

Our Webinar Will Begin Shortly

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My speaking language: English ›

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Q&A



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Record



More



Meet the Trainer!



Amoshandra Titi



- **Role:** Sponsored Provider Training Specialist
- **Tenure at HHAeXchange:** 2 Years
- **Areas of Expertise:** state sponsored implementations
- **Fun Fact:** IL was the first state visited since working at HHAX (Shh don't tell anyone!)

EVV Compliance Reporting

April 2025

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Objectives of Today's Training

You will be able to:

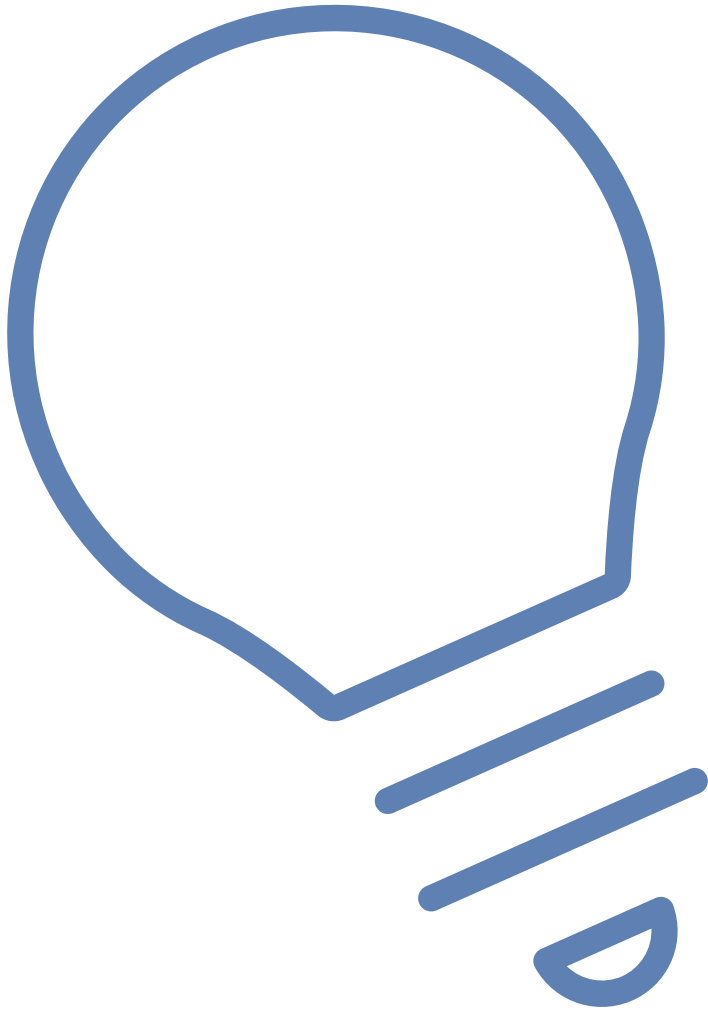
- Identify the 5 EVV compliance reports.
- Discuss EVV compliant percentage for a specified time frame.
- Recognize issues causing exceptions so you can address problems quickly.





Knowledge Check

You'll see these throughout the presentation!



What's the name of the presenter of this webinar?

- A. Amoshandra
- B. Alejandra
- C. Alex
- D. Ashley



Agenda

- EVV Overview/Housekeeping
- EVV Compliance Summary
- EVV Compliance by Caregiver
- EVV Compliance Daily Summary Report
- EVV Detail Report
- EVV Exception by Reason Report
- Caregiver Resources
- Key Takeaways
- Support Resources
- Questions

