



UNIVERSITY OF  
**ILLINOIS CHICAGO**

---

# **Division of Specialized Care for Children**

**Electronic Visit Verification (EVV)**



# Welcome

## Questions and Comments

[O365-dscc-evv@UIC365.onmicrosoft.com](mailto:O365-dscc-evv@UIC365.onmicrosoft.com)

# Home Care Quality Improvement



- Operated on behalf of the Illinois Department of Healthcare and Family Services (HFS).
- Single point of entry for IL children in need of in-home shift nursing.
- Home Care Quality Improvement Team monitors quality.
- 96.8% of families satisfied with quality of nursing care.
- DSCC quality assurance includes federal financial accountability.



We **partner** with IL families & communities to **help** children & youth with special healthcare needs (CYSHCN) **connect** to services & resources.

# EVV Recap



Electronically verifies Medicaid home healthcare visits

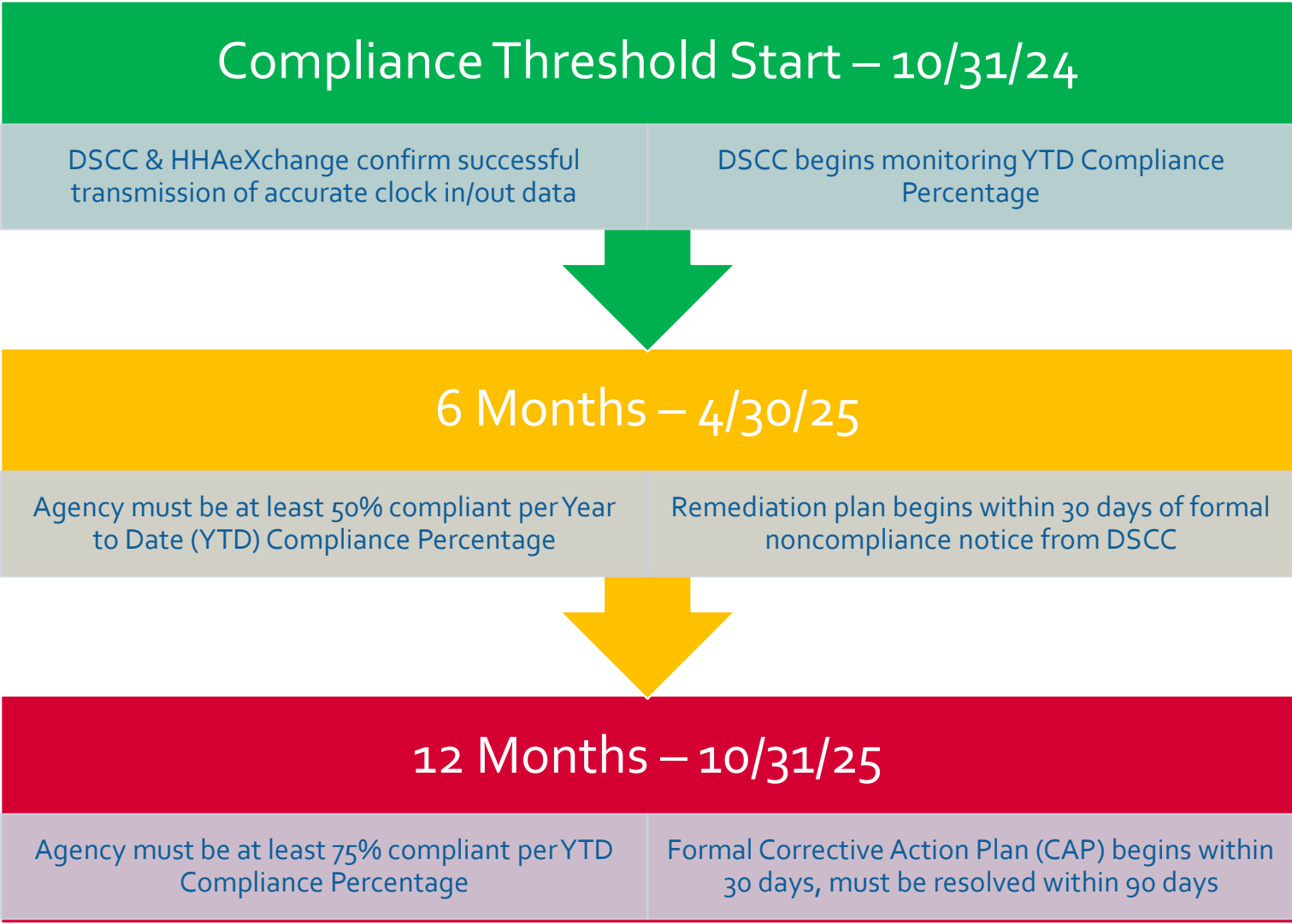
Federally mandated under 21<sup>st</sup> Century Cures Act

Captures times, location, and attendance for program integrity.

