



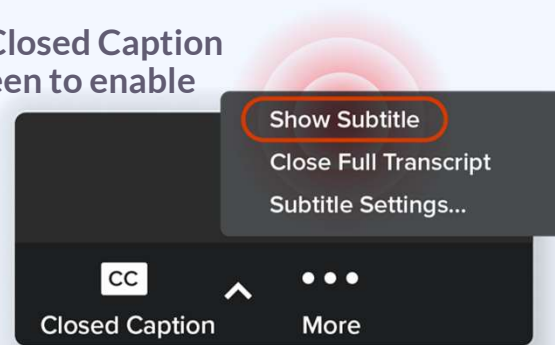
**Our Webinar Will  
Begin Shortly**



# Accessibility Options

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# MI FI/FMS EVV Adoption Training

March 26, 2026



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speakers



## Meet Shanieka Naik

- **Role:** Training Specialist
- **Tenure at HHAeXchange:** 1 year
- **Areas of Expertise:** Sponsored Training
- **Fun Fact:** I am a huge foodie and experience-seeker.

# MI FMS Services Portal

## Overview

### **What this training covers:**

This training prepares MI FI/FMS agencies on how to manage Electronic Visit Verification (EVV) within the HHAeXchange Enterprise Portal. Participants will learn how to support EVV adoption through visit monitoring and EVV management practices that ensure compliance and accurate visit oversight.

### **Who should take this training?**

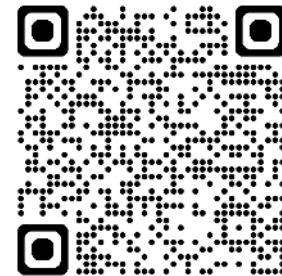
- Fiscal Intermediary (FI) & Financial Management Service (FMS) agencies supporting self-direction programs
- EVV Administrators and any agency coordinators that will be performing Visit Maintenance

## > Agency Poll

Have you completed the following?

- Created Services Portal accounts for Employers, Designated Representatives, and Employees
- Trained Employers to log in to the HHAeXchange Services Portal to confirm access and link Caregivers

Previously: MI FI/FMS System  
Setup & Readiness



A. Yes

B. No

[Recording](#)  
from March 10, 2026

## ➤ Objectives of Today's Webinar

### You will be able to:

- **Explain** the full Michigan EVV workflow.
- **Manage** Electronic Visit Verification (EVV) in HHAeXchange.
- **Navigate** the Visit Maintenance interface, including key tabs and tools.
- **Identify** completed visits versus visits with exceptions.
- **Resolve** common EVV and visit exceptions.



# agenda

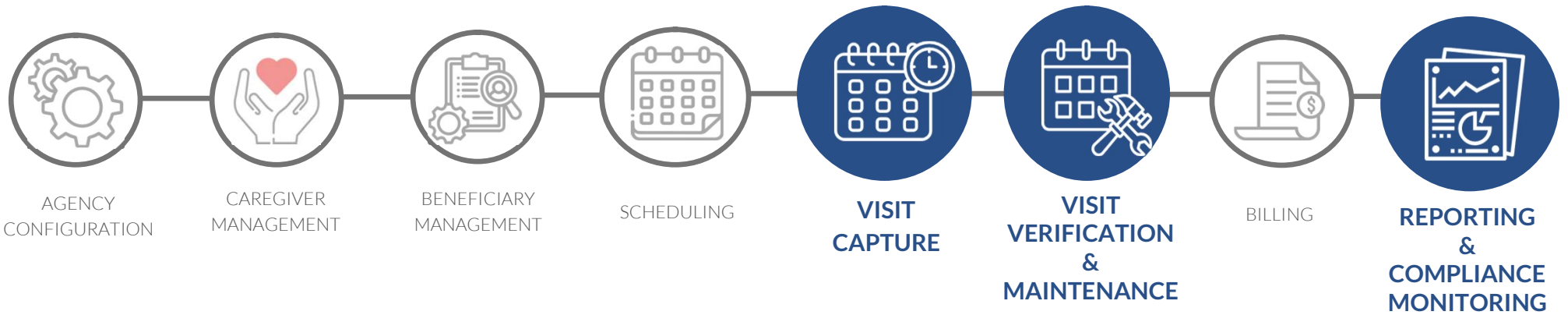


- Housekeeping
- Visit Capture Refresher
- Visit Maintenance Overview
- Managing Visit Exceptions
- Visit Verification
- Reporting & Monitoring EVV
- Key Takeaways
- Resources
- Questions



# Housekeeping

# > EVV Overview



## ➤ 6 Elements of a Cures Compliant Visit



**Who**

Beneficiary



**Who**

Caregiver



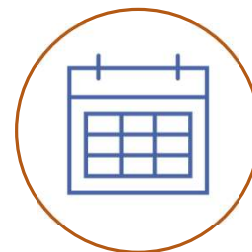
**What**

Type of  
Service



**Where**

Location  
of Service



**When**

Date of  
Service



**When**

Time of  
Service

**Note:** HHAExchange is committed to providing accessible, ADA-aligned software across its platform. The company incorporates accessibility standards into its applications and regularly updates features to support users of all abilities.