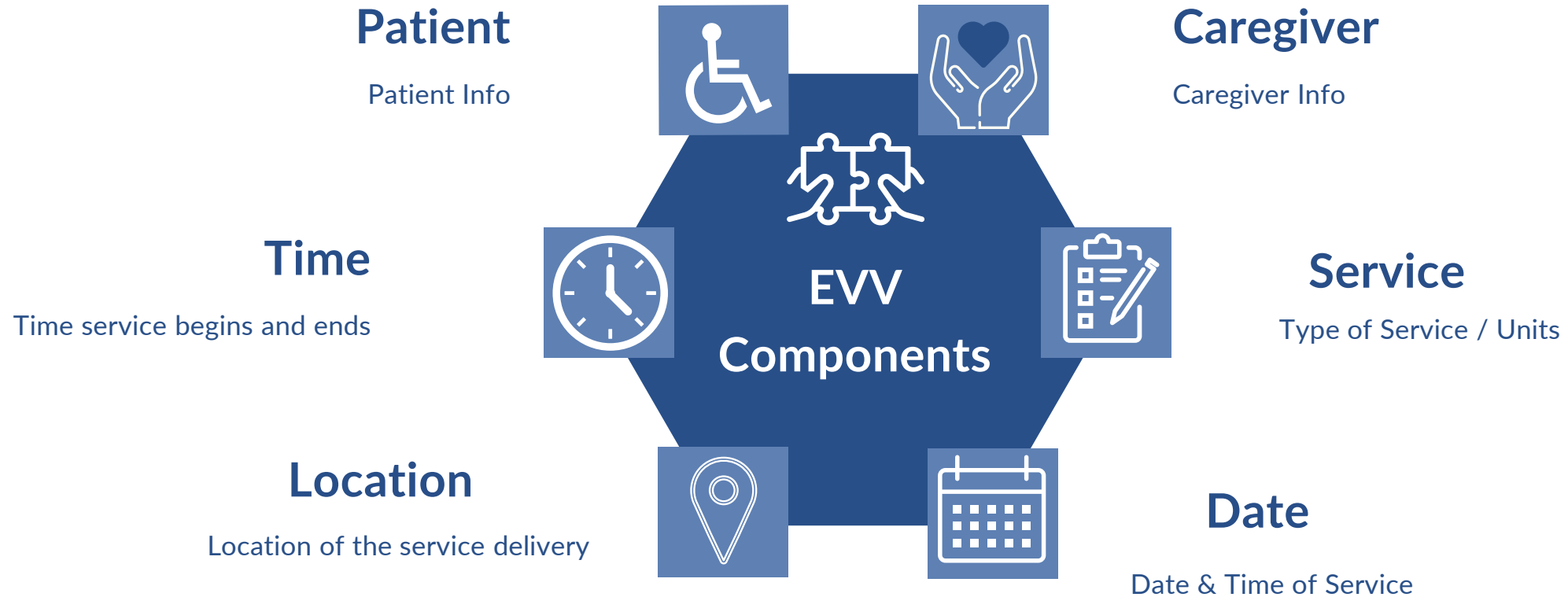


What are the 6 elements of a Cures Compliant visit?

> Visit Data Elements for EVV



Every visit must include the 6 requirements to be EVV compliant.



EVV Clock In and Clock Out Methods

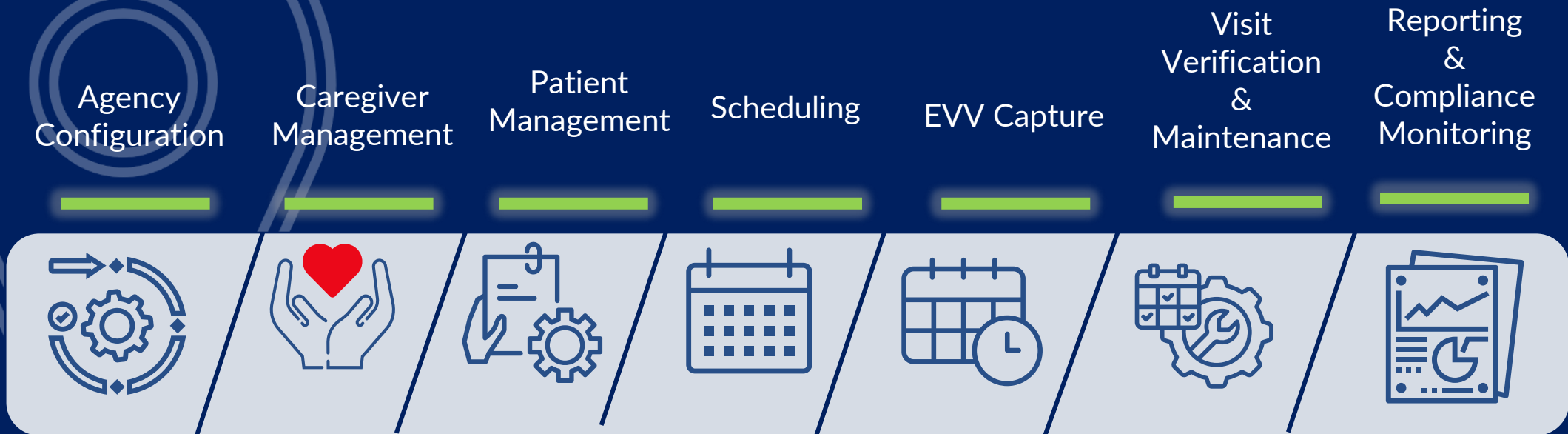
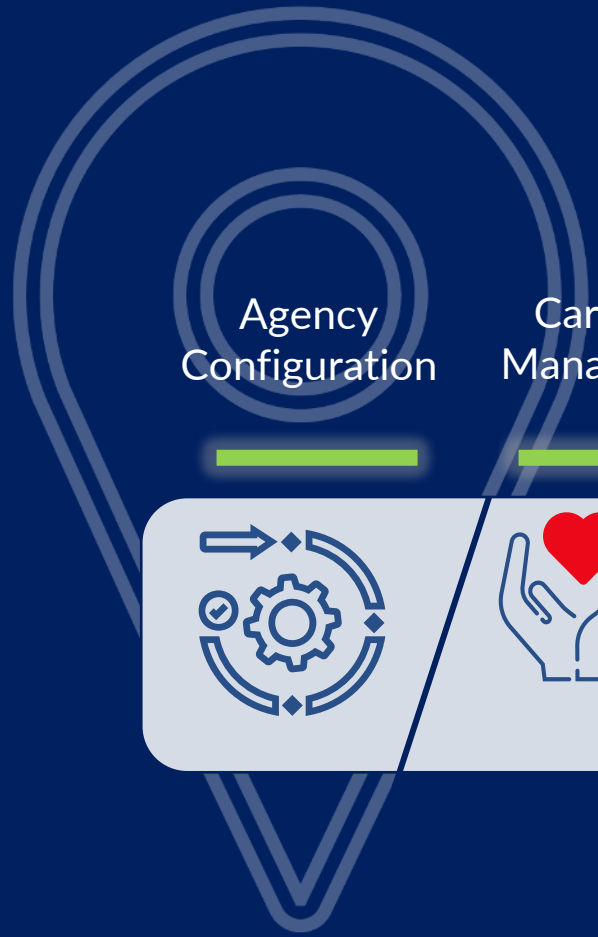


HHAeXchange
Mobile App



IVR Line

» You Are Here





Do You Know Your State's Compliance?

