

Welcome To Our HHAeXchange Webinar

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Texas Lunch & Learn

EVV Clock In/Clock Out

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HHAeXchange System Terminology



- **Member** = Patient = Recipient = CDS Employer = Participant = Client
- **Service Provider** = Caregiver = Attendant = Aide = CDS Employee
- **Provider** = Program Provider = Financial Management Services Agency (FMSA) = Vendor = Agency
- **Payer** = Texas Health and Human Services Commission (HHSC) = MCO = Plan
- **Call in/out** = Clock in/out



Agenda

- How to Clock In/ Clock Out
- HHAeXchange + Mobile Application
- Interactive Voice Response IVR
- Alternative Device (AD) / FOB
- Questions



Let's Begin



EVV Clock In & Clock Out - Visit Management

Takeaways



- **Types of EVV**
 - HHAeXchange+ Mobile App
 - Home Phone Landline
 - Alternative Device (AD/FOB)
 - **Mobile method via HHAeXchange+ Mobile App**
 - Service Provider can view schedules and visit details
 - Global Positioning System (GPS) used to validate the service location
 - Service Provider must Clock In and Clock Out for services
 - Duties/Tasks/Activities of Daily Living (Optional)
 - Enable Location Services on mobile phone
 - Clock In should be made from the members address marked as GPS on the profile or the appropriate alternate service location
 - **Home Phone Landline Method**
 - Requires the use of the member's home phone landline
 - Time & Attendance Pin
 - Duties/Tasks/Activities of Daily Living (Optional)
 - **Alternative Device (AD) / FOB Method**
 - Device ID
 - Device Passcode
 - Requires IVR or HHAeXchange Plus Mobile App.
- Each program provider and FMSA is assigned a unique, toll-free phone number that connects the service provider or CDS employee to the IVR.
- The home phone landline and AD/FOB method utilize the HHAX IVR for EVV clock in, clock out, and tasks that were performed (optional).

EVV Clock In & Clock Out - Visit Management

System User Training

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Mobile App Office Setup

Mobile App Office Setup

1. Navigate to the Mobile section in Office Setup **Admin > Office Setup**
2. The Edit Office page opens.
3. In the Mobile section, Mobile GPS Visit Verification and Mobile Fixed Visit Verification checkboxes are enabled. **Do not uncheck.**

Mobile GPS Visit Verification setting allows EVV Clock In and Clock Out using the mobile app.

Mobile Fixed Visit Verification allows the service provider to use an AD/FOB device with the Mobile App.

Mobile

Mobile Fixed Visit Verification 

Mobile GPS Visit Verification 

Tolerance Range (ft) *

250

Linking the Service Provider Profile with the HHAX+ Mobile App

An activation code is generated to link the HHAX Service Provider profile to the mobile app. This activation code is required for a service provider to finalize mobile app registration. The generated code will expire after 5 days without use, and a new one must be generated.



Complete the following steps to generate and send an activation code from each Service Provider's profile in HHAX.

- Select **Profile** from the left navigation.
- In the Mobile App Settings section, select **Enable Access** in the Mobile App Access field.
- The Enable Mobile App Access window opens. Select how the code's method of delivery to the service provider (direct, email, or SMS text). Click **Enable Access & Generate Code**.
- The activation code is generated, and sent to the service provider by the selected delivery method
- To resend the code, click **Resend Code** and select the appropriate delivery method.

Refer to the [HHAExchange+ mobile app training video](#) for detailed training on GPS location selection for EVV Clock In and/or Clock Out.

Mobile App Clock In & Clock Out Tips



- The member's profile address **must** be marked as primary.
- Member's address **must** be tagged as GPS and Home
- Service provider **must** have the most recent HHAeXchange+ version
- Service provider must turn on Location Services in their phone settings while using the app to ensure the most accurate GPS location determination
- Service provider and member **must** be linked in the general tab so that unscheduled visits can be performed
- Ensure the member has an active authorization for the date of service(DOS). If no active auth, service provider is unable to select the service being performed and clock in or out
- If the service provider is outside of the range, the HHAeXchange+ mobile app will prompt the user to choose an alternate location (Family Home, Neighbor Home, or Community)
- If the location set as Home and the service provider is outside of the home's range, the visit is sent to the Call Dashboard.
- If the location where the services were provided is found to be correct, the program provider or FMSA can save the member home coordinates for future EVV visits.