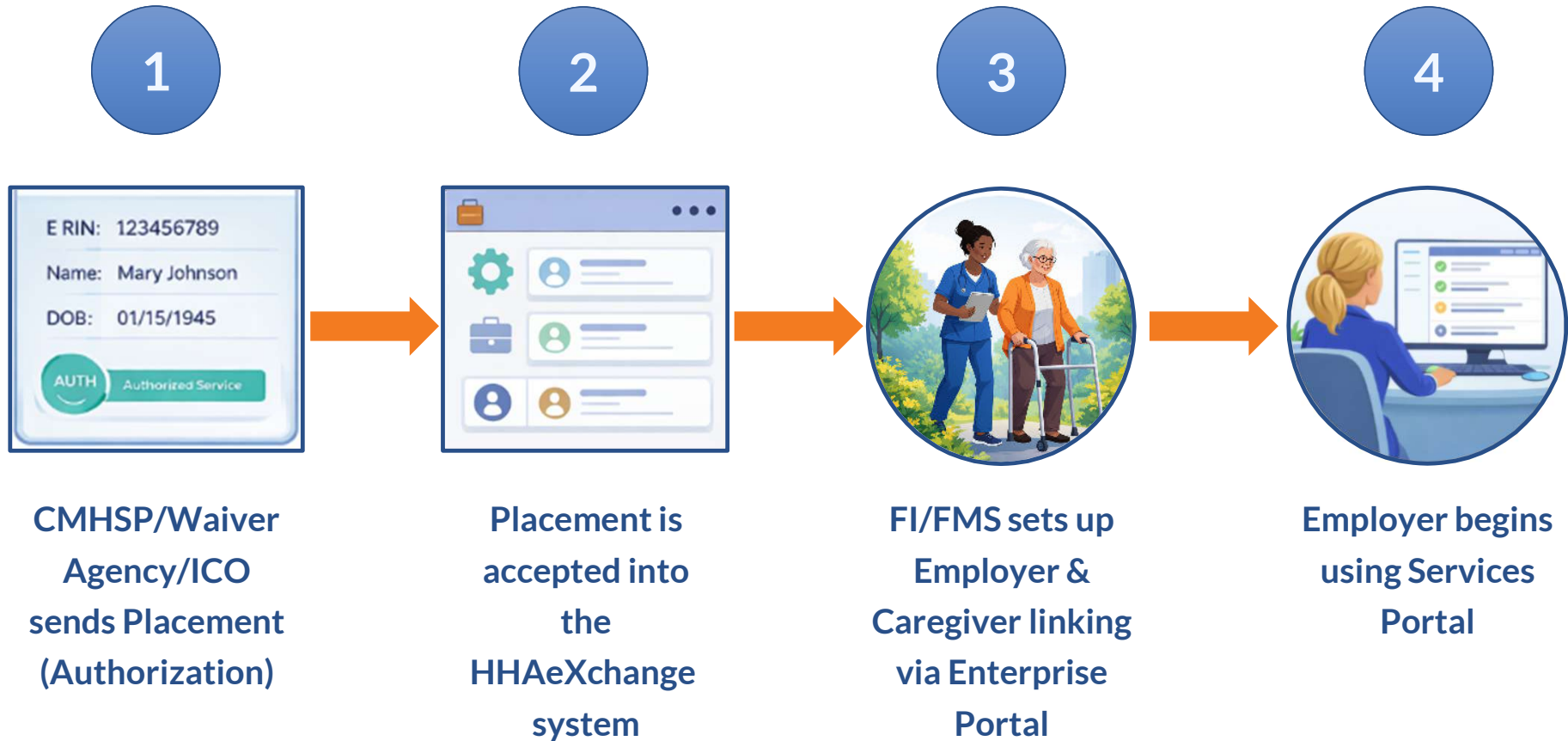
# ➤ HHAeXchange Standard System Terminology

## 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>		

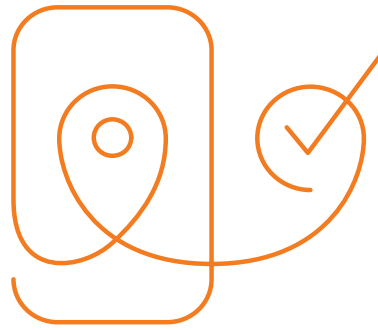
# Michigan Workflow



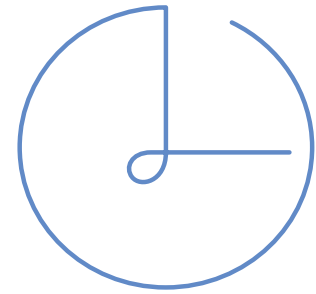
## ➤ The Connection



**FI/FMS** provides Services Portal Access via the **Provider Portal** to the Employers & Caregivers



**Self-Direction Caregivers** use EVV clock in and clock out methods to generate visits in Services Portal



**Self-Direction Employers** review shifts (visits) through the Services Portal

## Roles & Responsibilities

### FI/FMS, EOR, & Representatives:

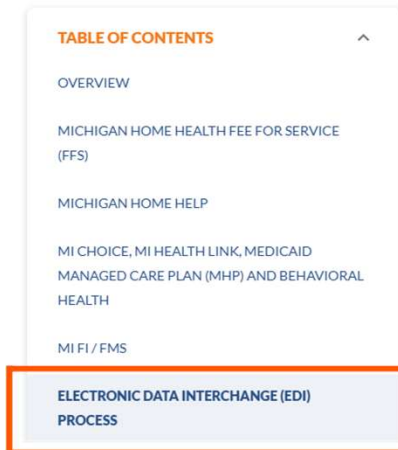
- The state sponsored system through HHAeXchange allows the Employer of Record (EOR) the option to identify a representative if they would like.
- The representative would be able to verify visit information on the EOR's behalf within the Services portal.
- Representatives could be a guardian, relative, friend, etc. of the EOR's choosing.
- The representative should not be from the FI/FMS. The FI/FMS will conduct financial management tasks in the associated provider portal.
- The state sponsored solution will support FI/FMS activity within the linked provider portal.
- The HHAeXchange system must meet ADA requirements, more information can be found at <https://www.w3.org/TR/WCAG22/>.

# ➤ Third-Party EVV (EDI) Integration Requirements

## Integration Requirements:

1. Complete the Third-Party EVV Attestation Form
2. Comply with the HHAeXchange Technical Specifications & Business Requirements
  - [EDI Technical Specifications](#)
  - [Business Requirements](#)
3. Review Authorization Specifications (if applicable – Home Health Only)
4. Submit an EDI Ticket

Visit: <https://www.hhaexchange.com/info-hub/michigan-information-center>



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MICHIGAN HOME HEALTH FEE FOR SERVICE (FFS)	
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MI CHOICE, MI HEALTH LINK, MEDICAID MANAGED CARE PLAN (MHP) AND BEHAVIORAL HEALTH	
MI FI / FMS	
<b>ELECTRONIC DATA INTERCHANGE (EDI) PROCESS</b>	

## Electronic Data Interchange (EDI) Overview (Integrating with a 3rd Party Agency Management System)

This overview is geared towards providers who will be using their own EVV solution and not the MDHHS EVV solution. If you have your own EVV vendor, in HHAeXchange's system the vendor will be referred to as an EDI vendor. The information below lists the general requirements and steps to successfully integrate a 3rd Party Agency Management System with HHAeXchange. Electronic Data Interchange (EDI) Providers will be required to comply with both the HHAeXchange Technical Specifications and Business Requirements listed below. After reviewing the specifications and requirements resources, please initiate contact HHAeXchange to begin the integration process.

1. It is critical to complete the Third Party EVV Attestation Form begin the process: [Attestation Form](#)
2. Please click here for the Technical Specification document: [EDI Technical Specifications](#)
3. Please click here for the Business Requirements document: [Business Requirements](#)
4. Please click here for the Authorization Specification: [Web Service API Guide](#) (Home Health only)
5. Submit a ticket to HHAX EDI via the Client Support Portal:

<https://www.hhaexchange.com/supportrequest>

## Knowledge Check

You'll see these throughout the presentation!

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

A. Teavy

B. Ashley

C. George

D. Shanika



## Visit Capture Refresher

# ➤ Visit Capture for Self-Direction Employees

## EVV Clock-In & Clock-Out Overview for Self-Direction Employees

- EVV capture methods are approved ways caregivers record clock-in/clock-out of visits electronically to ensure compliance.