Do you know your state's compliance?



- **As of October 31, 2024, providers will be affected if EVV Compliance is not at the required level of 50% within 6 months (April 2025) and 75% within 12 months (October 2025).**
- **Where are compliance percentages coming from?**
 - Payer Portal and Dashboard
 - SSRS report – 15th to all providers/payers - snapshot

Our goal: Make these reports accessible at any time to see if providers are reaching at least 50% compliance.

What are Exceptions?



- Exceptions are the reasons a visit will not be compliant.
- There are 7 exceptions:
 - 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.

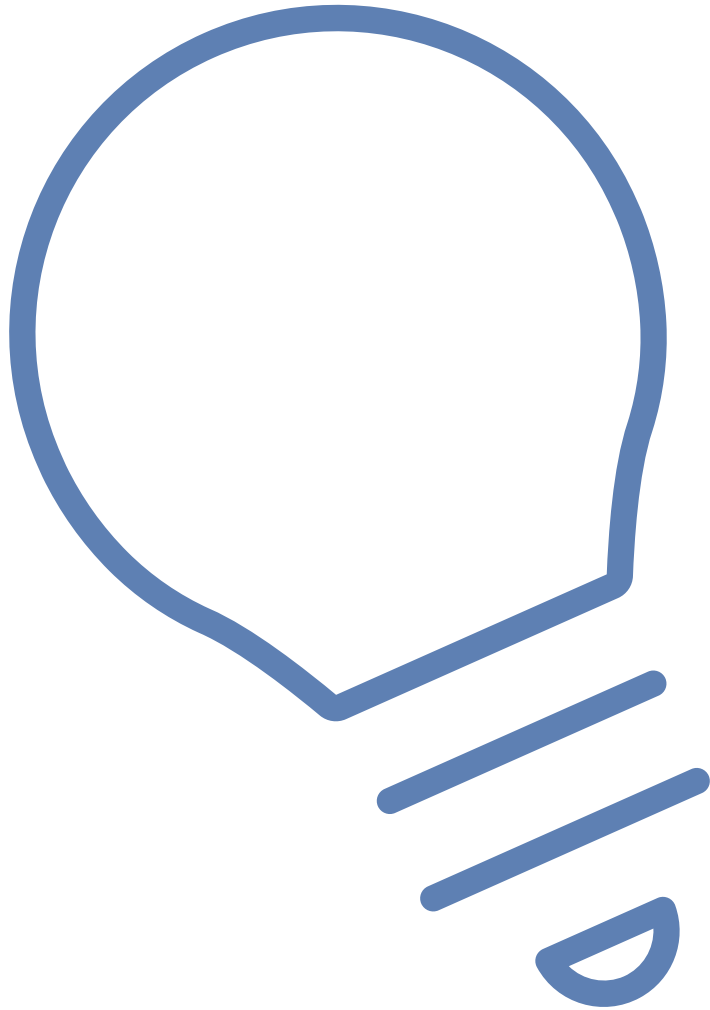
Program Compliance Expectations



| Program name | Illinois HFS EVV Policy for State Plan Home Health Care Services Providers | DHS EVV Program Manual (Division of Developmental Disabilities) | UIC Division of Specialized Care for Children (DSCC) |
|------------------------------|--|---|--|
| Compliance Rate by 6 months | 50% | 50% | 50% |
| Compliance Rate by 12 months | 75% | 75% | 75% |



