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CARE FORWARD

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Customer Summit

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Never Miss an Expiration: Mastering Caregiver Compliance Tracking

October 8, 2026



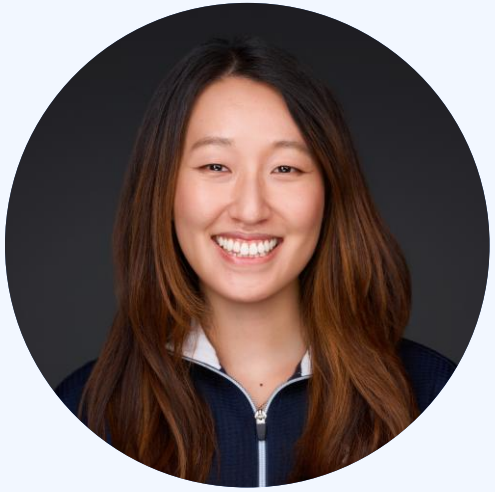
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speakers



Bill Reilly

Role: Sr. Training Specialist
Team: Customer Experience
Tenure: 11 years
Areas of Expertise: Everything ENT



Ashley Cho

Role: Sr. Training Specialist
Team: Customer Experience
Tenure: 5 years
Areas of Expertise: Revenue Cycle

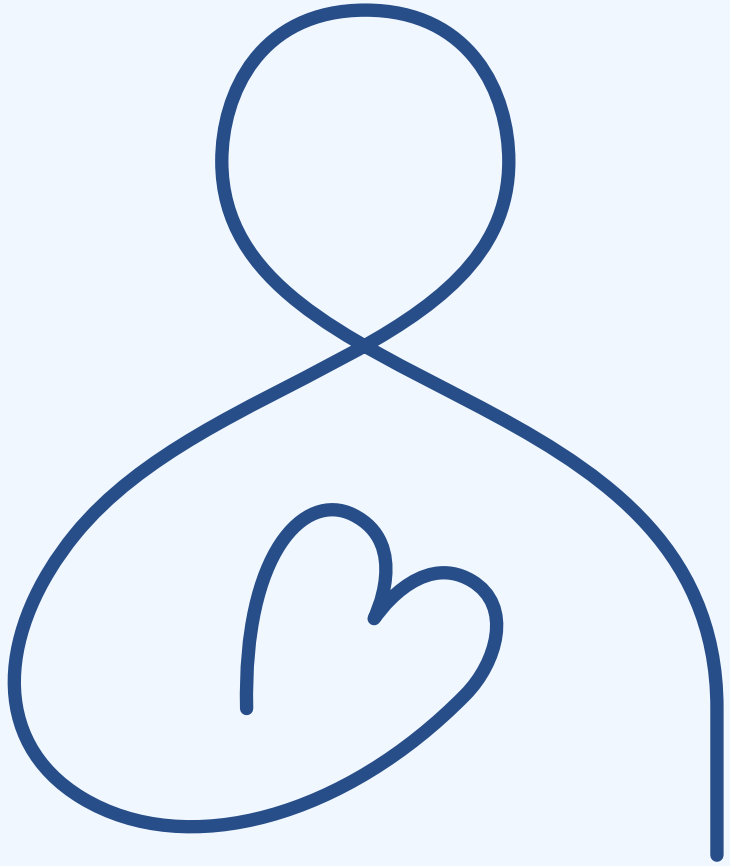
agenda

- What is Caregiver Compliance?
- Caregiver Compliance Overview (Expectations)
- Item Manager
- Compliance Setup
- Publish Compliance
- Reports
- Key Takeaways
- Resources
- Q&A

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Overview

This session provides a practical overview of Caregiver Compliance and how it's used. We will go over the different components and the workflow to set it up to meet your agency's needs



Who should take this training?

- Homecare Agency Staff
- Administrators / Supervisors / Human Resources



What is Caregiver Compliance?

POLL

Raise your hand if you

Are you using Caregiver Compliance in HHAeXchange?



