EVV WEBINAR Q&A

Q: Does YTD mean 2025 or from 10/31/24?

A: Year to date would be from 10/31/24.

Q: Where and how do we monitor our compliance mark?

A: EVV compliance percentage is calculated by overall confirmed visits for a period of time vs your total visits without manual edits. The numerator is compliant EVV visits, denominator is total visits. If you have 130 total visits for a given time period and out of those 124, had no exceptions (EVV compliant), you will have a compliance percentage of 95%.

Everyone who has a portal, should be receiving a report on a monthly basis from HHA which gives you a point in time compliance percentage. In between those email reports, you can collate these numbers on an ad hoc basis as frequently as you would like. You can get real time data by logging into the HHAeXchange portal-these reports update daily. Once you are in the portal, go to the report tab and select EVV compliance reports. There is a set of reports there that you can choose from and run on your own. The only required fields are the from dates and to dates.

The **EVV Compliance Summary Report** provides the EVV percent exception based on the payer for that selected date range. It will show you your EVV compliance percent as well as the exception perception percent. **Who should run it?** Staff who are responsible for monitoring EVV compliance. **How often should you run it?** The recommendation is at least once a week. **Year to Date (YTD) EVV compliance should be above 50% by 4/30/25.**

Q: What if we are not receiving a report?

A: All compliance reports noted are available via the HHAeXchange portal. A monthly report should be coming to any emails set up through your HHAX enrollment to be contacts for your agency. It will come via a link on the 15th of the month, and you need to go to the portal to access it (not an email attachment). If you feel you are missing this, please log into HHAX and verify you have the correct contacts listed for our agency in your profile. If that does not resolve the issue, please open a support ticket.

Q: Are the monthly reports sent to providers or a particular day of the month and pulled for a given period?

A: A monthly report should be coming to any emails set up through your HHAX enrollment to be contacts for your agency. It will come via a link on the 15th of the month, and you need to go to the portal to access it (not an email attachment). If you feel you are missing this, please log into HHAX

and verify you have the correct contacts listed for our agency in your profile. If that does not resolve the issue, please open a support ticket. The report provides the last month and YTD.

Q: Will it be considered non-compliant if the caregiver clocks in too early or out late even though we bill for the correct scheduled shift? Also, would we be required to adjust those times to match the actual time of the shift?

A: Yes. If you manually change their clock in, it's not truly EVV compliant. Claims need to match EVV, and manual edits count against compliance.

Q: If we are unable to locate a patient on HHAX portal, who do we reach out to in order to get missing patients loaded into the system?

A: You are able to enter that patient information yourself into the portal. Go to patient -> new patient-> that will pop up a form where you can enter all of the patient details. **It is critical to ensure you are entering the correct Medicaid ID**, this is how the connection is made between DSCC and the portal to ensure the EVV information can be shared. After you have entered the patient information and selected save to create a profile, you will be automatically sent to their profile. Within the patient's profile, there is a tab for contracts, where you would select the contract and add the contract for DSCC.

Q: How do we resolve a situation the caregiver clocks in and out but not registering or transmitted to the portal?

A: Please submit a ticket with HHAeXchange support, so we can further troubleshoot your issue.

https://hhaxsupport.atlassian.net/servicedesk/customer/portals

Q: Will it be considered non-compliant if the caregiver clocks in too early or out late even though we bill for the correct scheduled shift? Also, would we be required to adjust those times to match the actual time of the shift?

A: Yes, those would need to be adjusted and considered a manual edit. Manual edits qualify for an exception.

Q: How do I see the email attached to our HHA account?

A: Log into the HHAX portal and view your profile information. If you do not have a login or you are not sure if you have a login, you can reach out to the HHAX support team.

Q: How often is the EVV data submitted from the third party to HHAex, and how often does HHAex submit the Data to DSCC please?

A: Agencies will need to inquire with the third party about the frequency of transmission. When the data is submitted to HHA and loaded into your provider portal, that information is automatically shared with DSCC in real time over to the payer portal over to the calendar view of the member profile. From a reporting standpoint, that gets updated every day. If you submitted data today to DSCC, that would show up on the report starting tomorrow.

Q: Hello, Does the nurses complete/submit their notes on HHA exchange? We are using HHA for state sponsored EVV only.

A: No, that is completely separate. HHA is only for the EVV component piece, unless you are choosing to use it for something else, and that does not include nursing documentation.

Q: Is it possible to receive client authorization/redetermination directly from HHA Exchange?

A: No, authorizations will come from DSCC via the participants care coordination team.

Q: Can we speak to a live person for support?

A: Yes, you can reach out to the HHA Illinois EVV Helpline at (833) 961-7429.

Q: In cases where a visit goes beyond the scheduled time, should we not make the adjustment so as to not incur an exception?

A: Yes, those would need to be adjusted and considered a manual edit. Manual edits qualify for an exception.

Q: But do we have to adjust a time--say caregiver clocks in at 8:45pm for a 9pm shift--do we have to adjust it? The same for clocking out--she clocked out at 3:22pm but the shift ended at 3pm.

A: Yes, those would need to be adjusted and considered a manual edit. Manual edits qualify for an exception. However, caregivers can clock in beginning 7 minutes before the shift or clock out as late as 7 minutes after, and it will still round to the correct shift time to match claims units (see slide 9 of the DSCC portion of this webinar presentation). This is a great example of specifics an agency may want to include in their internal EVV policy and/or training.

Q: The Medicaid ID of all patients must be inputted, correct

A: That is correct. Please ensure that you have and are inputting the correct Medicaid ID. This is critical for sharing EVV data with DSCC. As a reminder, you can verify the Medicaid ID through both the Medi system as well as on the top of the approval obtained from DSCC.

- Verify the patient's Recipient Identification Numbers (RIN) through either the HFS MEDI system (https://medi.hfs.illinois.gov/IdentityGuardAuth/IdentityGuardLogin.aspx?IGDest=https://medi.hfs.illinois.gov/medi/mlogin.do) or by calling the Participant Eligibility Information Automated Voice Response System (AVRS):1-800-842-1461 hotline.

- If patient Medicaid ID/RIN was confirmed and the patient was Medicaid eligible during the time-of-service provision, please reach out to HFS.EVV@illinois.gov.