Knowledge Check

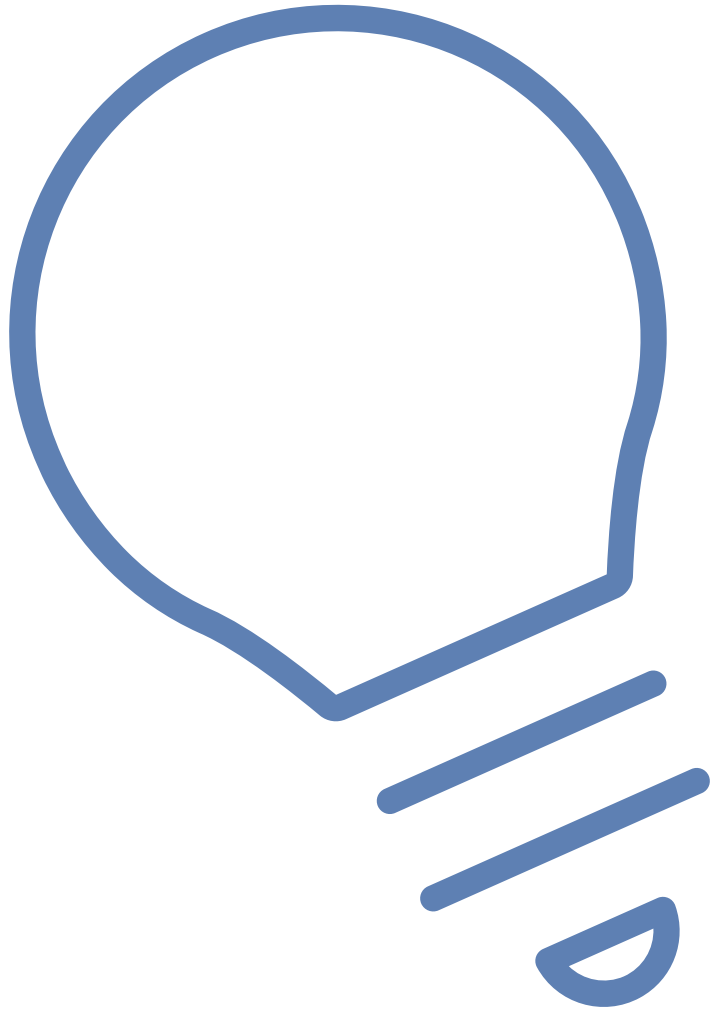


Within 6 months of October 2024, what is the minimum compliance percentage that providers are expected to meet?

- A. 25%
- B. 50%
- C. 75%
- D. 85%



Knowledge Check



Within 12 months of October 2024, what is the minimum compliance percentage that providers are expected to meet?

- A. 25%
- B. 50%
- C. 75%
- D. 85%

> Benefits of Using EVV





Running Reports

Steps to Running Reports



1. Navigate to the **Report** module > **EVV Compliance Reports**
2. Select the report.
3. Enter the filters.
4. Select **View Report**.



EVV Compliance Reports Pathway



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

The screenshot displays the HHAeXchange web application interface. The top navigation bar includes links for Home, Patient, Caregiver, Visit, Action, Billing, Report, Data Insights, and Admin. The 'Report' link is highlighted with an orange box. Below the navigation bar, the main content area shows a 'Hello AngelSupport' greeting and a 'Placements (142 Pending)' section. The 'Placements' section has tabs for Pending (2), Accepted with Temp Caregiver (140), Staffed (0), and Accepted with Temp Caregiver. The 'Pending (2)' tab is active, showing a table with columns: Patient, Admission ID, Office, Start Date, Stop Date, and Frequency. The table contains one row with the following data: Patient: XXXXX, Admission ID: 201221160, Office: Unspecified Office, Start Date: 03/01/2025, Stop Date: (blank), and Frequency: (blank). A dropdown menu is open from the 'Report' link, showing a list of report categories: Reporting Tool (2.0), AR, Billing, Caregiver, Compliance, DOH, Events, EVV Compliance Reports, Exception Reports, Other Reports, Patients, Payroll, and Referral Patient Reports. The 'EVV Compliance Reports' category is highlighted with an orange box. A secondary dropdown menu is open from 'EVV Compliance Reports', showing a list of specific reports: EVV Compliance By Caregiver Report, EVV Compliance Daily Summary Report, EVV Compliance Detail Report, EVV Compliance Exception Reason Usage Report, and EVV Compliance Summary Report.

| Patient | Admission ID | Office | Start Date | Stop Date | Frequency |
|---------|--------------|--------------------|------------|-----------|-----------|
| XXXXX | 201221160 | Unspecified Office | 03/01/2025 | | |

> Example of Available Filters



EVV Compliance By Caregiver Report

☐ Old Version

☒ New Version

Office(s):

All

Caregiver:

Discipline(s):

All

Caregiver Location(s):

All

Include Type:

All

*From Date:

Type Of Service:

Non-Skilled

Service Code(s):

All

Caregiver Team(s):

All

*To Date:

Coordinator:

All

Contract(s):

All

Caregiver Branch(es):

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

- **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 10:16

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

| Sr.# | Contract | Total Visits | Total EVV Compliant Visits | Confirmed Visits | Billed Visits | Missed Visits | Visits with Exceptions | % Exceptions | EVV Compliance Percentage |
|------|----------|--------------|----------------------------|------------------|---------------|---------------|------------------------|--------------|---------------------------|
| 1 | | 7 | 5 | 7 | 2 | 0 | 2 | 28.57% | 71.43% |
| 2 | | 553 | 415 | 486 | 113 | 5 | 71 | 14.61% | 85.39% |
| 3 | | 2 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0.00% |
| 4 | | 3,001 | 2,408 | 2,816 | 790 | 28 | 408 | 14.49% | 85.51% |
| 5 | | 17 | 14 | 16 | 4 | 0 | 2 | 12.50% | 87.50% |
| 6 | | 12 | 9 | 12 | 2 | 0 | 3 | 25.00% | 75.00% |
| 7 | | 92 | 59 | 74 | 8 | 0 | 15 | 20.27% | 79.73% |
| 8 | | 21 | 17 | 17 | 6 | 3 | 0 | 0.00% | 100.00% |
| 9 | | 83 | 49 | 81 | 8 | 0 | 32 | 39.51% | 60.49% |
| 10 | | 10 | 6 | 10 | 0 | 0 | 4 | 40.00% | 60.00% |
| 11 | | 8 | 1 | 3 | 2 | 0 | 2 | 66.67% | 33.33% |

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 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 | MI 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

- **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)

Page 1 of 22

Report Date: 01/06/2025 10:21

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% |



EVV Compliance Daily Summary Report



EVV Compliance Daily Summary

Previously named Exception Statistics 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:** This report is meant to be run daily.