## HHAEExchange+ Mobile App

- This capture method allows caregivers to capture EVV by clocking in and out directly from their mobile device at the Beneficiary's location.
- The preferred EVV capture method and helps ensure visits are recorded accurately using time and location data, reducing exceptions and manual corrections.

## Landline (Interactive Voice Response [IVR])

- This method allows caregivers to capture EVV by calling a designated phone number from the beneficiary's landline phone.
- The landline provides an alternative EVV capture method when mobile devices are not used and helps ensure visits are recorded electronically.

## ➤ Visit Capture Methods: Self-Direction Employees



### Mobile App

#### Preferred EVV Method

- ✓ Smartphone-based
- ✓ GPS verified
- ✓ Offline capable



### Landline

#### Alternative EVV Method

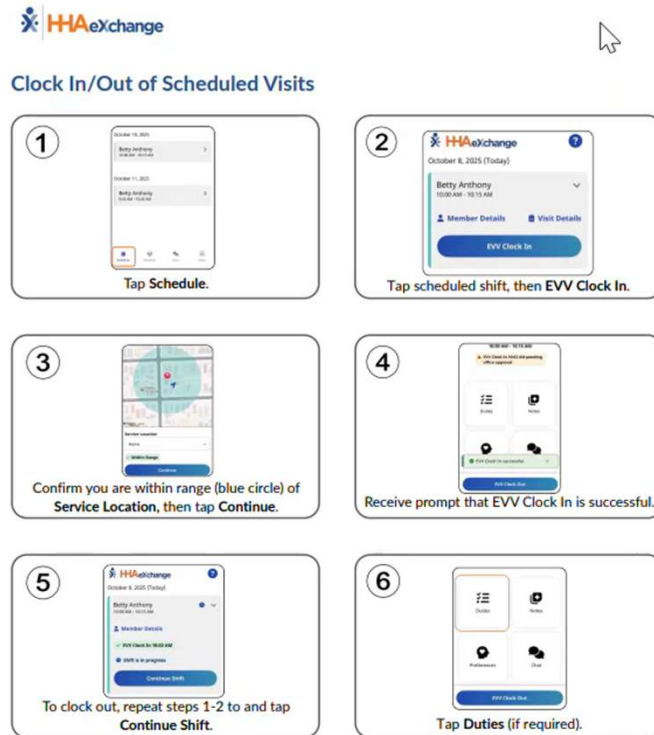
- ✓ Uses Beneficiary's home phone number
- ✓ Voice-based clock in/out

# ➤ Visit Capture: HHAeXchange+ Mobile App

## Scenario:

The caregiver arrives at the Beneficiary's home to begin a **scheduled** (an **unscheduled**) visit and uses the **HHAeXchange+ Mobile App** to clock in. After completing the visit, the caregiver clocks out to accurately capture the visit for EVV compliance.

## [HHAeXchange+ Caregiver User Guide](#)





**How to Clock In and Out for a Scheduled Visit in the HHAExchange+ Mobile App**

**This video uses the Standard System Terminology**

**\*Your state or payer may utilize different terminology in the platform**



HAexchange

# ➤ Visit Capture: Offline Mode

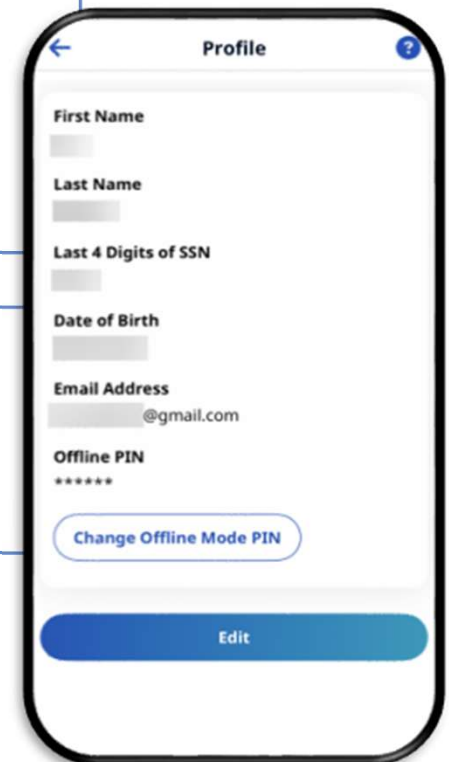
## EVV Clock-In & Clock-Out in Offline Mode

- Offline Mode allows caregivers to capture EVV using the Mobile App when there is no to low internet or cell service.
  - Automatically activates when there is no signal and syncs once connectivity is restored
  - Caregivers use their Offline PIN to clock in and out **HHAeXchange+ Mobile App**

## How to Use Offline Mode Pin:

1. **Log in** to the app
2. Go to **Menu > Profile**
3. Select "**Change Offline Mode PIN**"
4. Enter your new **PIN** and select **Save**.

**Note: The Offline PIN is created by the CAREGIVER when first registering for the HHAeXchange+ mobile app.**

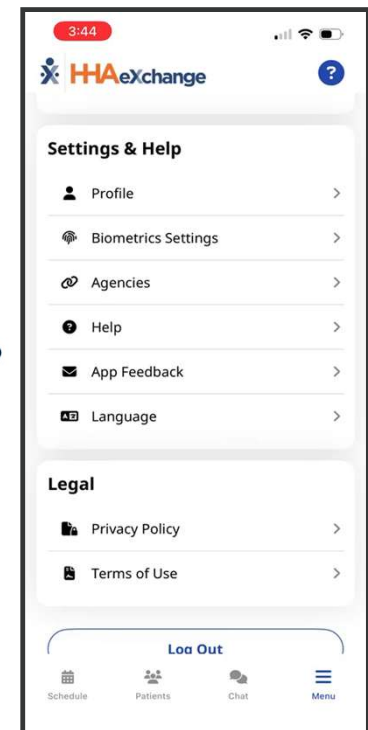
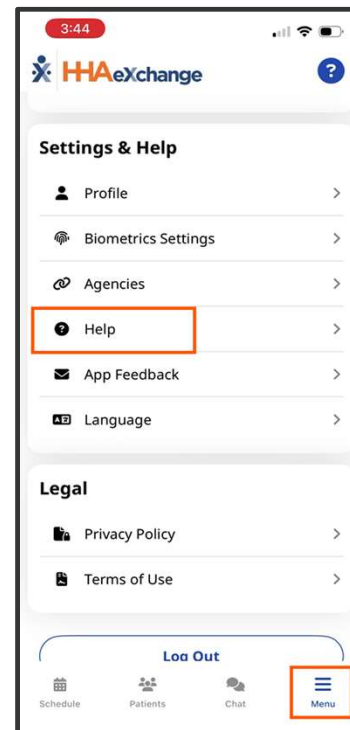


# ➤ Troubleshooting – Mobile App Help

The Help feature offers in-app support for caregivers in the field.