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What is Caregiver Compliance?



- A way to ensure caregivers have the proper documentation required for their job roles/description compliant with state requirements.
- A tool to follow-up on upcoming or outstanding caregiver documents needed for compliance.
- A module to track the history of necessary documentation for caregivers to have.

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Caregiver Compliance Overview

Caregiver Compliance Overview

Caregiver Compliance simplified: Create the items you wish to track, determine how they work, and then publish for you to be able to use your setup.

1 Item Manager

Create the individual items or documents to track for compliance.

- Items such as Vaccinations, 1-9 requirements, etc

2 Compliance Setup

Setup the logic for each item created in the previous step.

- Items in Item Manager can be configured to show results

3 Review & Publish

Ensure all items and setup are reviewed for accuracy before publishing.

- Review and publish relevant items created in the Compliance Setup

4 Run Reports

Review reports to show all non-compliant caregivers or caregivers about to have upcoming document expiration dates.

- Several reports are available to run at an ad hoc basis.

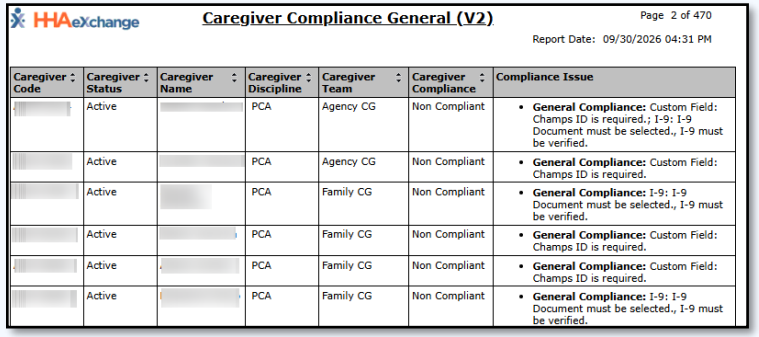
Provider Tip: Be prepared with the individual items you wish to track before starting to build your Caregiver Compliance.

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Caregiver Compliance Overview

WHY DOES IT MATTER

You determine what caregiver items to track and when to take action.



HHAeXchange — Caregiver Compliance General (V2) — Page 2 of 470

Report Date: 09/30/2026 04:31 PM

Caregiver Code	Caregiver Status	Caregiver Name	Caregiver Discipline	Caregiver Team	Caregiver Compliance	Compliance Issue
[redacted]	Active	[redacted]	PCA	Agency CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.; I-9: I-9 Document must be selected., I-9 must be verified.
[redacted]	Active	[redacted]	PCA	Agency CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.
[redacted]	Active	[redacted]	PCA	Family CG	Non Compliant	• **General Compliance:** I-9: I-9 Document must be selected., I-9 must be verified.
[redacted]	Active	[redacted]	PCA	Family CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.
[redacted]	Active	[redacted]	PCA	Family CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.
[redacted]	Active	[redacted]	PCA	Family CG	Non Compliant	• **General Compliance:** I-9: I-9 Document must be selected., I-9 must be verified.

What Caregiver Compliance can do for your agency

- Create compliance requirements for all caregivers to follow.
- Determine which items and how often they need to be followed up on.
- Run Reports to identify when something expires so that you can be proactive instead of reactive.

KEY TAKEAWAY State and payer requirements for caregiver compliance exist, so why not keep track of them all in one place?

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How to Prepare

Before you begin to build out your Caregiver Compliance, be prepared with these items in mind:

Gather every item/document that you wish to track for caregiver compliance.

What individual items need to be tracked (i.e. vaccinations, physicals, etc).

Outline current caregiver compliance needs.

What items or documents are absolutely necessary for compliance vs what are nice to have.

Separate requirements by discipline.

Setup is discipline-specific because requirements are typically different (i.e. PCA vs RN disciplines).

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Item Manager

Item Manager – What it Does

Item Manager – The step where each individual item/document is created to be tracked later on.

