

## Michigan FI/FMS EVV — Frequently Asked Questions

Based on provider feedback from the Michigan FI/FMS EVV Webinar Sessions (March–April 2026). Answers highlight key HHaEXchange system requirements and common scenarios to help providers stay compliant.

### Important Notice

This FAQ does not address questions specific to FI/FMS Purchase of Service agreements and workflows at this time. Updated guidance will be communicated to providers once available.

## MOBILE APP & CLOCK IN/OUT

Question	Answer
<b>Can a caregiver clock in with the mobile app and clock out using IVR?</b>	Yes. Caregivers may use the mobile app and IVR (member's home phone) to clock in and clock out, or any supported combination of EVV methods within a single visit.
<b>What is the grace period between a caregiver's scheduled time and their actual clock in/out?</b>	Approximately 15 minutes.
<b>Can a visit be edited if a caregiver forgot to clock in?</b>	Yes. Visits can be edited to reflect the correct start or end time. A short instructional video is available on the HHaEXchange Michigan Info Hub for reference.
<b>Can caregivers propose shift adjustments in the mobile app?</b>	No. Caregivers cannot propose adjustments directly in the mobile app. The caregiver must notify their Employer of Record, who will then make the necessary Proposed Adjustment from the Services Portal.
<b>Do caregivers clock in and out for each task, or for each shift?</b>	Caregivers clock in and out of shifts, not individual tasks within a shift.
<b>What happens when a visit starts or ends outside the member's home?</b>	The caregiver selects the "Community" option during clock in or out. This removes the 600-foot home location requirement and prevents the visit from being flagged as out of compliance.
<b>If a caregiver provides services away from home (for example, a community outing), how do they clock in?</b>	Community visits can be completed from the mobile app using the community location option. Confirm with your program or the state that community visits are in scope for the services you provide.
<b>How does a caregiver use Offline Mode when there is no internet or cell service?</b>	The HHaEXchange mobile app includes an Offline Mode that allows caregivers to clock in and out without internet or cell service. Once connectivity is restored, visit data syncs automatically. Step-by-step guidance is available in the <a href="#">HHaEXchange Knowledge Base</a> .

**GPS & LOCATION**

Question	Answer
<b>What if the GPS coordinates on file are incorrect for a member's home?</b>	GPS coordinates can be reviewed and updated in Visit Maintenance within the provider portal. Select the best applicable reason code from the dropdown and add notes to document the correction. The FI/FMS should also review and update the member's address under the Patient Profile (if necessary).
<b>Is there a fixed list of reason codes when updating GPS or visit data?</b>	Yes. The reason code dropdown is a fixed list. Select the best applicable option and use the notes field to provide additional context for the correction.
<b>Are there specific edit reason codes for Self-Direction arrangements?</b>	No. The edit reason codes in the system are state-approved and apply across all program types. There are no codes exclusive to Self-Direction. Select the best applicable option based on the visit details and documentation.
<b>Will an edit reason code be rejected if the employer selects an option that does not seem to apply?</b>	No. Any code selected from the approved dropdown will be accepted, as long as a reason code is included with the manual edit.

**SERVICES PORTAL — EMPLOYER/EOR WORKFLOWS**

Question	Answer
<b>Does the employer sign into the mobile app to approve caregiver visits?</b>	No. Only the caregiver uses the HHaEXchange mobile app. The Employer of Record (EOR) logs into the Services Portal to review and approve completed visits.
<b>Does a member or beneficiary signature captured in the mobile app approve the visit?</b>	No. A caregiver-collected signature does not constitute visit approval. The Employer of Record must log into the Services Portal to approve the visit.
<b>Is the client signature feature available in the free version of the provider portal?</b>	Yes. The client signature feature is available in the free provider portal.
<b>Can caregivers and employers make corrections in the Services Portal?</b>	No. Caregivers can submit time for visits. Only the Employers of Record can review, validate, propose adjustments, and approve those submissions through the Services Portal.
<b>If a caregiver forgot to clock out, how does the employer handle the visit?</b>	The employer should propose an adjustment to add the missing clock-out time and then approve the visit through the Services Portal.
<b>Does a manual edit of a visit make it EVV non-compliant?</b>	HHaEXchange does not independently determine EVV non-compliance. The federal 21st Century Cures Act requires that visit data be reported electronically. The system supports manual edits for unavoidable situations; the state's compliance threshold accommodates a percentage of manually edited visits per quarter.