HHAeXchange+ Mobile App Download Link

The HHAeXchange+ mobile app is available for download in the Apple and Google Play stores



HHAeXchange+ Mobile App Download Link (Apple App Store)
<https://apps.apple.com/us/app/hhaexchange/id1623129489>



HHAeXchange+ Mobile App Download Link (Google Play Store)
https://play.google.com/store/apps/details?id=com.hhaexchange.uma&hl=en_US&gl=US

Interactive Voice Response (IVR)

System User Training

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Home Phone Landline

Caller ID Not Available

- The landline phone number that is used for clock in and clock out **must** be the member's home phone landline number or a landline in another location that the member frequently receives services.
- The member's home phone landline number **must** be listed on the HHAeXchange Member Profile.
- The phone must be a landline phone in the member's home. It must not be an unallowable phone type, such as a mobile phone or tablet. If using a mobile phone, then the service provider must use the HHAeXchange + mobile application.

For more information on landline requirements, refer to [Section 7000, Clock In and Clock Out Methods](#) in the EVV Policy Handbook

Home Phone Landline setup

Continued

Each member profile can store up to 3 unique phone numbers: for Home Phone, Phone 2, and Alternate Phone 3.



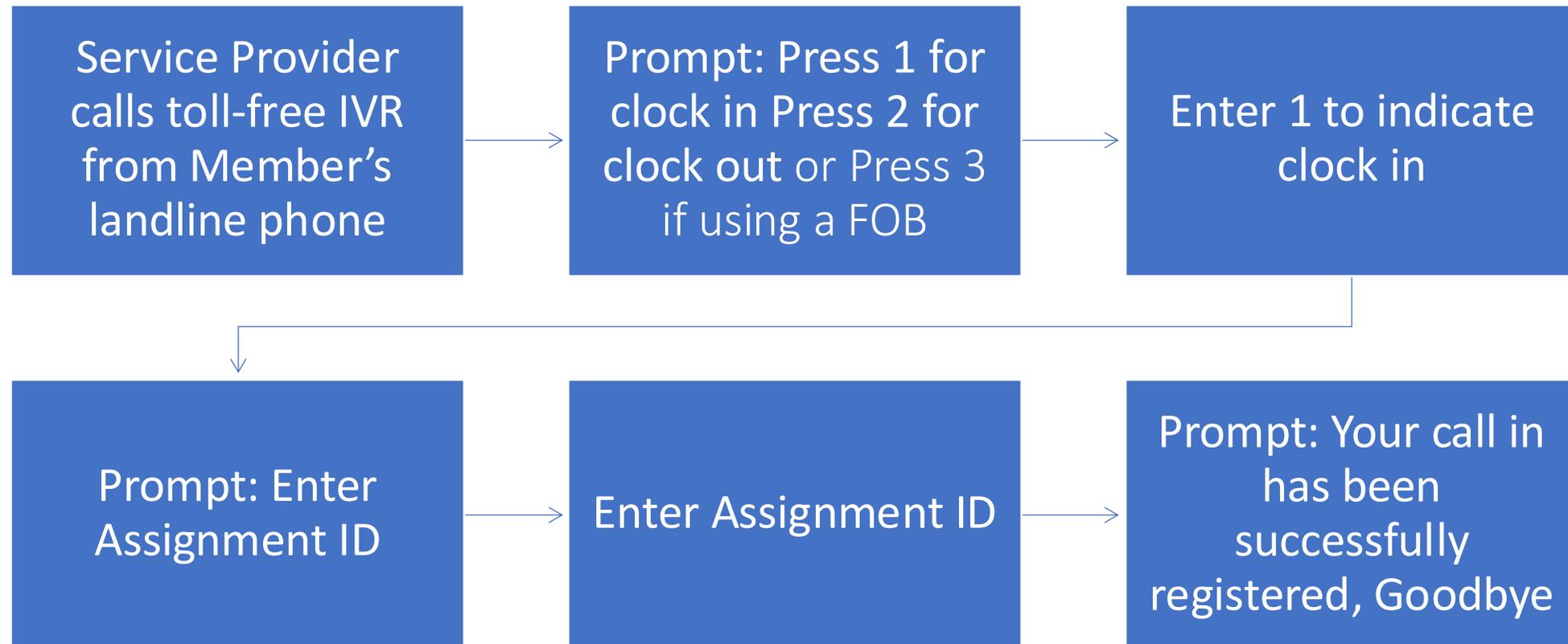
If a phone is being used for clocking in and clocking out through the landline method, the phone number stored should be a landline number associated with the member's home, family's home, or neighbor's home.

