

# Our Webinar Will Begin Shortly

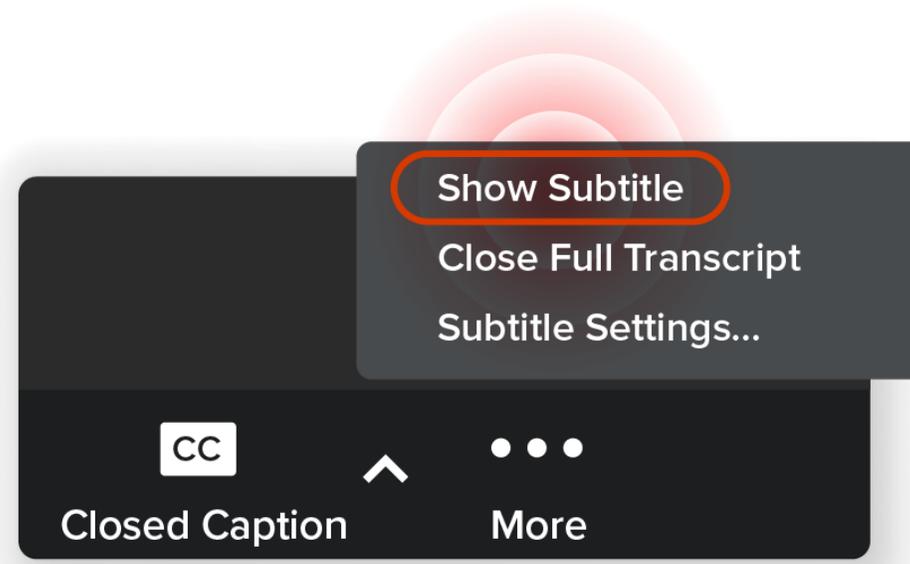
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# Accessibility Options

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- This webinar is being recorded. We will email the recording and slides after the session.
- Your camera and mics are turned off.
- Q&A at the end. Please submit your questions in the Q&A box.
- This webinar is Closed Caption enabled.
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# Illinois EVV Best Practices

April 2025

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This training will provide an overview of EVV best practices and how to address the top call dashboard errors.

### *Who should take this training?*

DSCC, DDD, and Home Health providers billing fee-for-service Medicaid or the MCOs. The elements related to the Call Dashboard will be important for payer-sponsored HHAX EVV users.

\*This training is not applicable to providers serving the Community Care Program (CCP) or Home Services Program (HSP) population. The implementation of these services has been delayed and a new date has not yet been communicated to providers.

# Objectives of Today's Training

You will be able to:

- Identify available resources to train staff and caregivers
- Review EVV checkpoints
- Create a master week through scheduling
- Identify and resolve top call dashboard exceptions





# Agenda

➤ What's new in Resources

➤ EVV Overview

➤ EVV Checkpoints

➤ Scheduling

➤ Visit Maintenance/ Call Dashboard

➤ Support Resources

➤ Questions



# Getting Started

# Provider Enrollment



## All providers need an HHAeXchange Portal regardless of the system used for EVV

- If your agency does not have a portal with HHAeXchange, fill out the survey below
- At the time of filling out the survey, you need the following information:
  - Agency Identifiers (TIN/NPI)
  - Chosen EVV System (either HHAX State Sponsored or Alternate EVV)
  - Alternate EVV System contacts

### Illinois - HHAeXchange Provider Enrollment Form



Providers will review detailed information to answer questions for portal creation in HHAeXchange.

- 1 Overview
- 2 Agency Contact
- 3 Agency Locations & Criteria
- 4 Agency Information
- 5 Electronic Visit Verification (EVV)
- 6 Next Steps

This HHAeXchange Provider Portal Questionnaire is designed to capture information about your agency that is necessary for the Illinois Division of Development Disabilities (DDD), Illinois Division of Specialized Care for Children (DSCC), Illinois Medicaid, Medicaid Managed Care, MMAI, and Illinois Department on Aging (DOA) to obtain confirmed visits and receive electronic claims from providers. This enrollment form applies to providers that are in scope for the personal care services and home health services that are required to submit EVV data to the Illinois Division of Development Disabilities (DDD), Illinois Division of Specialized Care for Children (DSCC), Illinois Medicaid, Medicaid Managed Care, MMAI, and Illinois Department on Aging (DOA). HHAeXchange will build your unique Provider Portal by utilizing the answers that you provide. Please ensure all the data entered is accurate for your agency as it will be used to configure and create your portal.