EVV Compliance Daily Summary



EVV Compliance Daily Summary Report

Page 1 of 3

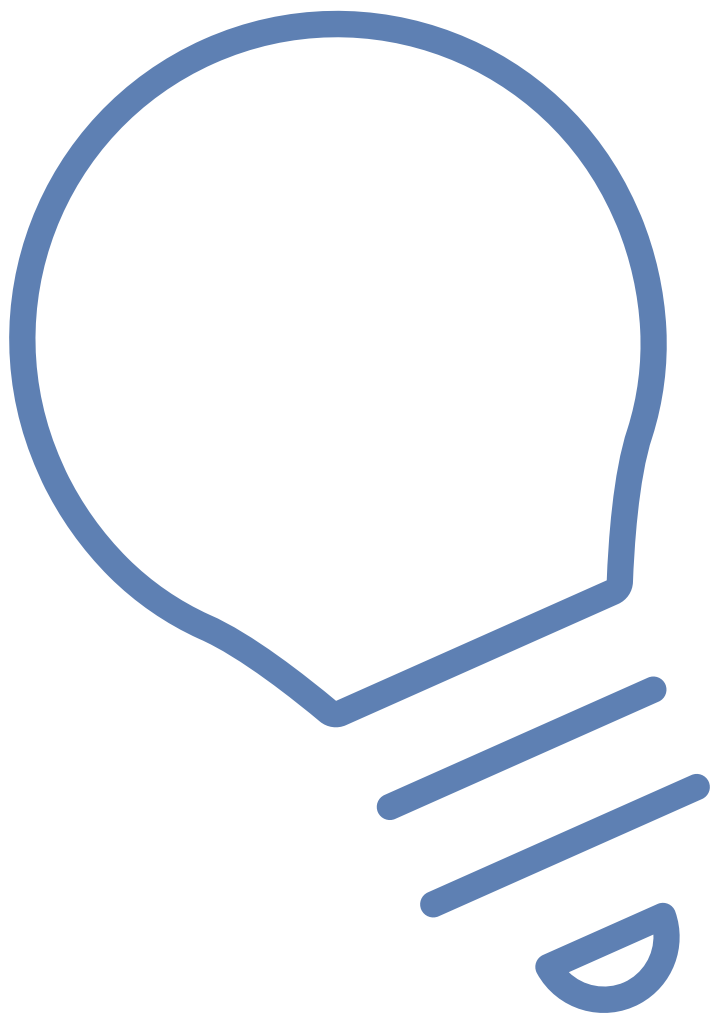
Report Date: 01/06/2025 10:27 AM

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

| Sr.# | Contract | Date | Total Visits | Total Compliant Visits | Confirmed Visits | Billed Visits | Missed Visits | Visits with Exceptions | % Exceptions | EVV Compliance Percentage |
|------|----------|------------|--------------|------------------------|------------------|---------------|---------------|------------------------|--------------|---------------------------|
| 1 | | 12/28/2024 | 1 | 1 | 1 | 1 | 0 | 0 | 0.00% | 100.00% |
| 2 | | 12/28/2024 | 62 | 47 | 57 | 57 | 1 | 10 | 17.54% | 82.46% |
| 3 | | 12/28/2024 | 413 | 315 | 405 | 398 | 3 | 90 | 22.22% | 77.78% |
| 4 | | 12/28/2024 | 2 | 1 | 2 | 2 | 0 | 1 | 50.00% | 50.00% |
| 5 | | 12/28/2024 | 1 | 0 | 1 | 1 | 0 | 1 | 100.00% | 0.00% |
| 6 | | 12/28/2024 | 4 | 2 | 4 | 3 | 0 | 2 | 50.00% | 50.00% |
| 7 | | 12/28/2024 | 3 | 3 | 3 | 3 | 0 | 0 | 0.00% | 100.00% |
| 8 | | 12/28/2024 | 9 | 5 | 9 | 4 | 0 | 4 | 44.44% | 55.56% |
| 9 | | 12/28/2024 | 1 | 0 | 1 | 0 | 0 | 1 | 100.00% | 0.00% |
| 10 | | 12/28/2024 | 1 | 0 | 1 | 1 | 0 | 1 | 100.00% | 0.00% |
| 11 | | 12/28/2024 | 77 | 60 | 75 | 74 | 1 | 15 | 20.00% | 80.00% |
| 12 | | 12/29/2024 | 1 | 0 | 1 | 1 | 0 | 1 | 100.00% | 0.00% |