Purpose:

- Create the components that need to be tracked.
- Compliance logic will be applied to items created in this step.
- Create agency-specific items/documents if needed.

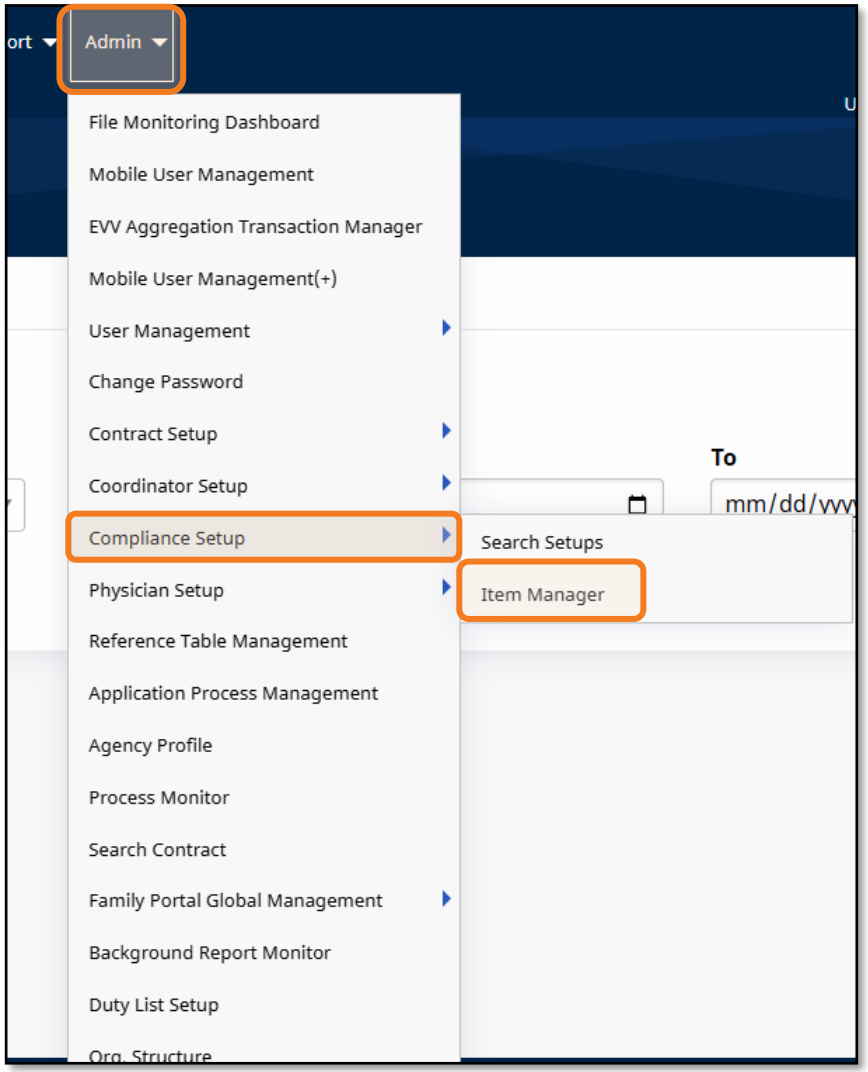
Examples:

- Medicals (Vaccines, Physicals, etc.)
- Evaluations
- Training Schools
- Other Compliance Items (References, Driver's License, etc.)

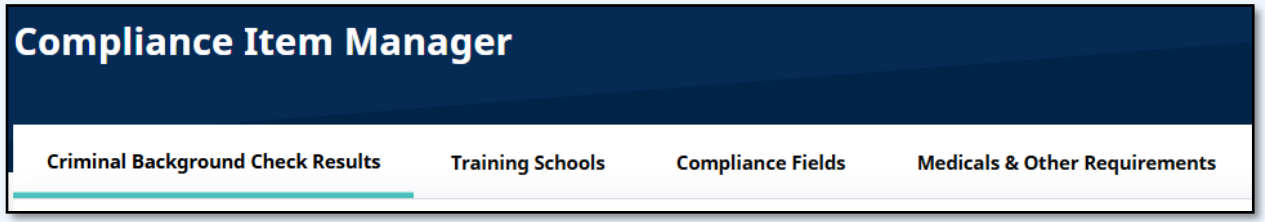
Why it Matters – The components created in this step become the foundation of what makes a caregiver compliant.

