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

February 2025

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
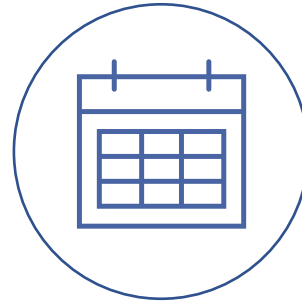
Who
Patient
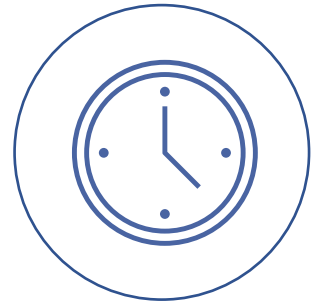
Who
Caregiver

What
Type of Service

Where
Location of Service

When
Date of Service

When
Time of Service
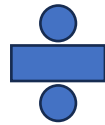
Understanding EVV Compliance

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

Example:

124 EVV Compliant Visits

÷

130 Total Confirmed Visits

=

95% EVV Compliance

How is EVV Compliance Calculated?

Compliance Reporting in HHAeXchange

EVV Compliance Reports Pathway

- Navigate to **Report** module > **EVV Compliance Reports**

Example of Available Filters

EVV Compliance By Caregiver Report

○ **Old Version**   ◉ **New Version**

Office(s): All ▼	***From Date:**	***To Date:**		
Caregiver:	**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 ▼				

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

EVV Compliance Summary Report

Page 1 of 1
Report Date: 01/06/2025 09:55

Office(s):- UMA healthcare ,UMA Dallas office

Coordinator: All

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 Procedure Coding System (HCPCS)(s): All

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!