

IL Division of Specialized Care for Children – HHAExchange EVV in Illinois

February 2025

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Agenda

- **Electronic Visit Verification (EVV) and Compliance Overview**
- **Compliance Reporting in HHAX**
- **How to Review Compliance by Caregiver**
- **Resources**
- **FAQs**



Electronic Visit Verification (EVV) and Compliance Overview

EVV Clock In and Clock Out Methods



HHAeXchange
Mobile App



IVR Line

6 W's of a Cures Act Compliant Visit



Who

Patient



Who

Caregiver



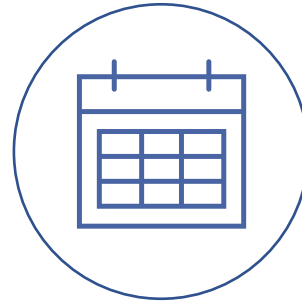
What

Type of
Service



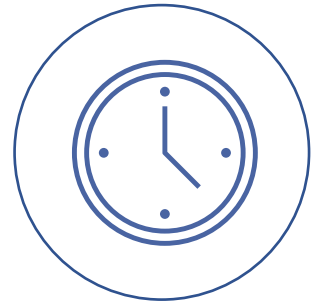
Where

Location
of
Service



When

Date of
Service



When

Time of
Service



Understanding EVV Compliance

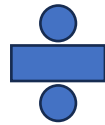
Overview

- **What is an exception?**

- A missing electronic data element or manual edit to a visit after it was electronically captured causing it to be noncompliant
 - Caregiver did not clock in
 - Caregiver did not clock out
 - Missing both clock in and clock out
 - Unknown employee (temp caregiver)
 - If IVR/Telephony – phone number that the Caregiver called from does not match member profile
 - If Mobile App – the GPS coordinates captured during clock in or clock out are outside of the tolerance range
 - Visit time (clock in and/or clock out) has been manually entered or adjusted



of EVV Compliant Visits



of Total Confirmed Visits

How is EVV Compliance Calculated?

Example:

124 EVV Compliant Visits



130 Total Confirmed Visits



95% EVV Compliance



Compliance Reporting in HHAeXchange



EVV Compliance Reports Pathway



- Navigate to Report module > EVV Compliance Reports

The screenshot shows the HHAeXchange web application interface. At the top, the navigation bar includes the HHAeXchange logo, a 'Home' link, and several dropdown menus: Patient, Caregiver, Visit, Action, Billing, Report, and Admin. The 'Report' dropdown menu is open, showing options like Billing, Caregiver, Compliance, Events, EVV Compliance Reports (highlighted), Exception Reports, Other Reports, Patients, and Visits. A secondary dropdown menu for 'EVV Compliance Reports' is also open, listing: EVV Compliance By Caregiver Report, EVV Compliance Detail Report, EVV Compliance Exception Reason Usage Report, and EVV Compliance Summary Report. Below the navigation, the user is greeted with 'Hello SupEXZH'. There are tabs for 'Placements (0 Pending)', 'Events', 'System Notifications', and 'Direct Messages'. The 'Placements' section is active, showing sub-tabs for 'Pending (0)', 'Accepted with Temp Caregiver (0)', 'Staffed (0)', and 'Accepted with No'. Below this is a table header with columns: Patient, Admission ID, Office, Start Date, Stop Date, Frequency, Service Category, Service Type, Request Sent At, Status, Cut Off Time, and Contract Name. The table content area displays 'No data available in table'.

Example of Available Filters



EVV Compliance By Caregiver Report

Old Version New Version

Office(s):	<input type="text" value="All"/>	*From Date:	<input type="text"/>	*To Date:	<input type="text"/>
Caregiver:	<input type="text"/>	Type Of Service:	<input type="text" value="Non-Skilled"/>	Coordinator:	<input type="text" value="All"/>
Discipline(s):	<input type="text" value="All"/>	Service Code(s):	<input type="text" value="All"/>	Contract(s):	<input type="text" value="All"/>
Caregiver Location(s):	<input type="text" value="All"/>	Caregiver Team(s):	<input type="text" value="All"/>	Caregiver Branch(es):	<input type="text" value="All"/>
Include Type:	<input type="text" value="All"/>				

[View Report](#)

Note: This report is Caregiver-driven, and will return all results for Caregivers who are associated as Primary to the selected Office (even if the Caregiver worked in another Office during selected time period).