<https://www.cognitofrms.com/HHAeXchange1/IllinoisHHAeXchangeProviderEnrollmentForm>

# Provider Status in IMPACT



## **Agencies are automatically linked to program payers once the portal is created**

- HFS, DDD, and DSCC send a weekly file with providers in good standing within IMPACT who are credentialed to provide EVV services
- Double check your licenses are in good standing, and you have addressed any upcoming or past redetermination deadlines



# Getting Started Checklist (Sponsored EVV)



After portal credentials are received, use this checklist to get started using HHAX EVV

ILLINOIS STATE-SPONSORED PROVIDER'S

## Getting Started Checklist

You have your HHAeXchange login credentials and are ready to get started--now what? We've created a checklist of the first steps you should take to set your agency up for success.

STEP 1

### Review HHAeXchange University & Resources

HHAeXchange University is a Learning Management System (LMS), which houses training videos about how to use HHAeXchange. The link to register is available on the [Illinois Information Hub](#) via the Training link. Other recorded webinars, FAQs and resources are available on the Info Hub.



<https://info.hhaexchange.com/getting-started-checklist-illinois>



# Getting Started Checklist (Alternate EVV)



Once the survey is filled out, use this checklist to complete the integration with HHAX

ILLINOIS STATE-SPONSORED ALTERNATE EVV PROVIDER'S

## Getting Started Checklist

You have your HHAExchange login credentials and are ready to get started--now what? We've created a checklist of the first steps you should take to set your agency up for success.

STEP 1

### Review Alternate EVV Specifications with Your Vendor

Review the [Illinois Technical Specifications](#) with your vendor. All vendors must adhere to these specifications. When your vendor acknowledges that they can meet the requirements, please move to the next step.



<https://info.hhaexchange.com/getting-started-checklist-illinois-alternate-evv>



# New Resources



Support | Login | State Info Centers ▾

**HHAeXchange** Homecare Software ▾ Technology ▾ Resources ▾ Company ▾ [Request Your Demo](#)

## Enable Proactive Homecare and Better Health Outcomes

Discover purpose-built technology for Providers, MCOs, and State Medicaid Programs.

[Request Your Demo](#)



## The Connected Homecare Ecosystem

HHAeXchange is the only homecare software solution that seamlessly connects providers, state Medicaid programs, managed care organizations (MCOs), and caregivers through one platform. This connection breaks down barriers and enables unparalleled efficiency, communication, transparency, and compliance.