Knowledge Check

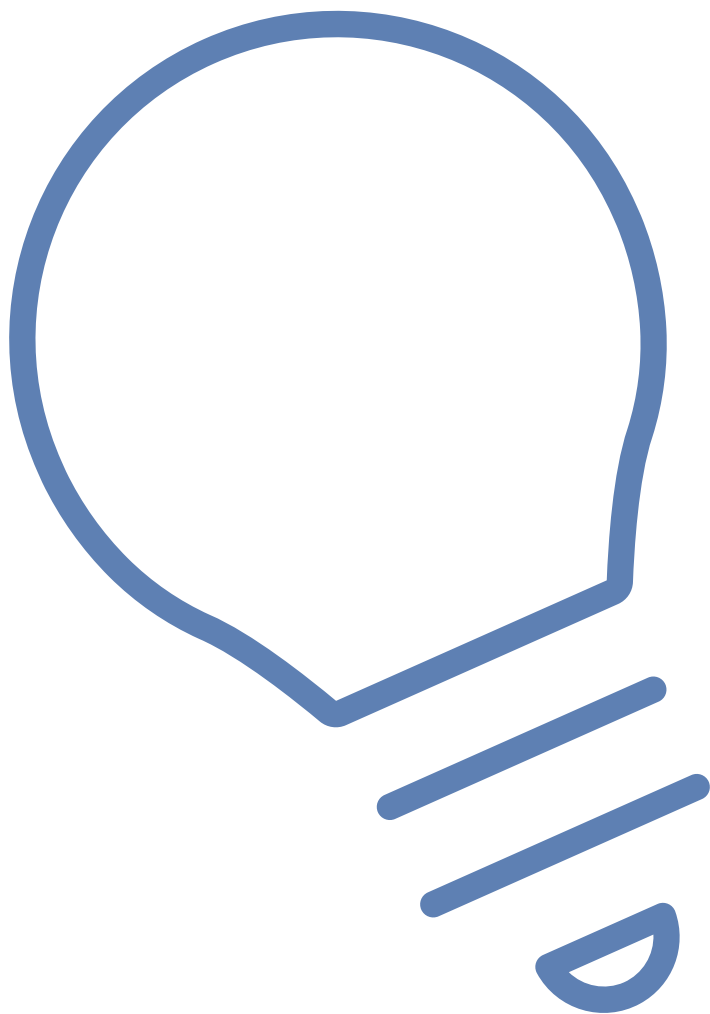


Jordan, an agency coordinator, wants to check how the agency performed the day before in terms of visit compliance. Jordan wants to pinpoint missed visits and exceptions on a day-by-day basis. Which report should Jordan use to get a daily breakdown of EVV compliance performance?

- A. EVV Compliance Daily Summary Report
- B. EVV Compliance Summary Report
- C. EVV Compliance by Caregiver Report



Knowledge Check



Maria, an agency admin, notices that a few of her caregivers have been missing visits and not using the EVV methods to clock in/out. Which report would Maria run to check the compliance information for her caregivers?

- A. EVV Compliance Daily Summary Report
- B. EVV Compliance Summary Report
- C. EVV Compliance by Caregiver Report



EVV Detail Report

- **Overview:** Shows visits containing exception with detail of exception.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** Daily or as often as required.

EVV Compliance Detail



| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T |
|-------|----------|--------------|--------------|------------|---------------|----------------|----------------|------------|------------------|----------------|------------------|-----------------|--------------|--------------|----------------|--------------|-------|--|---|
| Sr. # | Contract | Admission ID | Patient Name | Visit Date | Schedule Time | Caregiver Code | Caregiver Name | Time Sheet | Call In Time | Call In Number | Call Out Time | Call Out Number | Service Code | Invoice Date | Invoice Number | Billed Hours | Audit | EVV Exception | Exception Info |
| 1 | Act150 | | | 12/31/2024 | 0900-1800 | | | Y | 12/31/2024 09:00 | * 0-- | | | W1793 | | | | | 2 - No out call | Visit: User: Masterweek Rollover Process (11/23/24 01:22) Reason: No reason Act. Taken: Notes: Updated By Masterweek Rollover Process ----- Visit: 0900-1800 User: AOC11593 (01/03/25 17:24) Reason: Timesheet Received Act. Taken: Timesheet received and signed by supervisor Notes: Timesheet Approved |
| 2 | Act150 | | | 12/29/2024 | 0800-1800 | | | Y | 12/29/2024 07:58 | * 0-- | 12/29/2024 18:50 | * 0-- | W1793 | 12/31/2024 | 1685611 | 10:00 | | 7 - If visit time (in/out) has been manually entered or adjusted | Visit: User: Masterweek Rollover Process (11/16/24 01:55) Reason: No reason Act. Taken: Notes: Updated By Masterweek Rollover Process ----- Visit: 0800-1800 User: AOC11593 (12/30/24 17:13) Reason: Timesheet Received Act. Taken: Timesheet received and signed by supervisor Notes: Timesheet Approved |




EVV Exception by Reason Report

- **Overview:** Shows Exception reason usage broken down by reason.
- **Who should run it:** Staff whose responsibilities include EVV compliance.
- **How often it should be ran:** Monthly basis or as needed.