Permissions must be set in the Provider Profile to determine what phone can be used for the landline method. Each method must be activated and set up by the Program Provider or FMSA on the **Provider Profile** page.

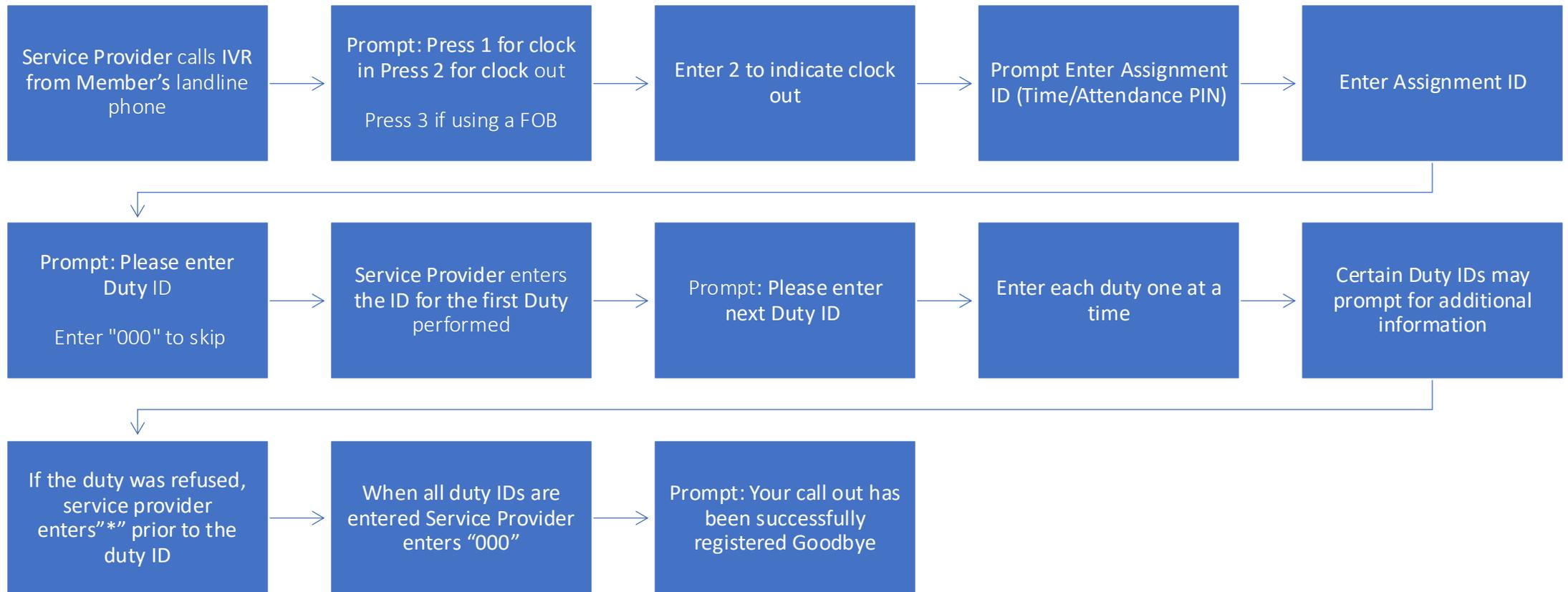
Provider Profile

- Navigate to **Admin > Provider Profile** to setup EVV configuration at the Provider level. The system stores up to 3 unique phone numbers for every member. On the **Accept Time and Attendance Call From** field determine which of these phone numbers is to be used for the landline method.
- Each phone selected should be associated with an address in the Phone address field.