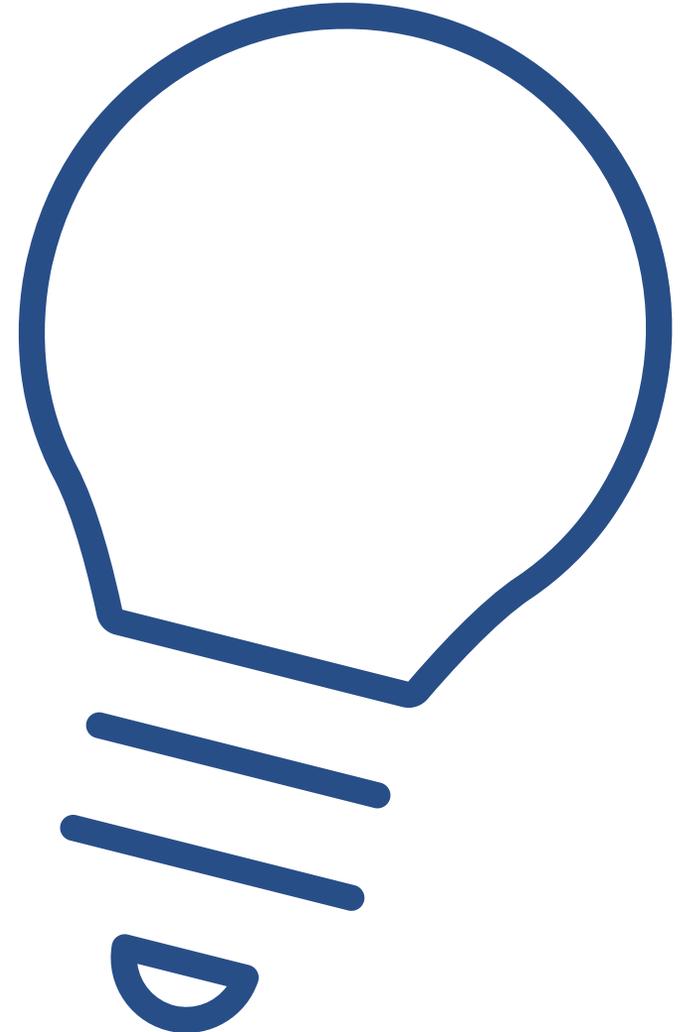
# Resources Demo

## Knowledge Check- Knowledge Base



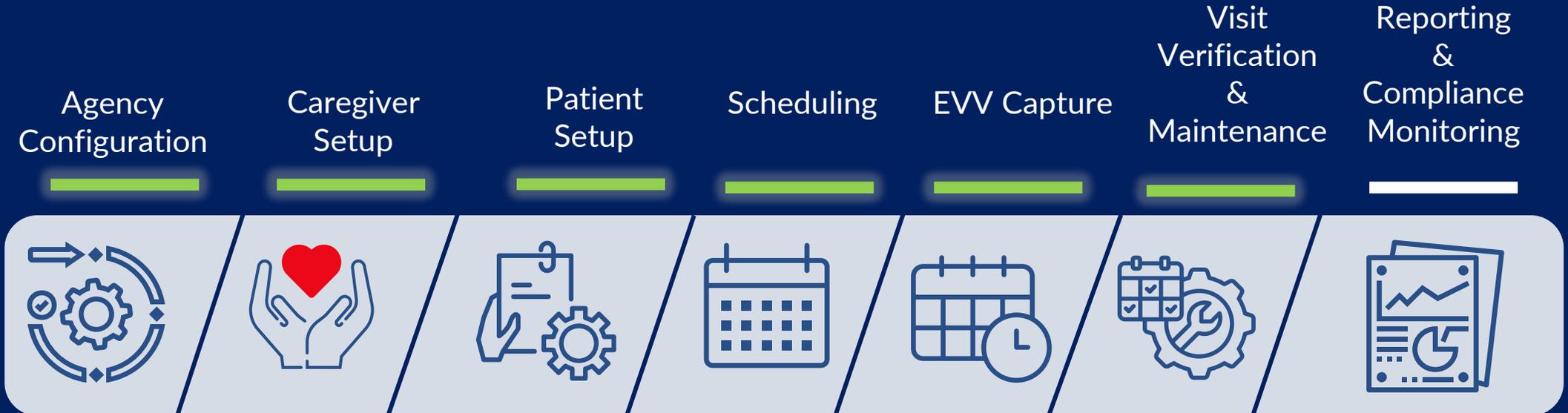
How can I access the HHAeXchange knowledge base?  
Select two.

- A. HHAeXchange.com
- B. HHAeXchange Provider Portal
- C. Open support ticket
- D. Call Support



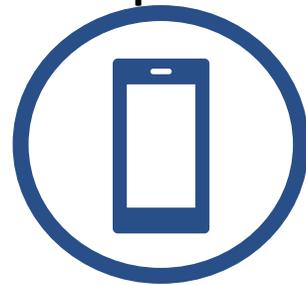


# EVV Overview



## What is Electronic Visit Verification (EVV)?

- A digital way of keeping track of visits.
- Confirms that caregiver is arriving and leaving at the scheduled time of the visit.
- This helps make sure that everything is accurate and meets regulations & compliance.



# Visit Capture



Caregiver captures the visit using HHAeXchange+ Mobile App , IVR , or provider manually creates visit.