## How to Access:

1. Open the HHAX+ Mobile App and log in
2. Navigate to the Help section
3. Review the available troubleshooting guidance
4. Follow the recommended steps to access necessary support resources



# › Visit Capture: Landline

## Before calling, the Caregiver must have:

- HHAeXchange toll-free Landline number
- Employee Time & Attendance PIN
- Beneficiary's home phone number

## How to use Landline:

1. Go to the Beneficiary's home phone (Landline [IVR]).
2. Dial the HHAeXchange toll-free number.
3. Listen for the "Welcome to HHAeXchange" greeting.
4. Follow the voice prompts:
  - Press **1** to Clock In & **2** to Clock Out
  - Enter your **Time & Attendance PIN** when prompted.
  - Enter the Assignment ID (if required).
  - Wait for the confirmation message that clock-in or clock-out was successful.



## ➤ Knowledge Check 1 – EVV Clock In/Out

A caregiver provides care to a patient, but no visit was scheduled in advance.  
What should the caregiver do?

- A. Clock in and out using the unscheduled visit option
- B. Do not clock in since the visit was unscheduled
- C. Wait for a scheduler to add the visit before clocking out
- D. Clock in under a different scheduled visit



# Visit Maintenance Overview

# Visit Maintenance Overview

## What is it?

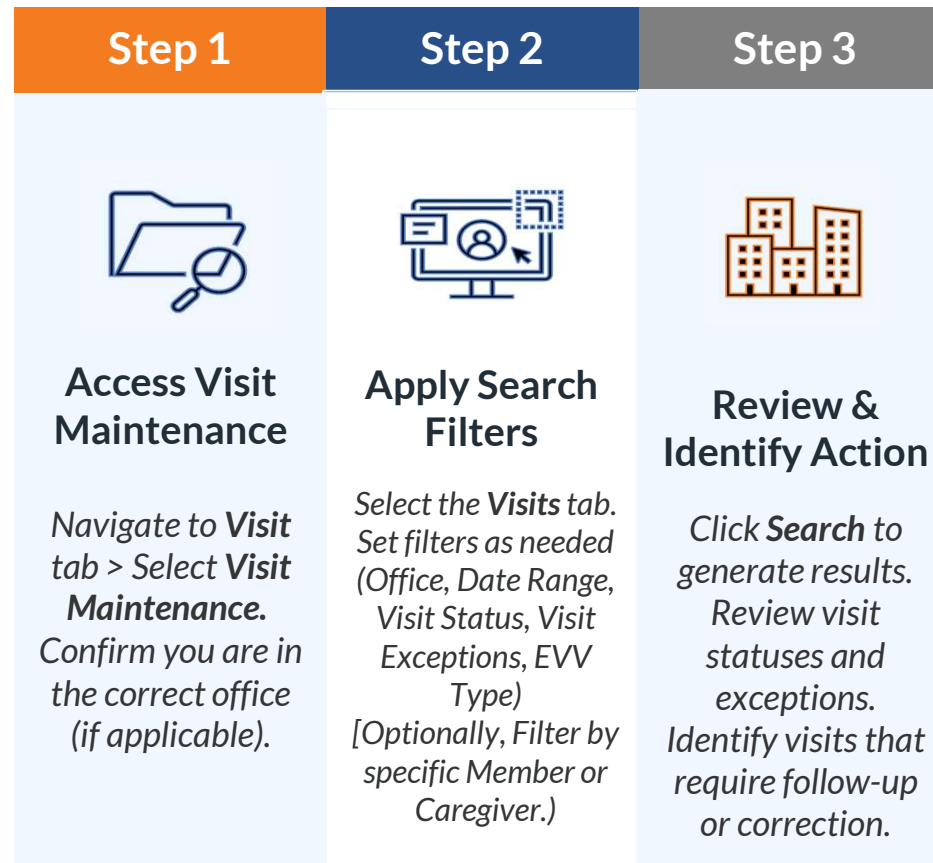
- Visit Maintenance centralizes all visit activity, so agencies do not need to chase issues across multiple screens. It provides visibility into visit status, EVV linkage, and exceptions in one place.

## Why does it matter?

- Visit Maintenance let's us:
  - Review completed visits.
  - Resolve EVV and Prebilling exceptions.
  - Link EVV to visits seamlessly.
  - View visit authorizations and details.

The screenshot displays the HHAExchange Visit Maintenance interface. At the top, there are navigation tabs for 'Visits', 'Unauthorized Services', and 'EVV Attempts'. Below this is a search and filter section with fields for 'Office' (USA MI Office, USA healthcare tracking), 'Date Range' (10/21/2025 to 10/25/2025), 'Visit Status' (SEARCHING FOR VISITS), and 'Visit Exceptions' (Exception Confirmation). A 'Search' button is present. Below the search section is a table titled 'Visits' with columns: Date/Schedule, Visit Time, Patient, Caregiver, Visit Status, Visit Exceptions, and Auth/ML Info. The table contains several rows of visit data, including dates like 10/20/2025 and 10/21/2025, patient names like Lee, Walker, and Caregiver names like Lisa, Maria, and Christopher. Visit statuses include 'Scheduled', 'Incomplete', and 'Exception'. Visit exceptions listed include 'Caregiver Compliance', 'Incomplete Certification', and 'Missing Services/Partial Approval'. The interface also includes a legend and various utility icons at the top right.

# ➤ Visit Maintenance: Visit Search Workflow



**Note:** The Visit tab allows you to search and filter visits by exception and EVV type to quickly identify visits needing attention.

# ➤ Visit Maintenance: Visit Search

## How to complete a Visit Search

1. Navigate to the **Visit** tab > Select **Visit Maintenance** from the dropdown.
2. Select **Visits** > Set search filters as needed
3. Select **Search** to view results  
(The Visit tab allows you to search and filter visits based on exceptions and EVV type.)

### Filters Include

- Scheduled visits
- In progress visits
- Visits missing clock ins
- Completed visits
- Incomplete visits

### Actions Include

- Review Visit details
- Review Patient details
- Review Caregiver details
- Delete Visits

Hello georgem

Placements (9 Pending) Events System Notifications Direct Messages Tasks Linked Communication

Placements

Pending (1) Accepted with Temp Caregiver (8) 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

## ➤ Knowledge Check 2 – Visit Maintenance

Where do you navigate in the portal to review and manage caregiver visits?