Home Phone Landline IVR Process: Clocking In



Home Phone Landline IVR Process: Clocking Out





Alternative Device / FOB

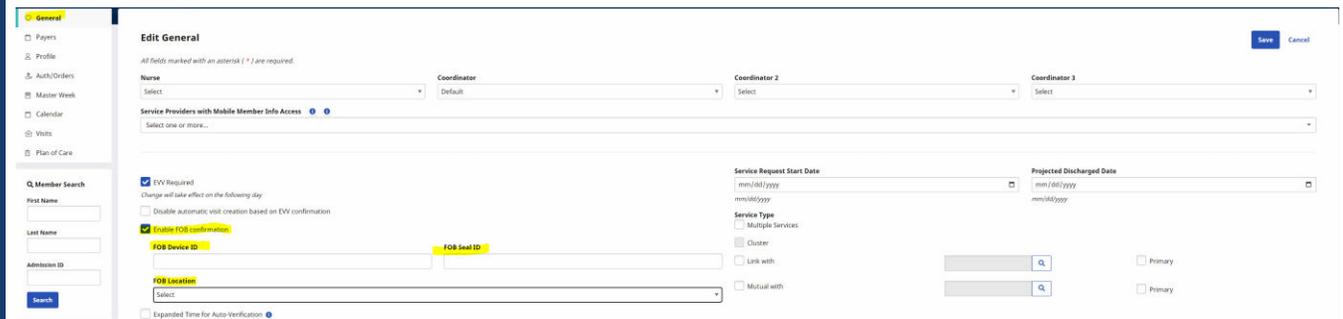


FOBs must be assigned to a specific member, and **must always** remain securely in the member's home.

- After ordering and receiving the FOB device, device information must be entered in the Office and Member profiles.
- Office Setup
 - Navigate to **Admin > Office Setup > Search Office.**
 - Enable Mobile Fixed Visit Verification

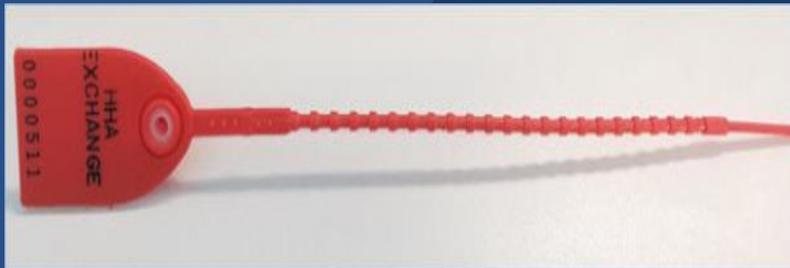


- Member Profile Setup
 - Navigate to **Member > General Page > click Edit**
 - Enable FOB Confirmation
 - Enter the required FOB Device ID and FOB Seal ID fields (if this option is selected). The Service Provider must enter the Device ID each time a clock in our clock out is entered.



For more information, refer to the [HHAeXChange FOB Device](#) job aid

Setting up an Alternative Device (AD)/(FOB)



Alternative Device (AD/FOB)