# EVV Checkpoints



# EVV Checkpoints

Enable Your caregivers to Perform EVV



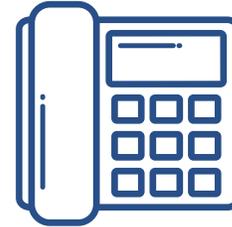
Make sure you locate and enable the following:



**Enable  
Mobile App**



**Locate the  
Time &  
Attendance  
Pin**



**Locate the  
IVR Phone  
Line &  
Patient's  
Phone**



**Run List of  
Caregivers  
(ENT)  
Report**

# > Preparing Caregivers



## You should determine...

- How do your caregivers use technology today?
- What appeals to your caregivers?
- Where they are in the caregiver lifecycle?

## Training caregivers

- Require caregivers download the mobile app during training.
- Take advantage of EVV training tools and provide documentation to caregivers.
- Set expectations and check in.



# Caregiver Training Resources



- [Caregiver Knowledge Base](#)

- Documentation
- Videos
- FAQs

## HHAeXchange Caregiver Knowledge Base

Search documents, videos, and help resources

- 

### Getting Started

Browse resources to help get you started on the right foot with HHAeXchange.
- 

### What's New

Learn about HHAeXchange's latest features and updates.
- 

### FAQs

HHAeXchange FAQs is a one-stop shop for our customers' most common questions and their answers.
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### Troubleshooting

See common holds and errors and the steps to resolve.
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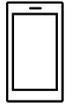
### Training Videos

Watch training videos to refresh your skills and knowledge of HHAeXchange features and functionality.
- 

### Documentation

Documentation includes an extensive collection of topics for all of our product features.

# Caregiver Training Resources



- [Mobile Resources](#)

- [Access the HHAeXchange+ Mobile App](#)
- [Clock In/Out infographic](#)

The screenshot displays the HHAeXchange website interface. At the top, the HHAeXchange logo is on the left, and a search bar is on the right. A navigation menu on the left includes links for Home, Getting Started, What's New, Frequently Asked Questions, Troubleshooting, Training Videos, Documentation, Mobile (highlighted), and Contact and Support. The main content area is titled 'Caregiver Mobile' and contains two side-by-side infographics. Each infographic is titled 'How to Clock In/Out via HHAeXchange+ Mobile App' and shows a four-step process with numbered icons. Below the infographics, a light blue box contains a note: 'Note: Some features may not be available in your portal. Features depend on role, permissions, and portal type.' At the bottom, there are two links: 'Mobile App Caregiver Overview' and 'Mobile App Caregiver Classic Guide' with a PDF icon.