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Item Manager



Path: Admin > Compliance Setup > Item Manager



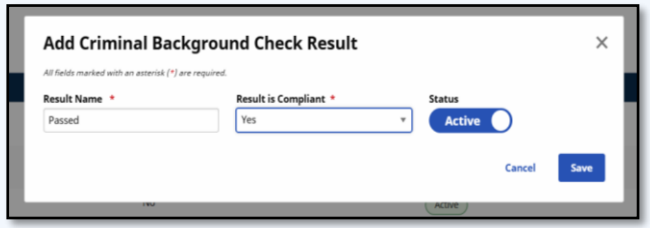
- **Item Manager has 4 different categories:**
  - Criminal Background Check
  - Training Schools
  - Compliance Fields
  - Medicals & Other Requirements
- **Not all categories must be filled out – agencies can pick and choose.**
- **Agencies can navigate to their desired tab and click "Add" to begin creating items.**

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Item Manager – Tabs

The following tabs follow the same logic of creating items to track and/or the results that can appear for each item.

Criminal Background Check Results Tab



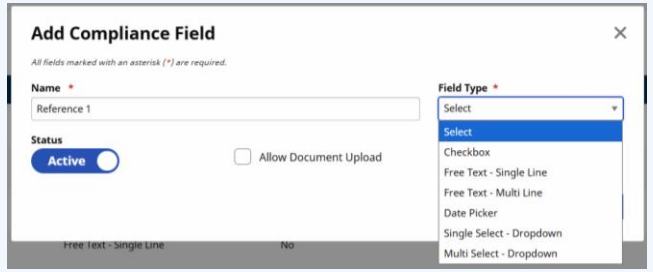
Results are created and distinguished as compliant (Yes) or non-compliant (No).

Training Schools Tab



Training schools are created so that they can be added to caregiver profiles if needed.

Compliance Fields Tab



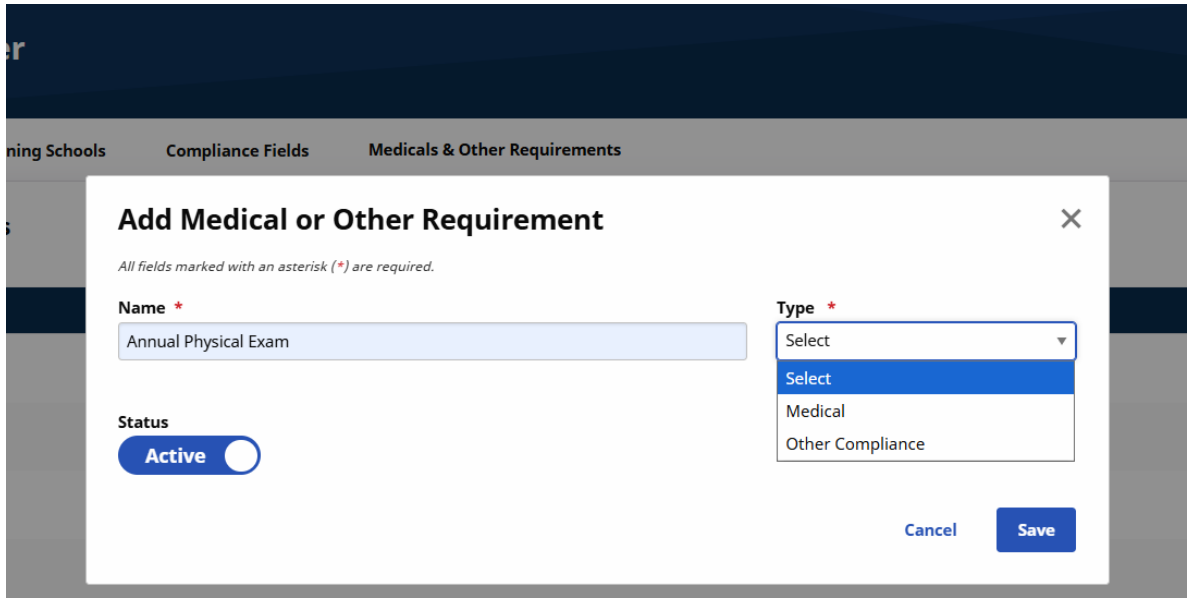
Items that require documents to be scanned can be created in the Compliance Fields tab.