EVV Compliance Summary



EVV Compliance Summary

Previously named Exception Summary by Vendor Report



- **Overview:** Provides EVV % exception based on payer for selected date range.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** At minimum once per week

EVV Compliance Summary



HHAeXchange		<u>EVV Compliance Summary Report</u>							Page 1 of 1	
Office(s):- UMA healthcare ,UMA Dallas office		Coordinator: All						Report Date: 01/06/2025 09:55		
Type of Service: Non-Skilled		From Date: 1/1/2024		To Date: 1/1/2025						
Caregiver Team(s): All		Caregiver Location(s): All		Caregiver Branch(es): All						
Payer(s): All		Include Type: All		Healthcare Common All		Procedure Coding System (HCPCS)(s):				
Sr.#	Payer	Total Visits	Total EVV Compliant Visits	Confirmed Visits	Billed Visits	Missed Visits	Visits with Exceptions	% Exceptions	EVV Compliance Percentage	
1	Billing Demo	436	5	25	22	1	20	80.00%	20.00%	
2	Life Care Demo Payer (KHC)	1,721	34	148	103	2	114	77.03%	22.97%	
3	Life Care Demo Payer (UMA)	627	29	81	41	2	52	64.20%	35.80%	
4	home health	6	2	5	2	0	3	60.00%	40.00%	
Total:		2,790	70	259	168	5	189	72.97%	27.03%	



EVV Compliance by Caregiver



EVV Compliance by Caregiver

Previously named Exception by Caregiver Report



- **Overview:** Provides EVV % exception based on Caregiver for selected date range.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** At minimum once per week.

EVV Compliance by Caregiver



EVV Compliance By Caregiver (New)

Office(s): **From Date:** 12/28/2024 **To Date:** 1/3/2025
Caregiver: All **Type of Service:** Non-Skilled **Coordinator:** All
Discipline(s): All **Service Code(s):** All **Contract(s):** All
Caregiver Location(s): All **Caregiver Team(s):** All **Caregiver Branch(es):** All
Include Type: All

Sr.#	Contract	Caregiver Code	Caregiver Name	Total Visits	Confirmed Visits	Total EVV Compliant Visits	Billed Visits	Missed Visits	Visit with Exceptions	% Exceptions	EVV Compliance Percentage
1				7	7	5	2	0	2	28.57%	71.43%
2				7	5	0	2	0	5	100.00%	0.00%
3				7	7	4	2	0	3	42.86%	57.14%
4				7	7	7	2	0	0	0.00%	100.00%
5				5	4	4	0	0	0	0.00%	100.00%
6				7	7	7	2	0	0	0.00%	100.00%
7				7	7	5	2	0	2	28.57%	71.43%
8				7	7	6	2	0	1	14.29%	85.71%
9				7	4	4	2	3	0	0.00%	100.00%
10				5	5	5	2	0	0	0.00%	100.00%



Resources



Client Support Portal

Welcome to the HHAeXchange Client Support Portal

Search for help resources

PARTNER CONNECT
Looking for more tools to optimize your homecare operations? Check out our partner integrations. [Learn More.](#)

Portals

- Technical Customer Care**
Did you check out our Self-Service Knowledge Base but still need help?...
- Provider Billing**
Revenue Cycle: Billing, Cash Posting, Claims Status, Contract Setup, ERA Items, Re-Billing
- Provider EDI Integrations**
Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's
- State EVV Aggregation**
EVV Data Submission Inquiries related to State & MCO Aggregators....
- Provider API Integrations**
Enterprise Customers using API's, Flat File Integrations, or Partner Connect
- Self-Direction**
Self-Direction Customers, formerly Annkissam

<https://www.hhaexchange.com/supportrequest>

HHaEXchange Support



State Info Hub

<https://hhaexchange.com/info-hub/illinois>



Client Support Portal

<https://hhaexchange.com/supportrequest>



Email

ILSupport@hhaexchange.com



Phone

1-646-821-8784

Illinois Support



Email

O365-dscc-evv@uic365.onmicrosoft.com
HFS.EVV@illinois.gov

Provider Resources



Q&A



Thank You!