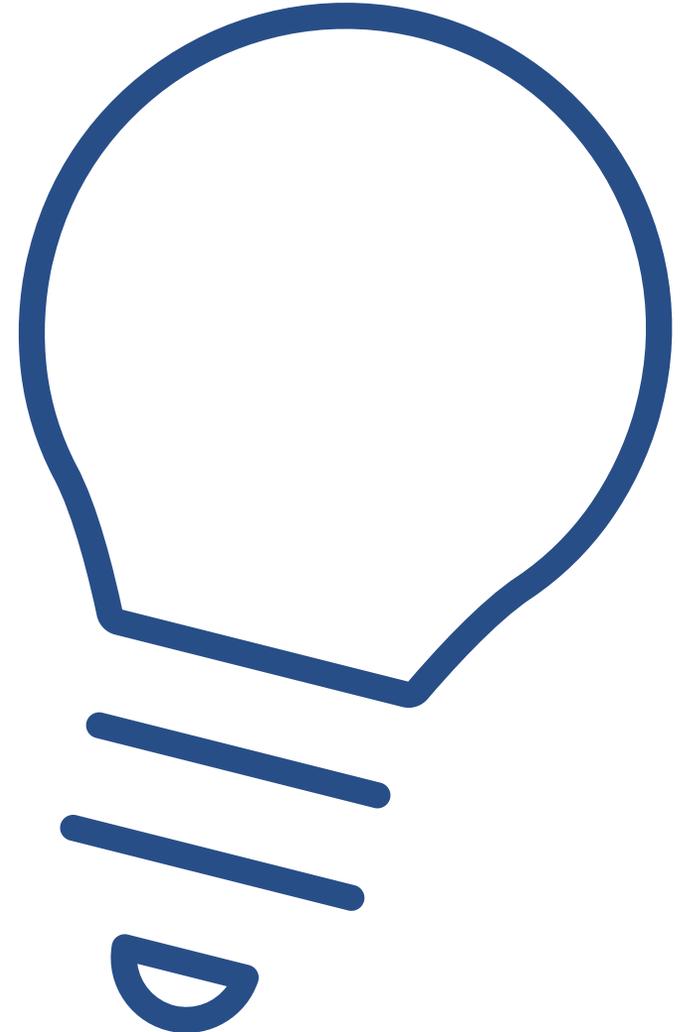
# EVV Checkpoints Demo

## Knowledge Check- EVV Checkpoints



**Which is needed from the Agency for the Caregiver to register in the HHAeXchange+ Mobile app ?**

- A. Email address
- B. Username
- C. Registration
- D. Mobile Activation Code





# Scheduling

# > Scheduling



- Scheduling is a great way to keep track of authorization hours and/or units. You can schedule out visits to have a general idea of what's to come for your patients.



# ➤ How to create a Master Week



1. Select master week tab > add master week.
  2. Select the hours hyperlink.
  3. Add required fields, days of week, and click save.
  4. Select save again, and update calendar to being the rollover.
- **Note:** *When creating a master week, you must update the schedule to the member calendar to initiate the roll over.*





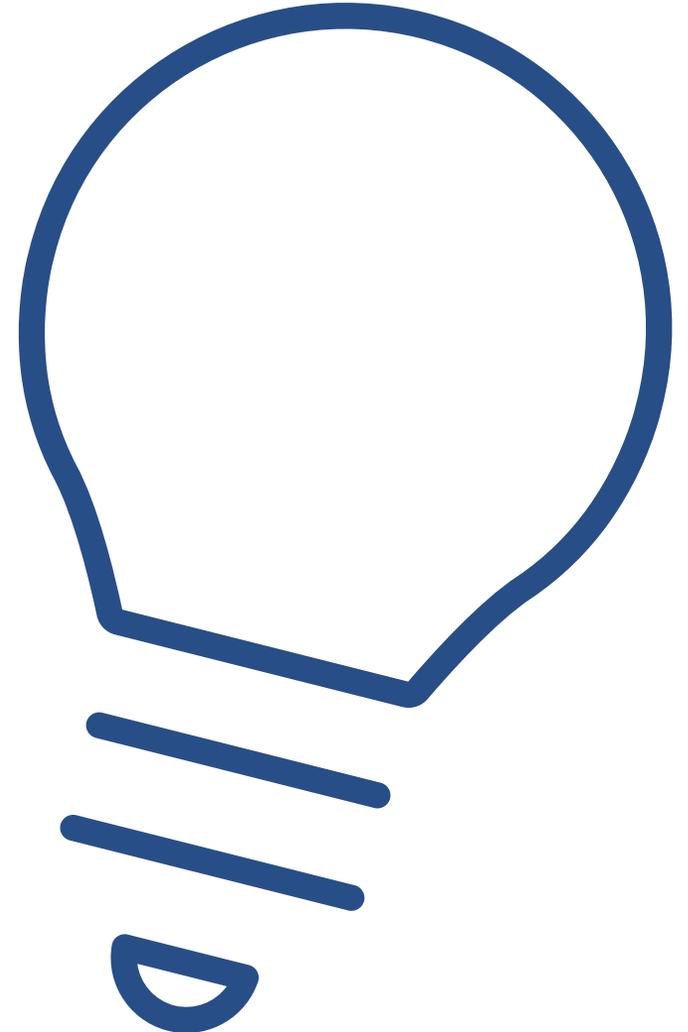
# Scheduling Demo

## Knowledge Check-Master week



**What is the final step to complete an edit or update a master week?**

- A. Select Save
- B. Refresh
- C. Update Calendar
- D. Select Add Master week





# Call Dashboard



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15



When caregivers successfully perform clock-in and outs, records connect automatically to the schedule. But what happens when this isn't the case?



# Call Dashboard



- Review incorrect clock ins/outs.
- Correct call issues before prebilling.
- Train caregivers that make mistakes to prevent future issues.