A. Reports > EVV Compliance

B. Admin > Agency Profile

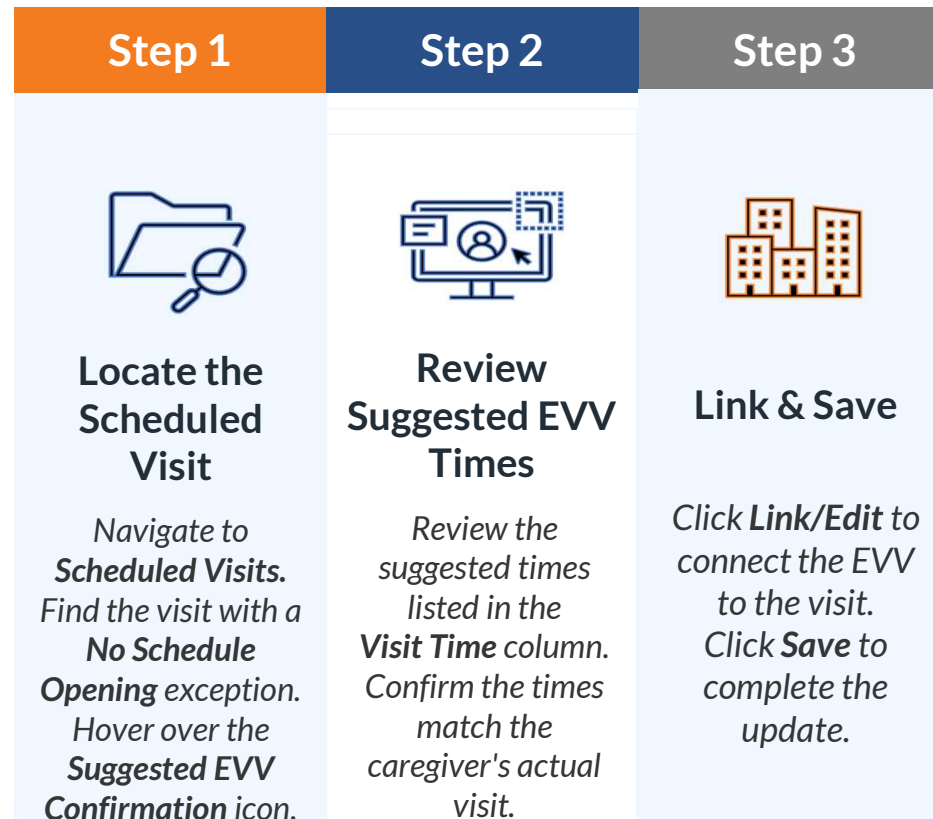
C. Visit > Visit Maintenance

D. Billing > Claims Management



# Managing Visit Exceptions

## ➤ Visit Maintenance: Linking EVV (No Schedule Opening) Workflow



**Note:** EVV linking will **NOT** place you out of compliance.

# Hello PEdemoAC

- Placements (9 Pending)**
- Events
- System Notifications
- Direct Messages
- Tasks
- Linked Communication

## Placements

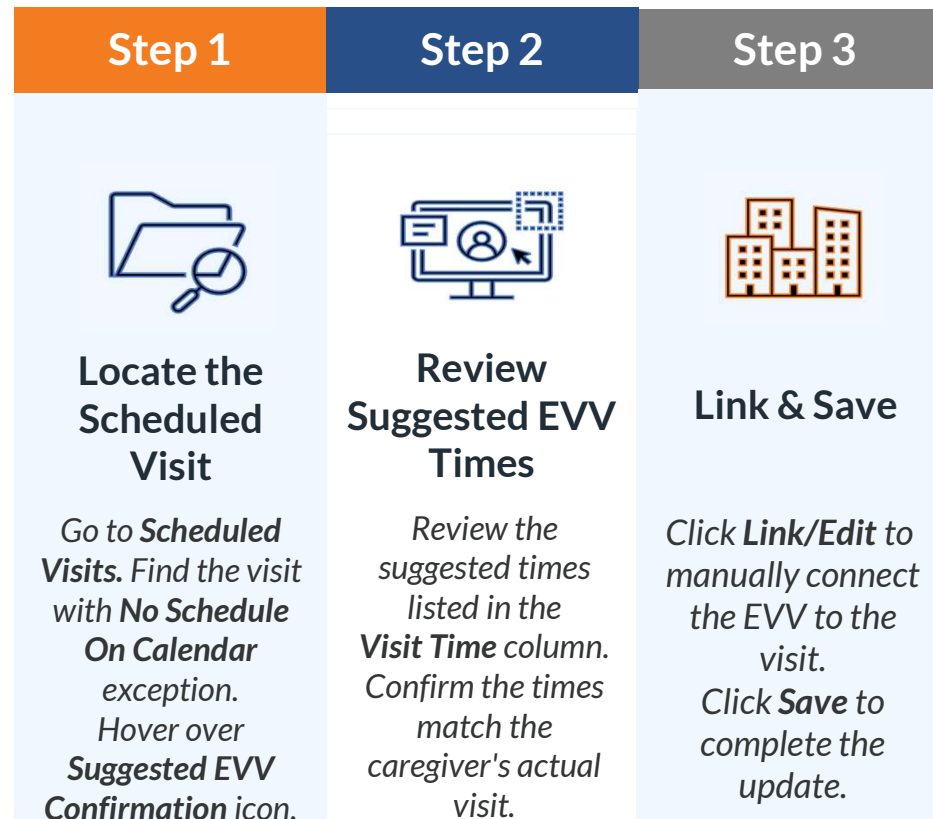
- Pending (0)**
- Accepted with Temp Caregiver (9)
- Staffed (0)
- Accepted with No Master Week(0)

Patient ^	Admission ID ⇅	Office ⇅	Start Date ⇅	Stop Date ⇅	Frequency ⇅	Service Category ⇅	Service Type ⇅	Request Sent At ⇅	Status ⇅	Cut Off Time ⇅	Payer Name ⇅
-----------	----------------	----------	--------------	-------------	-------------	--------------------	----------------	-------------------	----------	----------------	--------------

No data available in table



## ➤ Visit Maintenance: Linking EVV (No Schedule On Calendar) Workflow



**Note:** Linking EVV ensures the visit is validated and exception-free

# Visit Maintenance

Presentation last saved: Just now

Visits **Unscheduled Services** EVV Attempts

All fields marked with an asterisk (\*) are required.