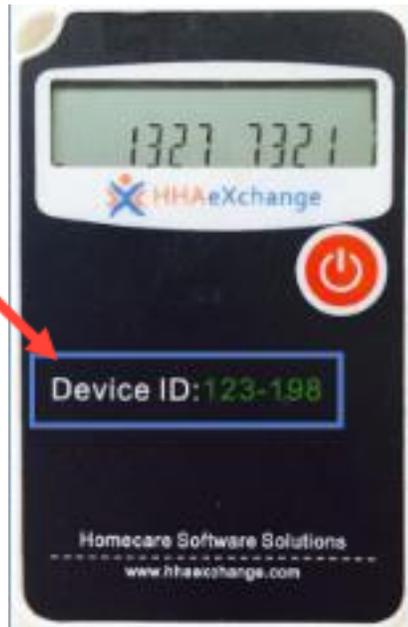
Takeaways



- Device ID, a unique identification number specifying the device that produced the passcode.
- Device Passcode (an 8-digit number sequence) providing HHAX with the exact date and time an EVV is generated.
- To clock in and clock out with an AD/FOB: The service provider either dials the toll-free IVR phone number assigned to the agency, or uses the HHAeXchange+ mobile app to enter the passcodes. After the passcodes are entered into the IVR or HHAeXchange+ mobile app, a clock in/out is registered.

#1 Device ID

Device ID - 6-Digit unique code registered to the device and to the Member's profile



#2 Device Passcode

Device Passcode is a unique 8-Digit code used by the Service Provider to Clock In or Clock Out – the passcode is updated every 30 seconds



Invalid FOB Passcode errors are caused when the Service Provider incorrectly enters the one-time Device Passcode.

Invalid FOB Passcode



How to resolve?

- Reject the Clock In and/or Clock Out and manually confirm the visit.

Manual Visit Management

System User Training

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Electronic Visit Verification (EVV)

EVV Reason Codes Effective Oct. 1, 2023

Program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers must select the most appropriate reason code, reason code description (for example: A, B, C, etc.) and enter any required free text when completing visit maintenance in the EVV system.

- Manual Visit Confirmation
 - Confirming Visits when EVV is not utilized
- Missed Visits
- Selecting Reason and Action Taken – Matches HHSC EVV policy Reason codes effective 10/1/2023



<https://www.hhs.texas.gov/sites/default/files/documents/evv-reason-codes-oct-01-2023.pdf>

| Reason Code | Number | Reason Code Description |
|---|--------|---|
| Overnight (If applicable) | 000 | This Reason Code is system-generated (cannot be selected by the user) to split overnight visits by automatically clocking out at 11:59 p.m. and creating a new visit by clocking in at 12:00 a.m. |
| Service Delivery Exception | 110 | This Reason Code and appropriate Reason Code Description is used when the EVV hours (based on clock in and clock out) represent a service delivery exception: <ul style="list-style-type: none"> A - Service delivery differs from schedule B - Downward adjustment of Bill Hours C - Fill-in service provider D - Allowable overlapping visits |
| Eligibility or Service Authorization Exception | 120 | This Reason Code and appropriate Reason Code Description is used when services are provided without Medicaid eligibility or an active service authorization: <ul style="list-style-type: none"> A - Services provided without eligibility |



Support Resources



Texas EVV Vendor Information Center

Program Provider and FMSA Information Center



- Your home for all your information, updates, registration, training information and much more!



| | |
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| TABLE OF CONTENTS | ^ |
| OVERVIEW | |
| WELCOME PACKETS | |
| TRAINING | |
| THE HHAEXCHANGE PORTAL | |
| SERVICES IN SCOPE | |
| THIRD PARTY SYSTEM INTEGRATION | |
| ALTERNATIVE DEVICES | |
| CONTACT INFORMATION AND OTHER RESOURCES | |

Overview

We are excited to share that Texas Health and Human Services Commission (HHSC) has partnered with Accenture and HHAExchange to help Texas homecare providers remain compliant with state and federal Electronic Visit Verification (EVV) laws, and ensure a simplified, user-friendly, and seamless experience.

The HHAExchange Portal will go live on October 1, 2023. HHAExchange will be the only state-funded EVV vendor. As part of this agreement, HHAExchange's Portal will be available at no cost to program providers, financial management services agencies (FMSAs), and Consumer Directed Services (CDS) employers.

All program providers and FMSAs are required to select an EVV system to be in compliance with state and federal EVV laws.