## Common Holds for Call Dashboard:

- Phone number not found
- Out of Window
- GPS Out Of Range
- No Schedule on calendar



# How to Resolve Top Call Maintenance Exceptions

## How to Resolve 'Phone Number Not Found'



**Cause:** A caregiver attempts to perform IVR from a phone number not associated with a patient's profile.

### **How to Resolve:**

1. Click on Caregiver schedule icon.
2. Click on edit icon to edit current phone numbers or add additional number.
3. Once number is added, click on Save then reprocess on the call dashboard page.



# Call Dashboard Demo

## Phone Number Not Found

# Hello PEdemoAC

Placements (10 Pending) Events System Notifications Direct Messages Tasks Linked Communication

## Placements

Pending (1) Accepted with Temp Caregiver (9) Staffed (0) Accepted with No Master Week(0)

Patient	Admission ID	Office	Start Date	Stop Date	Frequency	Service Category	Service Type	Request Sent At	Status	Cut Off Time	Contract Name
XXXXX	5141341354	UMA healthcare	11/12/2024			Home Health	PCA	11/11/2024 12:41:42 PM	Pending	11/16/2043 11:20:42 PM	Life Care Demo Payer

Previous 1 Next





## How to Resolve 'GPS Signal Out of Range'



**Cause:** A caregiver has attempted to perform EVV outside of the range of the patient's address.

### How to Resolve:

1. Click on coordinates icon to view coordinates of EVV at the time of clock in and out.
2. Reject EVV or update coordinates if it is truly wrong (this can happen with apartment complexes).



# Call Dashboard Demo

## GPS Signal Out of Range

# Hello PEdemoAC

- Placements (10 Pending)
- Events
- System Notifications
- Direct Messages
- Tasks
- Linked Communication

## Placements

- Pending (1)
- Accepted with Temp Caregiver (9)
- Staffed (0)
- Accepted with No Master Week(0)

Patient	Admission ID	Office	Start Date	Stop Date	Frequency	Service Category	Service Type	Request Sent At	Status	Cut Off Time	Contract Name
XXXXX	5141341354	UMA healthcare	11/12/2024			Home Health	PCA	11/11/2024 12:41:42 PM	Pending	11/16/2043 11:20:42 PM	Life Care Demo Payer

Previous 1 Next



# How to Resolve 'Out of Window'



- **Cause:** The caregiver clocks in or out too soon or too late for a scheduled visit.

## How to Resolve:

1. If patient and caregiver confirm the visit was out of window/late then reject EVV.
2. Once caregiver confirms time that visit was done, navigate to patient's calendar & update the schedule visit time to match EVV confirmed time.
3. Navigate to call dashboard, select reprocess and link the EVV by selecting Caregivers name and clicking on link.



# Call Dashboard Demo

## Out of Window

# Hello PEdemoAC

- Placements (10 Pending)**
- Events
- System Notifications
- Direct Messages
- Tasks
- Linked Communication

## Placements

- Pending (1)**
- Accepted with Temp Caregiver (9)
- Staffed (0)
- Accepted with No Master Week(0)

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Previous **1** Next





# How to Resolve 'No Schedule on Calendar'



**Cause:** The caregiver performs EVV without a schedule on the patient's calendar.

## How to Resolve:

1. If EVV was done by mistake, then Reject EVV.
2. Or Navigate to patient's calendar and create a single visit if no schedule on calendar.



# Call Dashboard Demo

## No Schedule on Calendar

# Hello PEdemoAC

- Placements (10 Pending)**
- Events
- System Notifications
- Direct Messages
- Tasks
- Linked Communication

## Placements

- Pending (1)**
- Accepted with Temp Caregiver (9)
- Staffed (0)
- Accepted with No Master Week(0)

Patient	Admission ID	Office	Start Date	Stop Date	Frequency	Service Category	Service Type	Request Sent At	Status	Cut Off Time	Contract Name
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Previous **1** Next

