Caregiver Code	Caregiver Name	ID	Status	Action	100023	1023	Capelli Peter			Reject																												
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100023	1023	Capelli Peter			Reject																																				
3	<p>Click OK to confirm the rejection.</p>																																								
4	<p>After confirming, the EVV is removed from the <i>Call Maintenance</i> page and placed on the <i>Rejected Calls</i> tab of the Call Dashboard.</p>																																								

Missed In/Out/Call

When a visit is missing one or both EVV confirmations, it is held in the Missed In, Missed Out, or Missed Call buckets (described in the table below the image). Visits are held on these pages for a day or two, or until the applicable time(s) is entered.

The dashboard shows the following filters and counts:

- Call Dashboard (Missed In): 14
- Missed In: 11
- Missed Out: 0
- Missed Call: 164
- Visit Log
- Rejected Calls

Search filters include: Payer (All), Caregiver Name, Coordinator (All), Patient Team (Select), Admission ID, Assignment ID, and Patient Name. Search and View Report buttons are present.

Missed In/Out/Call

Note: The number in the parenthesis represents the number of visits currently held on each of these pages.

Visits held in...	Because...
Missed In	an EVV is not received within the set Unbalanced Tolerance at the <u>start</u> of a visit. Visits remain on this page for one day, or until a Visit Start Time is entered.
Missed Out	an EVV is received for the start of a visit, but not within the Unbalanced Tolerance range at the end. Visits remain on this page for two days or until a Visit End Time is entered.
Missed Call	there is no acceptable EVV for either the start or end time of a visit. Visits remain on this page for two days or until the Visit Start Time and Visit End Time is entered.

Visits sent to the *Missed In/Out/Call* pages may be:

- Confirmed by linking usable EVVs found on the *Call Maintenance* page.
- Verified manually by selecting the edit “” icon.
- Deleted using the delete “” icon.

The table displays visit information with columns for Assignment ID, Patient Name, Phone, Adm. ID, Caregiver Name, Visit Date, Coordinator, Schedule, Payer, and Patient Team. Each row includes edit and delete icons. A blue arrow points to the edit icon for the row with Patient Name 'Taylor Mary'.

Manual Verification/Delete Visit

The Call Log

The **Call Log** maintains a record of all scheduled visits, whether they are confirmed using EVV or manually. The Call Log also shows all the steps, prompts and inputs for a call, and can be used to help troubleshoot Caregivers who have problems using EVV. Use the available filter fields to easily sort through scheduled visits.

For example, to review all calls from the current week for a specific Patient. Using the available filters, enter values in the **From Date**, **To Date**, and Patient's **First Name** or **Last Name** fields as illustrated in the images below.

Call Dashboard (Call Log) Call Maintenance (10) Missed In (4) Missed Out (241) Missed Call Call Log Rejected Calls

Call Log Search

Coordinator: All First Name: Last Name: Team: Blue

Caregiver Code: Caregiver Name: From Date: 09/01/2010 To Date: 9/9/2010

Assignment ID: Admission ID:

Call Log Filter Fields

■ Caller ID does not match.

Search Results Total Visits : 16 Total CallIn : 9 Total CallOut : 7 Page 1 of 1

Scheduled Date	Admission ID	Member Name	Caregiver Code	Caregiver Name	Assign. ID#	Schedule	Visit	Svc. Code	Call In	Call Out	Billed	Duties#	Member Team		
09/01/20	123259	Deer Frank	1068	Daly Fiona	100068	1100-1300	1130-1300	HHA Hourly	11:24		N	0	Blue		
09/01/20	9009	Goody Sam	1066	Gates Sara	100066	1100-1130	1115-1130	HHA Hourly	11:13	11:27	N	6	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
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09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
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09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
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09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010101	1000-1400					N	0	Blue		
09/01/20	1233213	Trump Donny			010										