

# Highmark Wholecare: Milestone 4 Training

## EVV Management

October 2024

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# Milestone 4 : FL AHCA Agenda



Map to EVV Mastery



Next Steps



EVV Management



Questions



HHAeXchange Demo



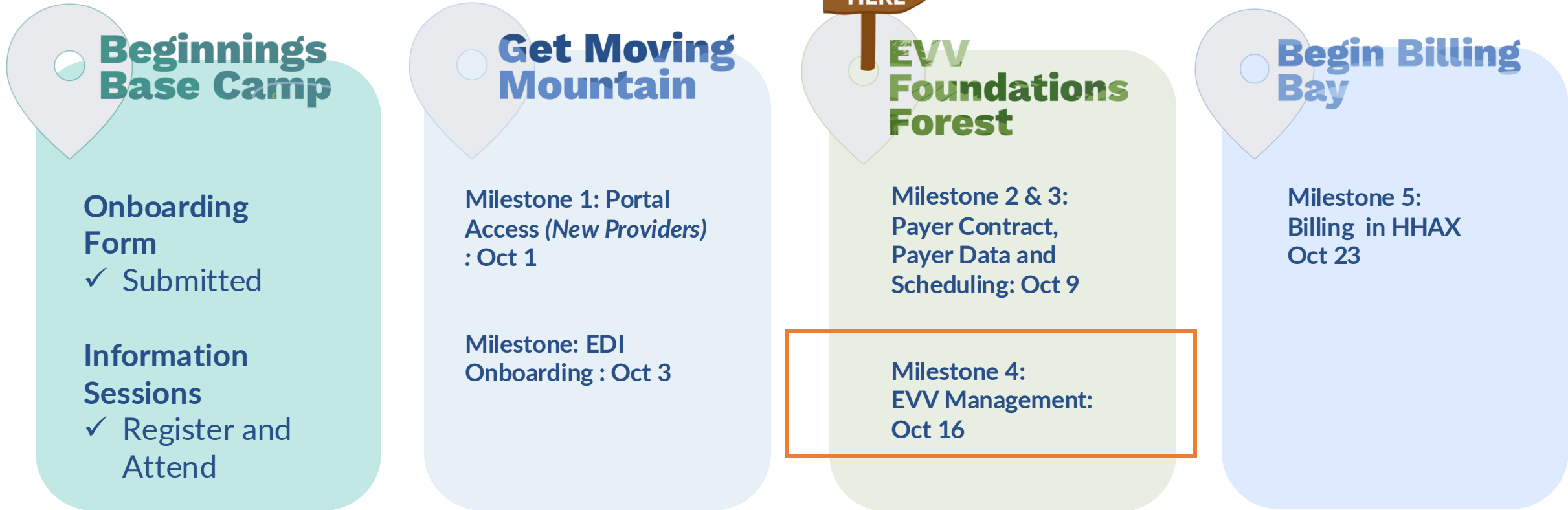
Key Takeaways



# THE MAP TO **EVV MASTERY**

HHAeXchange is here to guide you  
along your EVV Onboarding eXpedition

# Provider Milestones



**Provider Go Live: Nov 1, 2024**

# > Key Takeaways



Throughout today's training presentation, you will see this icon. It highlights important information, which we will summarize as key takeaways at the end of today's training.



# EVV Management HHAeXchange



## Call Dashboard

- The call dashboard is our tool to manage unlinked EVV.
- Call maintenance is used to review unlinked EVV, link EVV, & reject EVV.
- Unlinked EVV will be held under various statuses to be resolved or rejected.
- EDI providers will not utilize this tool.



# EVV Foundations Forest

## How to validate visits from Call Dashboard

- Navigate to Visit Menu, click on Call Dashboard
- Insert date range, click search
- Choose visit to link the EVV.



**Note:** *EVV not linked to visits will be found here.*





## How to review most common Call Maintenance Errors

- Navigate to Visit Menu, click on Call Dashboard
- Review status for each EVV, determine if this needs to be rejected. Case by case basis.
- If rejected, you will need to manually confirm visit with reason, action and note as to why EVV was not captured.



**Note:** You have the option to reject or link visits from the Call Dashboard



# EVV Foundations Forest



# EVV Foundations Forest

## How to resolve phone number not found (call dashboard)



- This occurs when a caregiver attempts to perform IVR from a phone number not associated with a patient's profile.
- Click on Caregiver schedule icon
- Click on edit icon to edit current phone numbers or add additional number
- Once number is added, click on Save then reprocess on the call dashboard page