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Item Manager – Medicals & Other Requirements

Purpose:

- Medical Items (i.e. Physical Exam) that need to be completed are created here.
- Items created here are tasks or documents that need to be completed and can initiate subsequent items to be completed.
- **Note:** If creating a Physical Exam, it is advised to create the initial and then the follow up.



In this example, the Annual Physical Exam will be categorized as a “Medical” type.

Provider tip: Keep item categorization consistent. Distinguish early what a medical requirement is and what is categorized as an “Other Requirement”.

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Compliance Setup

Compliance Setup – What it Does

Compliance Setup – The step where you set in motion the items created in Item Manager

Purpose:

- Determine which items and results are compliant vs non-compliant.
- Create follow-up actions once initial items are completed
- Set items to expire so that they can be marked for follow-up at a later date.

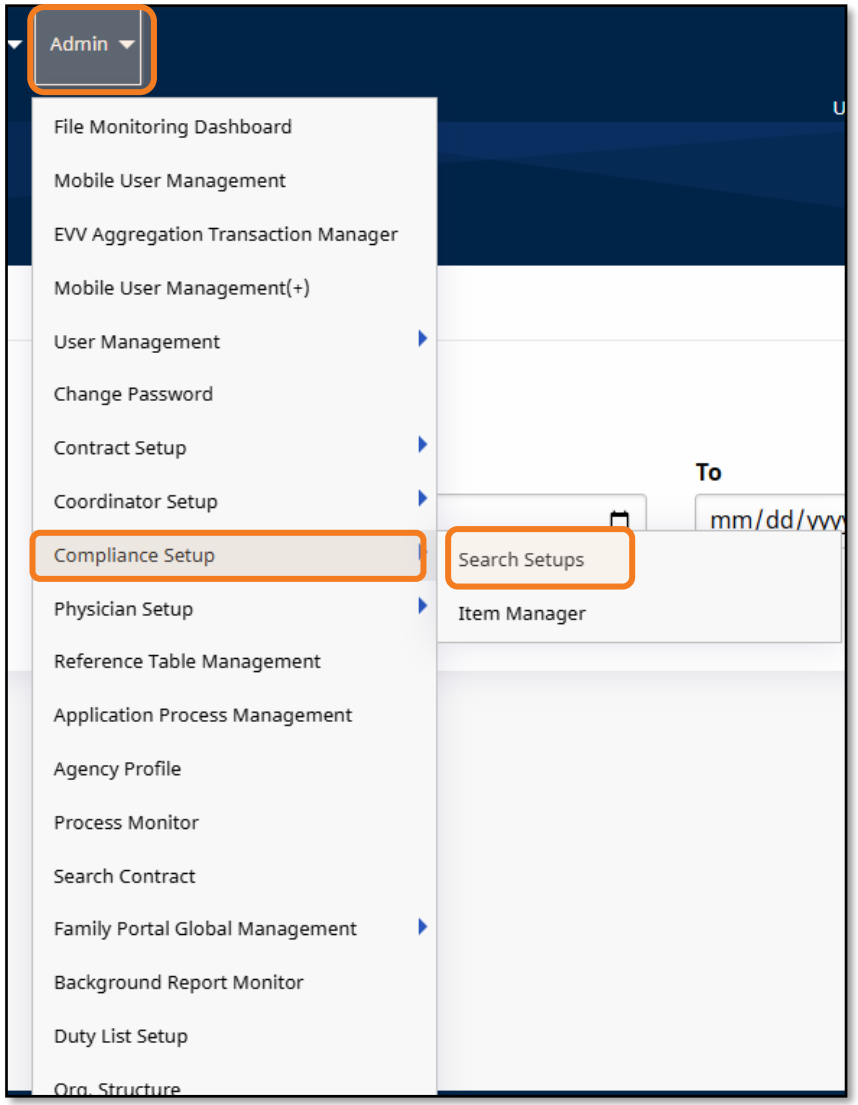
Examples:

- A “Pass” result is compliant vs “Failed” result is not compliant.
- Initial and Annual Physical Exams
- When a Driver’s License expires, reverification is needed.

Why it Matters – The logic applied to items created in Item Manager can now perform actions.

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Search Setups



Path: Admin > Compliance Setup > Search Setups

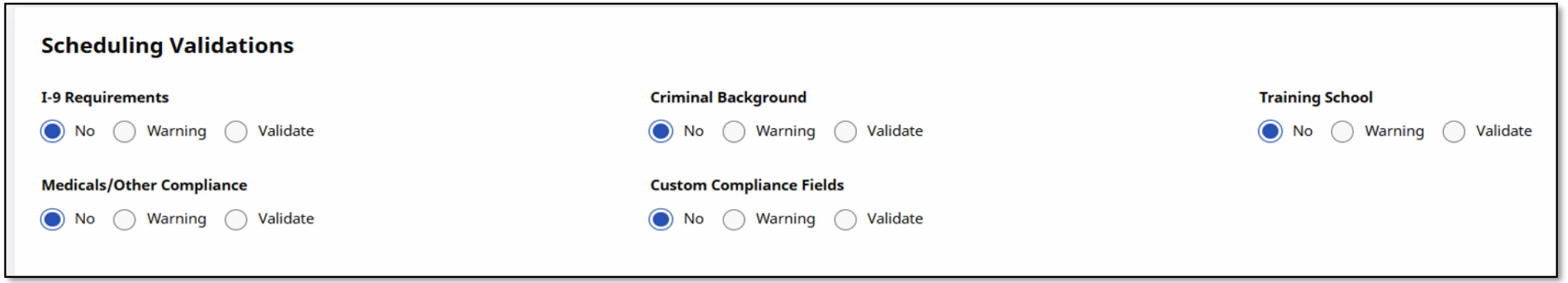


- By selecting “Add Compliance Configuration" allows you to create a new Compliance Setup
- The General tab must be filled out first and Saved before you have access to all the tabs on the Compliance Configuration.
- Ensure that the Office is selected in the General tab for the compliance to be applied.

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General Tab

The different types of scheduling validations



No

This item does not have any effect on a caregiver being scheduled for a shift.

Warning

Considered a soft stop, where a warning will not prevent scheduling, but will give notice to coordinators scheduling a caregiver who is not compliant with this item.