EVV Compliance Exception Reason Usage





EVV Compliance Exception Reason

Usage Report (New)

Page 1 of 1

Report Date: 01/06/2025 11:47

Office(s):

From Date: 12/28/2024

To Date: 1/3/2025

Type of Service: Non-Skilled

Coordinator: All

Include Type: Unbilled Only

Patient Team(s): All

Patient Location(s): All

Patient Branch(es): All

Discipline(s): All

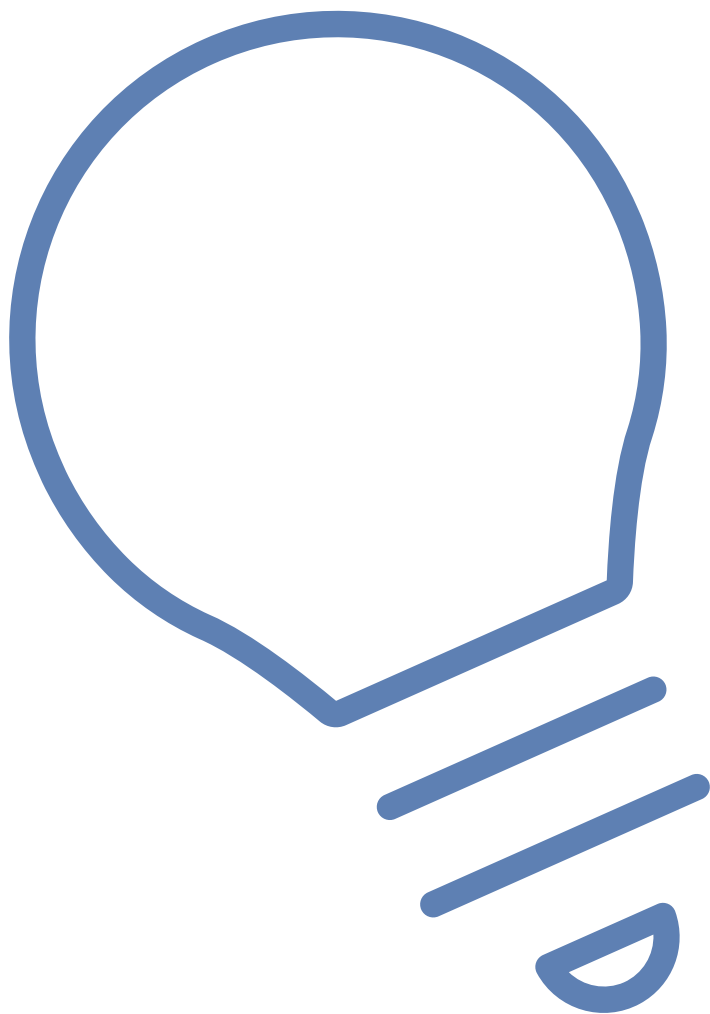
Contract(s): All

Reason: All

| Reason | Contract | Total Exception | Breakdown(%) |
|---|----------|----------------------------|---------------------|
| Total Exceptions:08.58% | | Total Confirmed Visits:233 | Total Exceptions:20 |
| Address did not link to the client (GPS). | | 2 | 10.00% |
| Address did not link to the member (GPS) | | 1 | 05.00% |
| Attendant failed to call out | | 1 | 05.00% |
| Caregiver called in to our out of the EVV system early or late | | 1 | 05.00% |
| Caregiver failed to call out | | 5 | 25.00% |
| Caregiver failed to call out | | 1 | 05.00% |
| Caregiver forgot to call in | | 0 | 00.00% |
| Data Entry Error | | 0 | 00.00% |
| Data Entry Error | | 0 | 00.00% |
| Member received services outside of the home | | 0 | 00.00% |
| Member's phone line not working (technical issue or natural disaster) | | 0 | 00.00% |
| No reason | | 0 | 00.00% |



Knowledge Check



Samantha wants to understand which exception reasons are being used most frequently. She's interested in tracking patterns to identify training needs. Which report should Samantha run to see how often specific exception reasons are being used?

- A. EVV Detail Report
- B. EVV Compliance Summary Report
- C. EVV Compliance by Caregiver Report
- D. EVV Exception by Reason Report



How to Prepare Your Caregivers

> 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 to download the mobile app during training.
- Take advantage of EVV training tools and provide documentation.
- 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.




Troubleshooting

See common holds and errors and the steps to resolve.



Training Videos

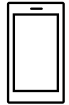
Watch training videos to refresh your skills and knowledge of HHAeXchange features and functionality.



Documentation

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

Caregiver Training Resources

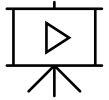


- Mobile Resources

- Get Started with the HHAeXchange Mobile App
- Clock In/Out infographic

The screenshot shows the HHAeXchange website's 'Mobile' section. The left sidebar contains a navigation menu with links: 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 features two side-by-side infographics. The left infographic, 'How to Clock In/Out via HHAeXchange Mobile App Scheduled Visit', shows a 4-step process: 1. Log In, 2. Select Visit, 3. Tap Clock In, and 4. Tap Clock Out. The right infographic, 'How to Clock In/Out via HHAeXchange Mobile App Scheduled Visit', shows a 4-step process: 1. Log In, 2. Tap Clock In, 3. Tap Clock Out, and 4. Tap End Shift. Below the infographics is 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 links for 'Mobile App Caregiver Overview' and 'Mobile App Caregiver Classic Guide'.