Question	Answer
<b>When a visit is manually edited or confirmed, who is responsible for adding a reason code?</b>	The Employer of Record must add a reason code when a visit is manually edited or manually confirmed in the Services Portal.
<b>Who is expected to approve caregiver shifts — the consumer (EOR) or their guardian?</b>	The Employer of Record (the consumer or beneficiary) is the expected approver for caregiver shifts in the Services Portal. If the consumer is unable to complete EVV tasks due to a limitation, a guardian or authorized representative may approve shifts on their behalf.
<b>Does the EOR have access to run compliance reports in the Services Portal?</b>	Compliance and reporting tools are not currently available within the Services Portal. These reports are accessible through the Provider Portal.

## PROVIDER PORTAL — SETUP & ADMINISTRATION

Question	Answer
<b>Where can a provider find authorizations in HHaEXchange?</b>	Authorizations are visible in the patient profile, in both the Calendar view and the Auth/Orders section.
<b>Where is Visit Maintenance located — in the Services Portal or the Provider Portal?</b>	Visit Maintenance is located in the Provider Portal. Employers of Record do not have access to Visit Maintenance; their corrections are handled through the proposed adjustment workflow in the Services Portal.
<b>Is the Services Portal a separate and distinct portal from the Provider Portal?</b>	Yes. The Services Portal is a separate portal used by Employers of Record and caregivers. The FI/FMS creates and manages Services Portal access from within the Provider Portal.
<b>How do I find my HHaEXchange Customer ID?</b>	Your Customer ID is displayed in the upper-right corner of the portal. Select the user profile menu to view it. You will need your Customer ID when contacting HHaEXchange support.
<b>Is there a bulk import template for uploading employers to the Services Portal?</b>	No. There is currently no bulk import option for adding users to the Services Portal. Employers must be added individually through the patient profile in the provider portal.
<b>Can you link a patient and their caregiver on the caregiver import sheet?</b>	No. The caregiver import does not support linking a patient to a caregiver directly. After the import, navigate to the patient profile and add the caregiver in the "Caregivers with Mobile Patient Info Access" section.
<b>Who sends authorizations into HHaEXchange?</b>	Authorizations are sent by the payer — the Integrated Care Organization (ICO), Waiver Agency, or Community Mental Health (CMH) entity, depending on the program. HHaEXchange routes each authorization to the portal associated with the FI/FMS identified on the authorization.
<b>If an authorization is missing or outdated in HHaEXchange, what should a provider do?</b>	Contact the Managed Care Entity (payer) directly and ask them to send an updated authorization to HHaEXchange. The FI/FMS or employer should not attempt to enter or modify authorizations manually.

Question	Answer
<b>Is the FI/FMS required to set up provider agencies in HHaEXchange?</b>	Yes. Provider agencies that render services under a Self-Direction arrangement must be set up within the FI/FMS Provider Portal so they are correctly linked to the FI. This ensures that authorization data from the payer routes to the correct portal and that EVV visit data is properly captured.

## EVV COMPLIANCE & SYSTEM RULES

Question	Answer
<b>Is scheduling required for EVV compliance?</b>	No. Scheduling is not required in HHaEXchange. Providers can report EVV through unscheduled visits. Use of the scheduling feature is optional.
<b>Are notes required for a caregiver to successfully clock out?</b>	No. Notes are not a requirement for a successful clock-out in the EVV system.
<b>If a provider uses a third-party EVV system, how do manual edits affect compliance?</b>	Providers using a third-party EVV system should make all visit corrections within that third-party system. The corrected data will then flow into HHaEXchange automatically. Do not make edits directly in HHaEXchange if you are using a third-party system, as this may cause data conflicts.
<b>Does using HHaEXchange for EVV change the billing process?</b>	Not currently. Billing is not in scope through the free Provider Portal. Providers should continue to bill for services using their current process until otherwise notified.

## TRAINING & RESOURCES

Question	Answer
<b>Where can providers find training for the Services Portal?</b>	Services Portal Resources is available in the <a href="#">HHaEXchange Knowledge Base</a> .
<b>Where are webinar recordings and slide decks from training sessions posted?</b>	Training recordings for Michigan FI/FMS webinars are available on the HHaEXchange Michigan Info Hub under the MI FI/FMS tab at: <a href="https://www.hhaexchange.com/info-hub/michigan-information-center">https://www.hhaexchange.com/info-hub/michigan-information-center</a>