## HHaEXchange Standard System Terminology

## Corresponding Terminology

<b>CONTRACT / PAYER</b>	<ul style="list-style-type: none"> <li>- FFS</li> <li>- HHS</li> </ul>	<ul style="list-style-type: none"> <li>- MCO</li> <li>- State</li> </ul>	<ul style="list-style-type: none"> <li>- Plan</li> </ul>
<b>PATIENT / MEMBER</b>	<ul style="list-style-type: none"> <li>- CDS Employer</li> <li>- Consumer</li> </ul>	<ul style="list-style-type: none"> <li>- Recipient</li> <li>- Client</li> </ul>	<ul style="list-style-type: none"> <li>- Participant</li> <li>- Beneficiary</li> </ul>
<b>CAREGIVER</b>	<ul style="list-style-type: none"> <li>- Aide</li> <li>- Homecare Aid</li> <li>- Homecare Worker</li> </ul>	<ul style="list-style-type: none"> <li>- Worker</li> <li>- Direct Care Worker</li> <li>- Service Provider</li> </ul>	<ul style="list-style-type: none"> <li>- Attendant</li> <li>- CDS Employee</li> </ul>
<b>AGENCY / PROVIDER</b>	<ul style="list-style-type: none"> <li>- FMSA</li> <li>- Vendor</li> </ul>	<ul style="list-style-type: none"> <li>- Program Provider</li> </ul>	
<b>COORDINATOR</b>	<ul style="list-style-type: none"> <li>- Care Coordinator</li> <li>- Case Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>- Service Coordinator</li> <li>- Care Types</li> </ul>	
<b>UNITY NUMBER</b>	<ul style="list-style-type: none"> <li>- EMPI</li> <li>- Master Patient Number</li> </ul>	<ul style="list-style-type: none"> <li>- Shared Patient Number</li> </ul>	
<b>SECONDARY IDENTIFIER</b>	<ul style="list-style-type: none"> <li>- MPI</li> <li>- Promise Code</li> </ul>		



# Call Dashboard Demo

## How to resolve phone number not found

The graphic features a light green background with a large, faint map pin icon on the left. Overlaid on the map pin is the text 'EVV Foundations Forest' in a bold, green, sans-serif font. The bottom of the graphic shows a stylized forest scene with green hills and several dark green evergreen trees.

# EVV Foundations Forest

## How to resolve GPS signal out of range (call dashboard)



- This occurs when a caregiver has attempted to perform EVV outside of the range of the patient's address.
- Click on coordinates icon to view coordinates of EVV at the time of clock in and out
- Reject EVV or update coordinates if it is truly wrong (this can happen with apartment complexes)



**Note:** GPS tolerance range is 1,320 ft.



# Call Dashboard Demo

## How to resolve GPS signal out of range





# EVV Foundations Forest

## How to resolve out of window/outside variable duration



- This occurs when the caregiver clocks in or out too soon or too late for a scheduled visit.
- If patient and caregiver confirm the visit was out of window/late then reject EVV.
- Once caregiver confirms time that visit was done, navigate to patient's calendar update the schedule visit time to match EVV confirmed time.
- Navigate to call dashboard, select Reprocess and now link the EVV by selecting Caregivers name and clicking on link.



# Call Dashboard Demo

How to resolve out of window/outside variable duration





# EVV Foundations Forest

## How to resolve no schedule on calendar

- This occurs when the caregiver performs EVV without a schedule on the patient's calendar.
- If EVV was done by mistake, then Reject EVV.
- Or Navigate to patient's calendar and create a single visit if no schedule on calendar.
- Another option is to use the Create Automatic Schedule from the call dashboard.



**Note:** *Ensure information is accurate when making changes prior to patient being seen.*



# Call Dashboard Demo






## How to resolve no schedule on calendar



# Key Takeaways

# Key takeaways



-  EVV not linked to a visit can be found in the call dashboard.
-  Ensure schedule information is accurate when making changes prior to patient being seen.
-  You have the option to reject or link visits from the Call Dashboard.
-  We recommend to check the call dashboard multiple times throughout the workday to ensure you are on top of calls.
-  GPS tolerance range is 1,320ft.



# Next Steps


# Provider Milestones



## Beginnings Base Camp

**Onboarding Form**  
✓ Submitted

**Information Sessions**  
✓ Register and Attend



## Get Moving Mountain

Milestone 1: Portal Access (*New Providers*)  
: Oct 1

Milestone: EDI Onboarding : Oct 3



## EVV Foundations Forest

Milestone 2 & 3:  
Payer Contract,  
Payer Data and  
Scheduling: Oct 9

Milestone 4:  
EVV Management:  
Oct 16



## Begin Billing Bay

Milestone 5:  
Billing in HHAX  
Oct 23

**Provider Go Live: Nov 1, 2024**

# Provider Resources



The State Info Hub will be your primary source of information throughout this implementation to stay up to date on all information and dates.



**HHAEExchange**  
**PA Home Health Info Hub**  
[PA Home Health Information Center |](#)  
[HHAEExchange](#)



# How To Resources: Milestone 4



## Knowledge Base: Training Videos

- [How to Resolve No Schedule on Calendar](#)
- [How to Edit a Visit from the Caregiver Calendar](#)
- [How to Manually Confirm Visits from the Call Dashboard](#)
- [How to Resolve GPS signal out of range in the call dashboard](#)
- [How to Resolve Out of Window status in the call dashboard](#)
- [How to Resolve Call Dashboard issue of Phone Number not Found](#)

## Documentation:

[Call Dashboard in HHAeXchange](#)





# Questions?



Register for  
Milestone 5