Office \*

- UMA healthcare x
- UMA health care training x
- UMA MI office x

Date Range \*

04/01/2025 - 05/06/2025

Visit Status

Select one or more

Visit Exceptions

Select one or more

> Advanced Filters

Search Reset

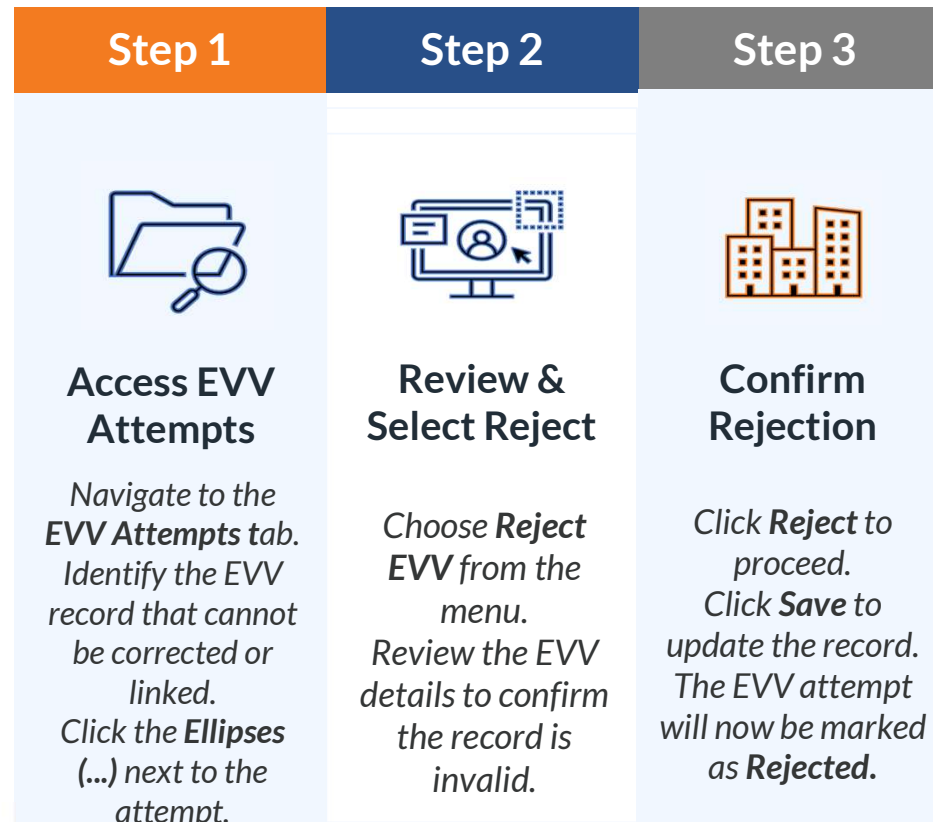
## Visits

Legend: ● Auto-Linked | ▲ EVV Exception | ✍ Manually entered time | 🔗 Suggested EVV confirmation | ✂ Time requires manual entry [View All](#)

Office: **UMA healthcare** **UMA health care training** 1 more Date Range: **04/01/2025 - 05/06/2025** Visit Status: **Completed** Caregiver: **Zidane, Barbara [KHC-1106]**

Date/Schedule	Visit Time	Patient	Caregiver	Visit Status	Visit Exceptions	Auth/Bill Info	Actions
05/01/2025 (NS) 0h 30m	Start: 10:45 AM ▲ End: 11:00 AM ▲ Duration: 0h 15m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed	• Caregiver Compliance	Life Care Demo Payer (KHC) T1019 697415456144	...
04/24/2025 (DF) 03:00 PM - 03:15 PM 0h 15m	Start: 03:00 PM ● End: 03:15 PM ● Duration: 0h 15m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed		Life Care Demo Payer (KHC) T1019 697415456144	...
04/24/2025 (NS) 0h 30m	Start: 01:45 PM ● End: 02:15 PM ● Duration: 0h 30m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed		Life Care Demo Payer (KHC) T1019 697415456144	...

## > Rejecting EVV Attempts Workflow



**Note:** Rejecting invalid EVV attempts maintains accurate records and prevents clutter.

# Visit Maintenance

Visits Unscheduled Services EVV Attempts

All fields marked with an asterisk (\*) are required.

**Office \***

- UMA MI office ×
- UMA health care training ×
- UMA healthcare ×

**Date Range \***

03/06/2026  - 03/06/2026 

**Visit Status**

Select one or more ▼

**Visit Exceptions**

Select one or more ▼

> Advanced Filters

# ➤ GPS Out of Range Workflow



**Note:** GPS mismatches require review to ensure EVV compliance before visits can be finalized.

# Visit Maintenance

Visits Unscheduled Services EW Attempts

All fields marked with an asterisk (\*) are required.

Office \*

UMA healthcare × UMA health care training ×  
UMA MI office ×

Date Range \*

10/24/2025 📅 - 10/24/2025 📅

Visit Status

Select one or more ▼

Visit Exceptions

Select one or more ▼

[Advanced Filters](#)



# Visit Verification

## ➤ Visit Verification: Scheduled Visits Workflow



**Note:** Visit Verification allows you to confirm visit details and proactively resolve exceptions.

# Hello PEdemoAC

- Placements (9 Pending)
- System Notifications**
- Direct Messages
- Tasks
- Linked Communication

## Search System Notifications

Priority: 
 Status: 
 From: 
 To:



## ➤ Visit Verification: Unscheduled Visits Workflow



**Note:** Monitoring **Unscheduled Services** helps prevent missed visits and ensures accurate visit creation.

# Visit Maintenance

Visits **Unscheduled Services** EVV Attempts

All fields marked with an asterisk (\*) are required.

**Office \***

UMA healthcare x UMA health care training x  
UMA MI office x UMA Botville x

**Date Range \***

01/13/2026 - 01/13/2026

**Visit Status**

Select one or more

**Visit Exceptions**

Select one or more

> Advanced Filters

**Search** Reset

## ➤ Knowledge Check 3 – Visit Exception

Which of the following is an example of a visit exception?

- A. Missing clock-out
- B. No schedule opening
- C. Location mismatch

D. All of the above



# Reporting & Monitoring EVV

# Visit Report



## What is it?

- The Visit Report displays detailed information for scheduled and/or completed visits, including visit dates, times and EVV confirmation status.