Additional info/resources available at:

- [IL EVV Website](#)
- [HHAeXchange's Illinois webpage](#)
- [DSCC EVV Information & Resources Page](#)
- [HFS Townhall Recordings](#)
- Illinois hotline: 833-961-7429

# Compliance Thresholds & Timelines



# DSCC's Role



---

Provide compliance information on EVV implementation process.

---

Connect agencies to resources for support.

---

Attend and develop webinars.

---

Compliance monitoring: remediation & corrective action plans.

---

Communicate systemic concerns to HFS & HHAeXchange weekly.

---

Disseminate updates to agencies on factors impacting EVV compliance.

---

Elevate unresolved issues to HFS & HHAeXchange leadership.

---

DSCC does not provide direct technical support. Must come from vendors.

# Agency's Role



## Engage

Monitor Provider Notices & liaison updates, follow DSCC policy, develop & implement internal agency policy, staff training.



## Monitor

Monitor compliance to remain above required threshold, identify and address factors negatively impacting compliance.



## Troubleshoot

Coordinate & troubleshoot technical issues with chosen vendor(s) via support tickets or by contacting the Illinois EVV hotline: 833-961-7429.



## Communicate

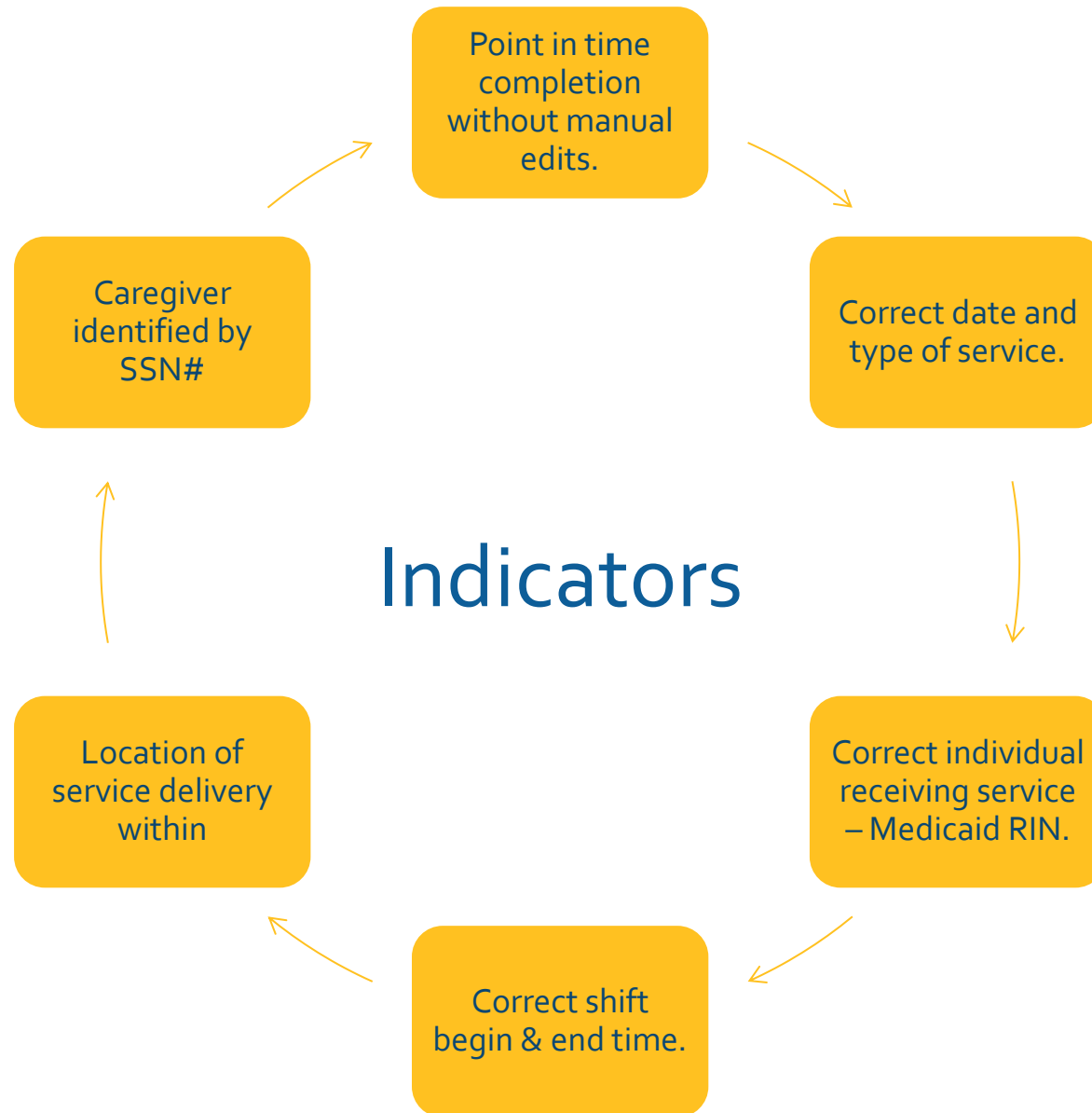
Reach out to DSCC liaison if HHAeXchange support resolution is not satisfactory. Email/phone contact DSCC liaison.