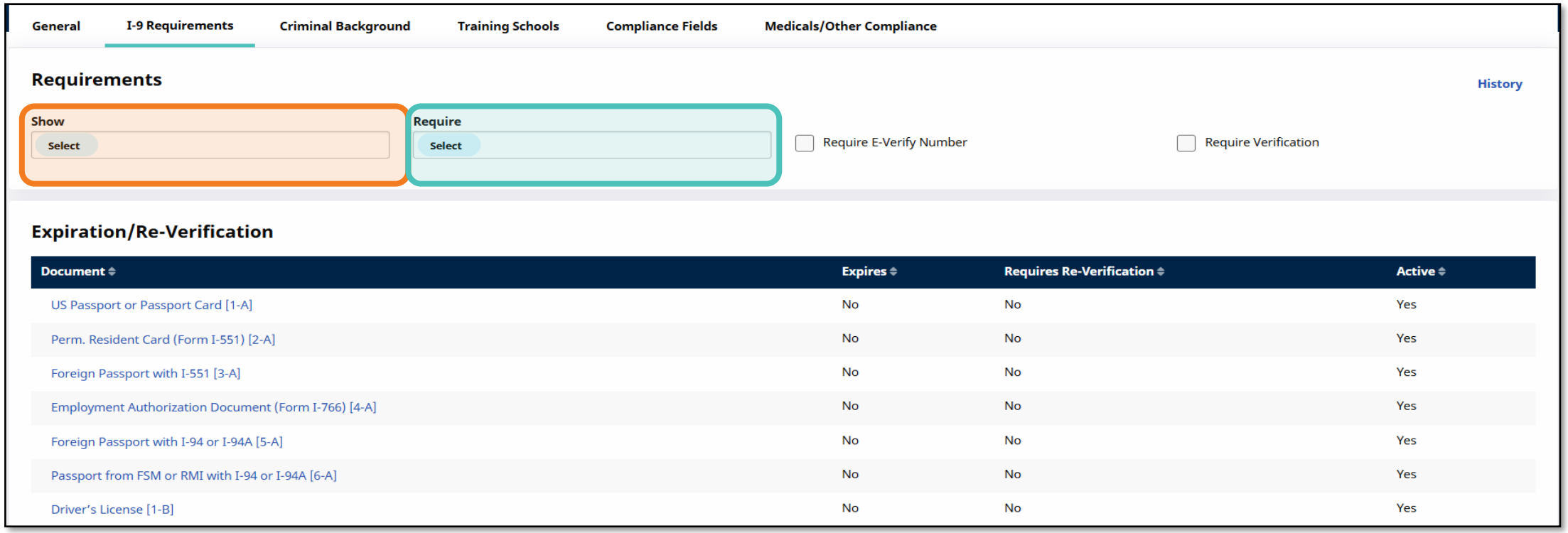
Validate

If a caregiver is not compliant with this item, it will prevent them from being scheduled on a shift until addressed.

Next Steps: After filling out all required fields, select “Save” to move to the next tab.

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I-9 Requirements Tab



The "Show" and "Require" fields determine which disciplines are assigned I-9 items.

The disciplines chosen here will see I-9 items in the individual caregivers' compliance section of their profile.

The disciplines chosen here will be required to have the below I-9 items

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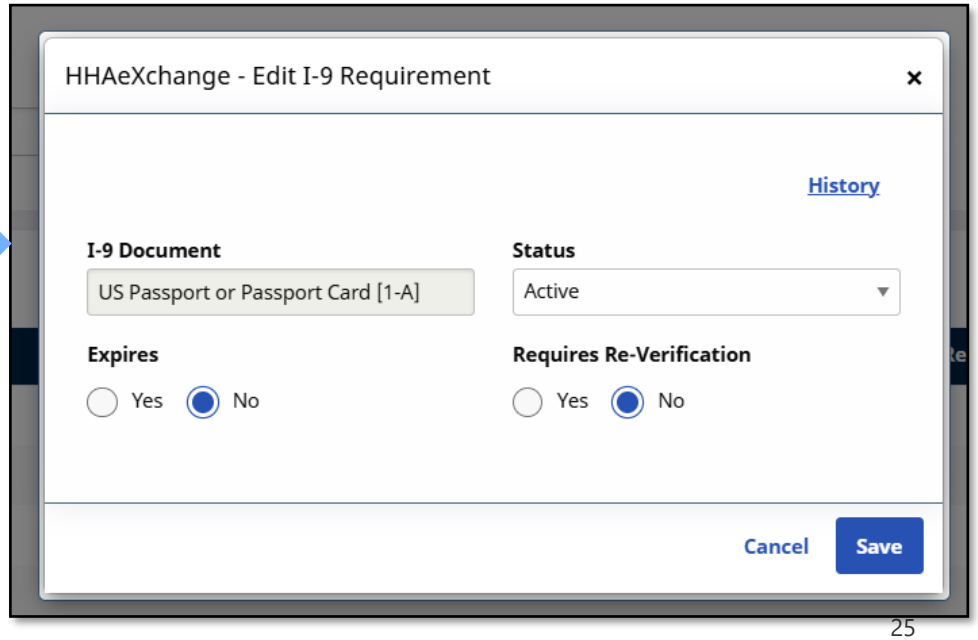
I-9 Requirements Tab

