

Fall 2025 MN Compliance Webinars – Q&A Summary

1. EVV Requirements & Compliance

- **Question:** What services require Electronic Visit Verification (EVV) in Minnesota:
 - **Answer:** Please visit the [Minnesota Info Hub “Service in Scope”](#) section to see a full list of services that require EVV in Minnesota.
 - **Question:** Do Providers need to submit claims through HHAeXchange?
 - **Answer:** At the time this webinar was recorded, 10/23/2025, Providers are not required to submit claims through the HHAeXchange system. For questions related to claims status and requirements, please contact the [Minnesota Provider Resource Center](#).
 - **Question:** When a client’s Medicaid insurance is secondary, do Providers need to capture EVV for in-scope services provided?
 - **Answer:** This question typically refers to commercial insurers covering a certain number of skilled service visits, then, Medicaid insurance will start to cover the remaining services. In this instance, the services that are billed to the client’s Medicaid Insurance require EVV. Services provided and billed under a client’s commercial insurance do not require EVV.
 - **Question:** How is EVV Compliance % calculated?
 - **Answer:** $\text{EVV Compliance \%} = \text{total EVV Compliant Visits} \div \text{total Confirmed Visits}$ in a specific time period.
 - **Question:** What should Providers do if they feel their EVV Compliance % is not accurate?
 - **Answer:** Review the following:
 - Ensure all of your agency’s NPIs and UMPIs are accounted for in your HHAeXchange Provider Portal AND confirm that you are reporting visits for all lines of business for in-scope services.
 - Ensure you have properly indicated Live-In Caregiver visits:
 - [Residing Caregiver Section](#)
 - 3rd Party Providers: Importing “Yes” value in ‘ResidingCaregiver’ field of visit import
 - Follow-up with Caregivers to ensure they are complying with EVV requirements by clocking in and clocking out of every in-scope visit consistently
 - If you are manually entering or editing visits in your EVV system, this can impact your EVV Compliance %. **Please Note:** Providers are required to confirm all in-scope services occurred whether they are EVV compliant or not.
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2. Live-In Caregivers Setup & Rules

- **Question:** What are the EVV requirements for Live-In Caregivers?
 - **Answer:** [CBSM - Electronic visit verification \(EVV\) live-in caregiver policy](#)
 - **Question:** How do I configure my Live-In Caregivers in my HHAExchange Provider Portal?
 - **Answer:** [Residing Caregiver Section](#)
 - **Question:** How do I indicate a visit is provided by a Live-In Caregiver if I am a 3rd party Provider?
 - **Answer:** Include a “Yes” value in the ‘ResidingCaregiver’ field of your visit import
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3. Account Access & Portal Navigation

- **Question:** How do I update the Provider Demographic information in my HHAExchange Portal?
 - **Answer:** [Admin Agency Profile Overview](#)
 - **Question:** How can I add a Caregiver profile in my HHAExchange Provider Portal?
 - **Answer:** [Create a New Caregiver](#)
 - **Question:** How can I check whether my agency already has an HHAExchange Provider Portal? I cannot access my HHAExchange Provider Portal, how can I get support?
 - **Answer:** Submit an [HHAExchange Support Ticket](#) or call HHAExchange Support at (855-573-1521).
 - **Question:** How do Caregivers do an Unscheduled Visit?
 - **Answer:** [How do I create unscheduled visits?](#)
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4. Signatures & Visit Validation

- **Question:** Are Client/Responsible Party signatures required at clock out?
 - **Answer:** If the Provider is solely using their chosen EVV system for time and activity documentation, then Client/Responsible Party signatures are required in the EVV system for applicable services.
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5. Third-Party Integration

- **Question:** How does HHAExchange integrate with 3rd Party Vendors?
 - **Answer:** HHAExchange requires API integration with 3rd Party Vendors to securely and accurately transmit EVV Visit data to the HHAExchange Aggregator. [Requirements for 3rd Party Integration in Minnesota.](#)
- **Question:** What are the steps Providers need to take to Integrate their 3rd Party system to the HHAExchange Aggregator?
 - **Answer:** Follow the steps outlined in the [Minnesota Info Hub, “EDI Process” section.](#)

- **Questions:** Do 3rd Party Providers need to make corrections to their visits in the HHAeXchange Aggregator?
 - **Answer:** Yes, all in-scope service visits that a Provider intends to submit a claim for need to be in the HHAeXchange system. The goal is to capture EVV electronically when a Caregiver clocks in and clocks out of their visit. However, sometimes that is not always the case. *Providers still need to import evidence of visits*, even if that visit is manually entered or edited, to the HHAeXchange Aggregator.
 - **Questions:** I'm getting visit import rejections in the HHAeXchange Aggregator, what do I do?
 - **Answer:**
 - Thoroughly review the [MN DHS Data Aggregator Specifications](#) to know which data is required and in what format. Thoroughly review the individual visit JSON data to see what may be missing or incorrect.
 - Work with your 3rd Party Vendor to review and resolve [Visit Import Rejections](#)
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6. EVV Compliance Reporting

- **Question:** How can I find my agency's EVV Compliance %?
 - **Answer:**
 - Admin users of the Provider's HHAeXchange Provider Portal are emailed a Monthly EVV Compliance % Report on a monthly basis. Please use this report regularly to monitor your agency's EVV Compliance %
 - There are EVV Compliance Reports available directly within the HHAeXchange Provider Portal: [EVV Compliance System Reports](#)
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7. Webinar Recording and Materials

- **Question:** How can I access training recordings or re-watch a session?
 - **Answer:** Visit the [Minnesota Info Hub Provider Information & Training section](#). Training recordings and slide decks will be posted there.