## Elevate

Include documentation of efforts – issue specifics, ticket number(s), contacts dates, responses.

# Statewide EVV Compliance





# Agency Specific EVV Factors



## NOT required to meet compliance:

- Authorization in the HHAeXchange portal.
- Scheduled shifts.
- Adjust shifts to round to match billing – happens automatically.
- Shift rounding: Shifts are set to automatically round per billing requirements (e.g. a clock out at 7:07am rounds down to 7am and a clock out at 7:08am rounds up to 7:15am).
- Manual split shift is not required.

# Agency Specific EVV Factors



## Required to meet compliance:

- EVV data must meet IL provider compliance criteria.
- Modifier must match billing (e.g. U7 modifier).
- Paid parent/guardian caregivers are not exempt.
- Home and community
  - Add address for routine community service locations
  - Use “community setting” feature for adlib community services
- Maintain EVV policy (verified at annual audit).
- Sign Attestation of DSCC’s EVV Policy at annual re-approvals.
- Provide necessary training for DSCC approved nurses and CNAs to support acceptable compliance threshold.

# IMPACT & EVV



Providers must maintain active IMPACT Enrollment.



Maintain valid, active #400 license starting - updated when renewed.



Business status must stay active in IMPACT system.



Have active NPI listed in IMPACT.

HFS requires any location with a separate NPI have a separate IMPACT enrollment.



Must complete revalidation process: [DSCC IMPACT Revalidation Tipsheet](#)



Resources available on the [IMPACT Information and Resources Page](#) on the DSCC website.

# Remediation



- Review & analyze your EVV compliance data to identify improvement opportunities.
- Compare your internal EVV policy to your compliance barriers to improve your policy – provide an updated copy to DSCC.
- Retrain/discipline staff tied to shifts noncompliant with EVV standards.
- Seek out technical assistance via HHAX/third-party vendor to resolve perceived technical issues impacting compliance.
- Document these steps in a Remediation Plan within 30 days – Provide to DSCC liaison.
- Reach and maintain 50% YTD compliance.

**Failure to submit a Remediation Plan within 30 days noncompliance notice will result in being placed on “Hold” from serving new DSCC cases.**

# Avoiding Remediation



Educate	Ensure all staff read and understand your EVV policy, supervisors understand requirements. Proactively train/retrain staff on EVV requirements. Include EVV compliance training in new hire onboarding.
Ensure Accuracy	Ensure participant info is entered correctly (e.g. Correct RIN as the participant ID on the 2352 Nursing Hours Approval).
Verify	Ask questions to clarify EVV requirement understanding. EDI: verify data is transmitting correctly or troubleshoot.
Analyze	Review data provided via monthly reports and real time data available via the HHAX Portal. Use lessons learned from your progress to update your policy and training.
Act	Review EVV data at the branch and individual caregiver level to find specific opportunities for improvement. Provide targeted retraining for habitually noncompliant staff.



# HHAX Presentation



# Thank you

## Questions and Comments

[O365-dscc-evv@UIC365.onmicrosoft.com](mailto:O365-dscc-evv@UIC365.onmicrosoft.com)