> Caregiver Training Resources



- How-to Videos
 - [EVV Overview](#)
 - [Clock In and Out via IVR](#)





Key Takeaways



Key Takeaways



- Know the 5 EVV Compliance reports and their purpose.
- Understand how to track EVV compliance percentages over a selected time frame.
- Quickly identify the root causes of exceptions to take prompt corrective action.
- Make use of the caregiver resources for training!



Resources

Provider Resources



The State Info Hub will be your primary source to stay up to date on all information and dates related to EVV in Illinois.



HHaExchange
Illinois Info Center
[Illinois Information Center |](#)
[HHaExchange](#)




Provider Knowledge Base




HH AeXchange Provider Knowledge Base

Search documents, videos, and help resources




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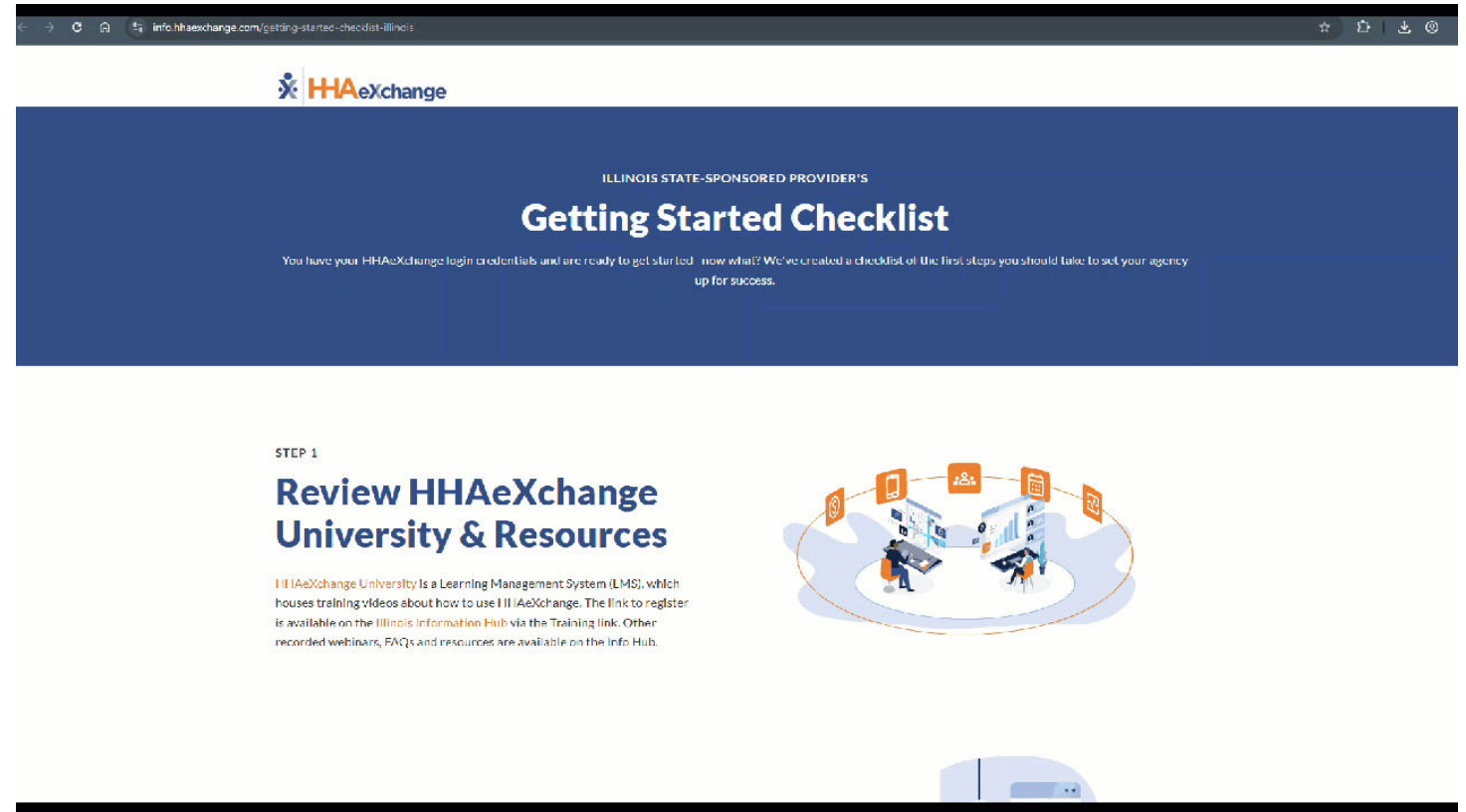
In the support center, providers can access short training videos tailored to specific topics for quick and easy learning.

[EVV Best Practices](#)

[EVV Compliance System Reports](#)

[HH AeXchange Provider Knowledge Base](#)

> Additional Resource



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

HHAeXchange

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.

- [Getting Started Checklist Illinois \(State-Sponsored\)](#)
- [Getting Started Checklist Illinois \(EDI/Alternate EVV\)](#)

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



Phone

1-646-821-8784

Illinois Support



HFS Email

HFS.EVV@illinois.gov



DSCC Email

0365-dscc-evv@uic365.onmicrosoft.com



DDD Email

dhs.dddevv@illinois.gov

Provider Resources



Questions?



HHAeXchange
IL Provider Info
Center

**THANKS FOR
ATTENDING!**



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