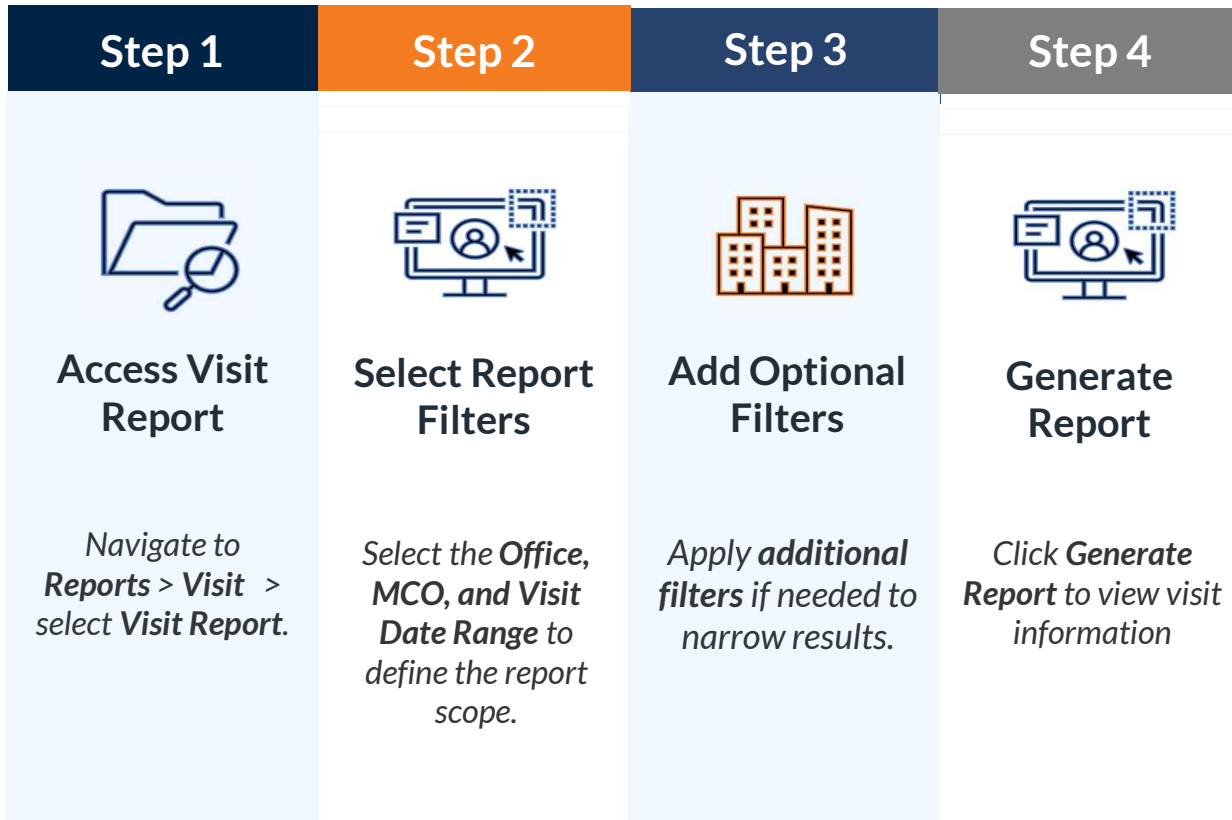
## Why is it useful?

- The Visit Report helps agencies review visit activity, identify EVV issues early, and confirm that visits are complete and ready to move forward in the workflow.

## When is it used?

- To review visit details for a specific date range
- To identify visits with EVV exceptions or missing information
- To validate visit data
- To support troubleshooting and audits

# > Visit Report



# ➤ Visit Report Screenshot

If a list view is preferred for reviewing Visit Maintenance, the Visit Report can be downloaded.

B	C	D	E	F	G	H	I	J	L	M
Member (Admission ID)	Caregiver (Code)	Coordinator	Visit ID	Visit Date	Scheduled	Visit Time	Duration	Schedule Type	MCO	Service Code
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	0800-0900	0800-0900	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/2/2025	1000-1100	1000-1100	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/2/2025	0800-0900	0800-0900	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	1300-1500	1300-1500	02:00	DF	Life Care Demo Payer (KHC)	T1019
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	0800-1200	0800-1200	04:00	DF	Life Care Demo Payer (KHC)	T1019:U1
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/7/2025	0800-1200	0800-1200	04:00	DF	Life Care Demo Payer (KHC)	T1019:U1
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/1/2025	0915-0930	0910-0925	00:15	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/1/2025	0000-0000	2100-2300	02:00	DV	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/2/2025	2200-2330	2200-2330	01:30	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/2/2025	1300-1330	1300-1330	00:30	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/4/2025	0000-0000	0916-1032	01:16	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/5/2025	0000-0000	1621-1646	00:25	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/6/2025	0000-0000	1305-		NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/7/2025	0000-0000	0946-1145	01:59	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/8/2025	1330-1430	1330-1430	01:00	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/12/2025	0000-0000	1632-1832	02:00	DV	Life Care Demo Payer (KHC)	T1019:UA
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/13/2025	1530-2230	1524-2223	06:59	DF	Life Care Demo Payer (KHC)	T1019

# EVV Compliance by Caregiver Report



## What is it?

- This report displays each caregiver's EVV compliance performance over a selected time period, including compliance percentages and EVV exception counts.

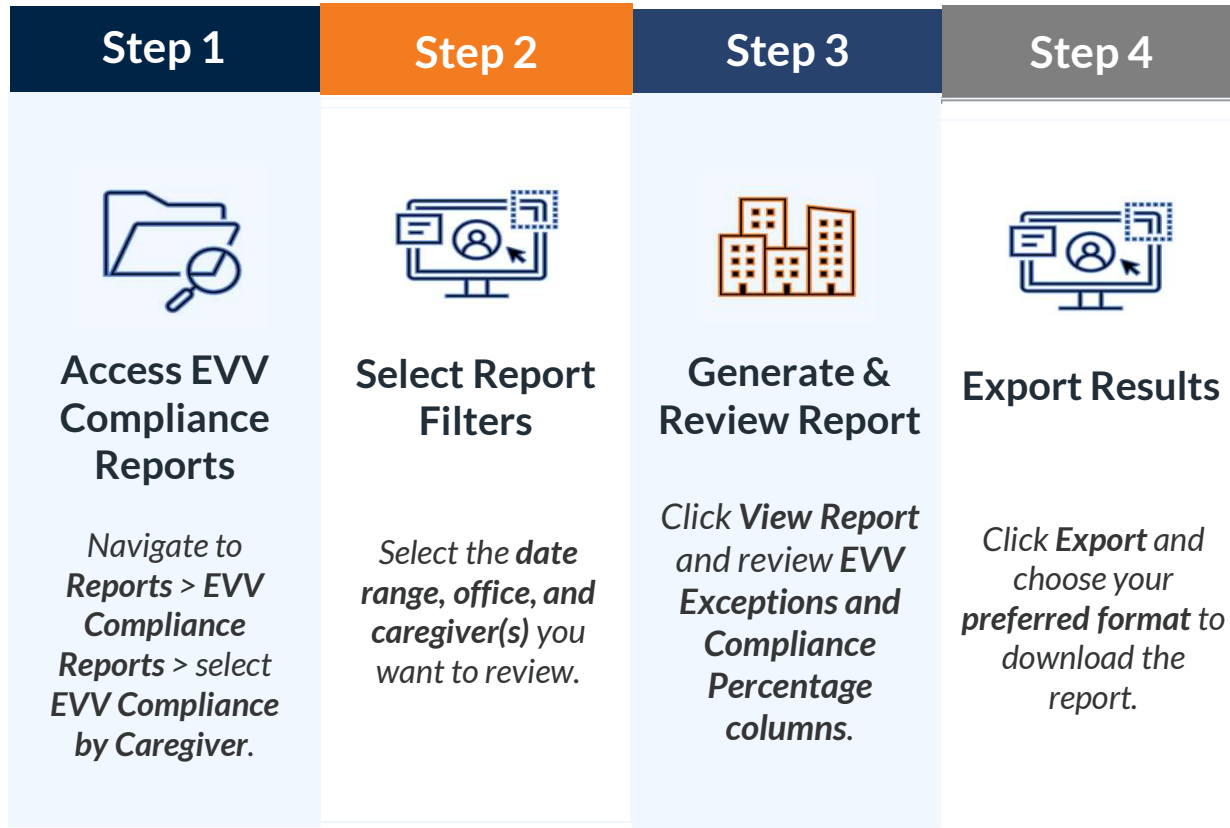
## Why is it useful?