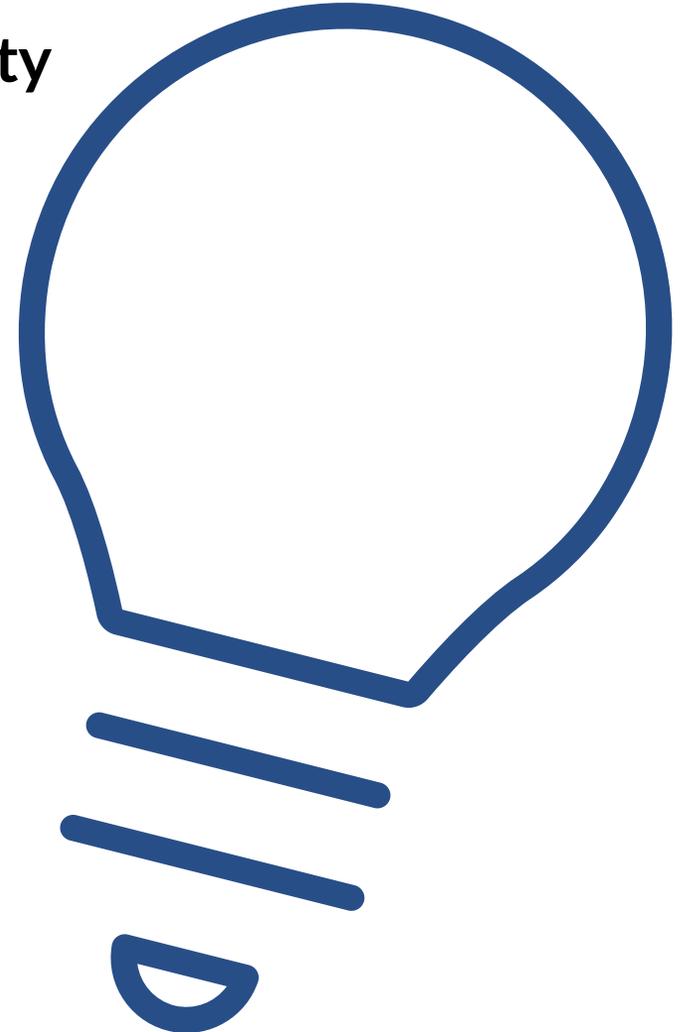


## > Knowledge Check- EVV Exceptions



Where can you find calls that are being held for a variety of EVV exception reasons?

- A. Patient's record
- B. Caregiver record
- C. Call Dashboard
- D. Mobile App



# Key Takeaways



- Ensure your caregivers are aware of expectations when it comes to EVV and why it's important.
- Train your staff on EVV tools and share available resources.
- Although optional, using the scheduling feature streamlines the tracking of authorization hours and/or units.
- Review the Call Dashboard daily to resolve exceptions prior to submitting claims.



# Resources

# Call Dashboard Resources



- [How to Link a Caregiver to a Patient for Unscheduled Visits on Vimeo](#)
- [How to Manually Confirm Visits from the Call Dashboard on Vimeo](#)
- [How To Resolve No Schedule on Calendar on Vimeo](#)
- [How to Resolve a Call Dashboard issue of Status of Outside of Window Outside of Variable Duration on Vimeo](#)
- [How to Resolve Call Dashboard Issue of Phone Number Not Found on Vimeo](#)
- [How to Resolve the Call Dashboard issue of GPS Signal Out of Range on Vimeo](#)

## HHaEXchange Support



### State Info Hub

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



### Client Support Portal

<https://hhaexchange.my.site.com/s/login/>



### Email

[ILSupport@hhaexchange.com](mailto:ILSupport@hhaexchange.com)



### Phone

1-646-821-8784

## Illinois Support



### HFS Email

[HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov)



### DSCC Email

[0365-dsc-ecv@uic365.onmicrosoft.com](mailto:0365-dsc-ecv@uic365.onmicrosoft.com)



### DDD Email

[dhs.dddevv@illinois.gov](mailto:dhs.dddevv@illinois.gov)

# Provider Resources

# Additional Resource



info.hhaexchange.com/getting-started-checklist-illinois

**HHAeXchange**

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## Getting Started Checklist

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- [Getting Started Checklist Illinois](#)



Illinois Boost Your  
EVV Compliance  
Training



Mastering Visit  
Maintenance for EVV  
Success



# Questions?

**THANKS FOR  
ATTENDING!**



*Please provide us your feedback  
after exiting the webinar.*