Next Steps:

Register for System User Training

All homecare providers are encouraged to register for system user training where HHAExchange will provide an overview of the transition, review expectations, provide a demonstration of the HHAExchange Portal, and answer questions about the new EVV system. Registration is limited for each session – so register today!

<https://www.hhaexchange.com/info-hub/texas>

Learning Management System



All the information we covered in today's session can be found in your learning plan located on the HHAExchange LMS.



You have continual access to the learning plan and can access the training at anytime.

All training must be completed, and users are required to pass the final test to receive HHAExchange portal credentials.

Both the LMS and HHAX portal credentials will be sent to the person who filled out the onboarding form.

Screenshot of the HHAExchange Learning Management System interface. The page displays the 'Texas Provider Learning Plan' with 19 courses and a progress indicator at 5%. A list of topics is provided, including 'HHAExchange and Texas: Project Introduction' through 'HHAExchange Recap'. A video player is overlaid with an 'Accept' button and a 'Click Accept to proceed.' message. Below the video, a 'Placements' table is visible with columns for Member, Admission ID, Frequency, Service Category, Service Type, Request Sent At, Status, Cut Off Time, and Payer Name.

| Member | Admission ID | Frequency | Service Category | Service Type | Request Sent At | Status | Cut Off Time | Payer Name |
|--------|--------------|-----------|------------------|--------------|----------------------------------|--------------------|---------------------------------|----------------------|
| XXXXX | 90987654325C | | Home Health | PCA | 10/19/2023 10:27:30 AM | Pending(Broadcast) | 10/23/2042 9:06:30 PM | Life Care Demo Payer |
| XXXXX | 90987654325C | | Home Health | PCA | 10/19/2023 10:27:30 AM (Eastern) | Pending(Broadcast) | 10/23/2042 9:06:30 PM (Eastern) | Life Care Demo Payer |



Requests RH

Welcome to the HHAExchange Client Support Portal

Find help and services



Portals



Customer Service Desk

Start experiencing the benefits of the new Client Support Portal. Check out this job aid for step-by-...



3rd Party Integration Supp...

Submit questions or concerns for any EDI related process.



RCO Service Desk

Submit inquiries related to E-Billing, Claims or ERA's, to the RCO Team



Ankissam Service Desk

Welcome! You can raise a Ankissam Service Desk request from the options provided.



Accounts Receivable

Have a question on a recent invoice from HHAExchange? Submit your questions here.



Clinical Support Desk

Welcome! You can raise a Clinical Support Desk request from the options provided.

ENT Integration Support Desk

Welcome! You can raise a request for ENT Integration Support Desk using the options provided.

Payer Integration Support

Submit requests related to the exchange of integration files and data between a Payer portal and Provider portal.



EVV Aggregation Support

Requests related to the submission of EVV data in HHAX to external State Aggregators.

Client Support Portal



<https://www.hhaexchange.com/supportrequest>
[Client Support Portal Job Aid](#)

HHaEXchange Support



Client Support Portal
hhaexchange.com/supportrequest



Texas EVV Support



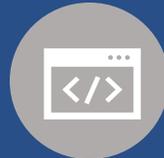
Email

TXsupport@hhaexchange.com
EVV@hhs.texas.gov
evv@tmhp.com



EVV web pages

tmhp.com/topics/evv
hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/electronic-visit-verification-evt



Register your email address to receive EVV notices by email (GovDelivery)

public.govdelivery.com/accounts/TXHHSC/subscriber/new?topic_id=TXHHSC_247

Provider Resources

HHAXchange Support

Client Support Portal



hhaexchange.com/supportrequest

Texas EVV Support

Email



HHAX TXSupport@hhaexchange.com

TMHP EVV@tmhp.com

HHSC EVV@hhs.texas.gov

Web Pages



[HHAX
Texas EVV Vendor
Info. Center](#)



[TMHP EVV](#)



[HHSC EVV](#)

Communications



[Signup for GovDelivery Today!](#)



Provider Resources



Q&A



Texas EVV Vendor Information Center



Thank you!