- The report helps agencies identify caregivers who may be struggling with EVV capture and need additional coaching or follow-up, reducing repeat exceptions.

## When is it used

- To monitor caregiver EVV compliance trends over time
- To identify patterns of missed clock-ins or clock-outs
- To support targeted training and coaching efforts
- To improve overall EVV compliance across the agency

# ➤ EVV Compliance by Caregiver Report



# ➤ EVV Compliance by Caregiver Report

**Office(s):** UMA healthcare ,UMA MI office,UMA health care training  
**From Date:** 5/1/2025 **To Date:** 5/7/2025  
**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	Life Care Demo Payer (KHC)	UMA-1008	Freeman Jane	4	1	0	0	0	1	100.00%	0.00%
2	Life Care Demo Payer (KHC)	KHC-1003	Lopez Maria	18	1	0	0	0	1	100.00%	0.00%
3	Life Care Demo Payer (KHC)	KHC-1006	Shah2 Samir	5	1	0	0	0	1	100.00%	0.00%
4	Life Care Demo Payer (KHC)	KHC-1106	Zidane Barbara	3	3	2	0	0	1	33.33%	66.67%
5	Life Care Demo Payer (KHC)	KHC-1026	Bell Vicky	12	0	0	0	0	0	0.00%	0.00%

## ➤ Knowledge Check 4 – Reporting

Which report should you use to monitor caregiver EVV compliance trends over time?

A. EVV Compliance by Caregiver Report

B. Visit Report

C. Prebilling Report

D. Invoice Summary Report



# Key Takeaways

## Key Takeaways

- FI/FMS agencies should manage EVV visits using the Visit Maintenance tools in the HHAeXchange Enterprise Portal
- FI/FMS agencies will identify completed visits and visits with exceptions that require review
- FI/FMS agencies can resolve common EVV and visit exceptions to maintain accurate visit records
- FI/FMS agencies should ensure visits are reviewed and maintained for EVV compliance
- Visit the **Michigan State Information Center [MI FI/FMS]**— your central source for documents, timelines, and updates.



# Resources

# Support Resources

## Training Videos:

- [EVV Overview](#)
- [How to Enable Mobile App Access](#)
- [How to Clock In and Clock Out of the HHAeXchange+ Mobile App](#)
- [How to Locate Time & Attendance PIN](#)
- [How to Save the IVR Phone #](#)
- [How to Clock In and Out via IVR](#)
- [HHAeXchange+ Caregiver User Guide](#)

## Knowledge Base:

- [Visit Maintenance](#)
- [Reports](#)
- [EVV Compliance System Reports](#)
- [Events Reports Definitions](#)
- [Visit Reports Definitions](#)

## Additional Resource:

- [MI FI/FMS FAQs](#)

# HHAExchange+ Mobile App Caregiver User Guide




[HHAExchange+ Caregiver User Guide](#)


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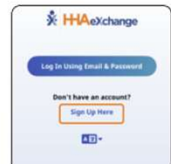
## HHAExchange+ Mobile: A Step-By-Step Guide for Caregivers


Use this guide to get started with the HHAExchange+ app, from first login through clocking out. Each step is simple, visual, and made to keep your day running smoothly!


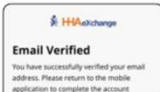
### Getting Started: Download, Sign Up, and Register

- 

Download HHAExchange+ app.
- 

Open the app and select your Language preference and tap **Apply**.
- 

Tap **Sign Up Here**.
- 

Enter your email address, create and confirm password, then tap **Sign up** to create your account.
- 
- 

**Email Verified**  
You have successfully verified your email address. Please return to the mobile application to complete the account.

# State Info Hub

## Provider Information Center

- To ensure you stay up to date on all the information, please visit our Michigan Information Center. This State Info Hub will be your primary source of information throughout this implementation such as process guides, training videos and interactive walkthroughs, including:
  - Services Portal Walkthrough
  - Training for Employees using EVV



<https://www.hhaexchange.com/info-hub/michigan-information-center>



The screenshot shows the HHAExchange website's Michigan Information Center. The header includes the HHAExchange logo, navigation links for Homecare Software, Technology, Resources, and Company, and a 'Request Your Demo' button. The main content area features a blue banner with a Michigan map icon and a 'Provider Onboarding Form' button. A table of contents sidebar lists sections like Overview, EVV Compliance, Michigan Home Health Fee for Service (FFS), Michigan Home Help, MI Choice, MI Health Link, Medicaid Managed Care Plan (MHP) and Behavioral Health, MI FI / FMS, Electronic Data Interchange (EDI) Process, Frequently Asked Questions, and Contact. The main content area is titled 'Michigan FMS / FI Electronic Visit Verification' and includes a welcome letter and an informational session announcement.

## ➤ Provider Resources: HHAeXchange Provider Knowledge Bases



**Provider Knowledge Base**

<https://knowledge.hhaexchange.com/enterprise/Content/Home/Home-N.htm>



**Caregiver Knowledge Base**

<https://knowledge.hhaexchange.com/caregiver/Content/Home/Home-CG.htm>



**Third-Party EVV (EDI)  
Knowledge Base**

<https://knowledge.hhaexchange.com/edi/Content/Home/Home-C.htm>

## ➤ Additional Resources

HHAeXchange  
Client Support  
Portal:

[https://hhaexchange.  
my.site.com/s/login/](https://hhaexchange.my.site.com/s/login/)

MI EVV Info:

[www.Michigan.gov/  
EVV](http://www.Michigan.gov/EVV)

MI Dept. of  
Health & Human  
Services  
(MDHHS) Email:

[MDHHS-  
EVV@Michigan.gov](mailto:MDHHS-EVV@Michigan.gov)

MI Contact  
Methods:

- Atypical providers call:  
1-800-979-4662
- Typical providers call:  
1-800-292-2550
- Beneficiary Help Line:  
1-800-642-3195



# Questions

Upcoming: MI FI/FMS: Office  
Hours Support



[Registration](#)  
from April 14, 2026 at  
11:30 AM ET

*thank you*