Expiration/Re-Verification

Document	Expires	Requires Re-Verification	Active
US Passport or Passport Card [1-A]	No	No	Yes
Perm. Resident Card (Form I-551) [2-A]	No	No	Yes
Foreign Passport with I-551 [3-A]	No	No	Yes
Employment Authorization Document (Form I-766) [4-A]	No	No	Yes
Foreign Passport with I-94 or I-94A [5-A]	No	No	Yes
Passport from FSM or RMI with I-94 or I-94A [6-A]	No	No	Yes
Driver's License [1-B]	No	No	Yes

- **Pre-populated I-9 Items are defaulted to not expire and not require re-verification.**
- **Select items you wish to make an expiring item and/or requires re-verification.**

  By selecting "Yes" for both, the item can be set to expire so that you can follow up with caregivers to re-verify that their documents are still active.

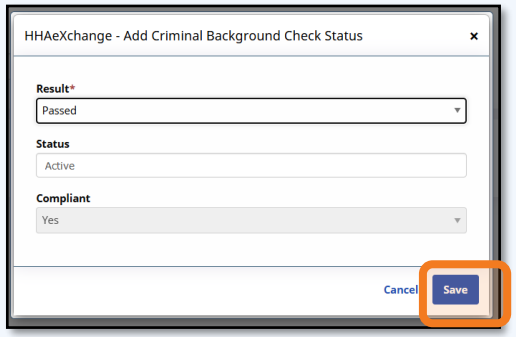


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Compliance Setup – Tabs

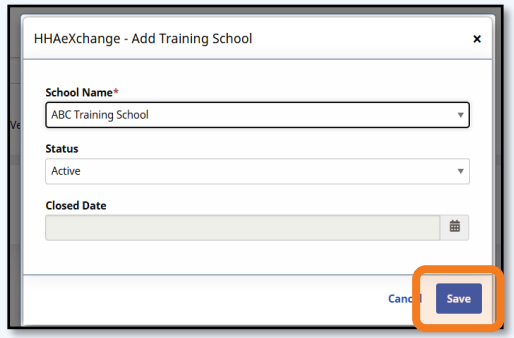
The following tabs follow the same logic of adding what was created in Item Manager.

Criminal Background Check Results Tab



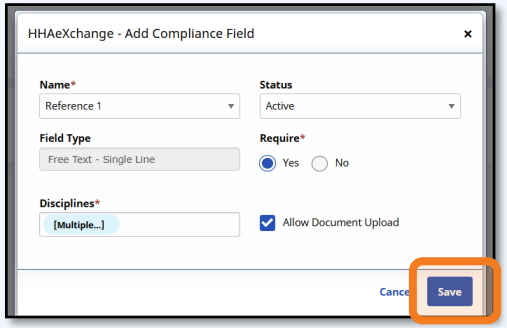
Results created in Item Manager are added here.

Training Schools Tab



Training Schools created in Item Manager are added here.

Compliance Fields Tab



Compliance Fields and requirements created in Item Manager are added here.

Please Note: Ensure you select “Save” on the pop-up window and then again on the main window to save the items.

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Medicals/Other Compliance Tab - Scenario

An example scenario for an initial and annual physical exam.

Sunny Days Home Care requires all caregivers to complete an Initial Physical Exam upon Hire Date. Then an Annual Physical Exam is required 365 days after the initial one. Here's how Sunny Days would create the logic in the Medicals/Other Compliance tab:

Things to Keep in Mind:

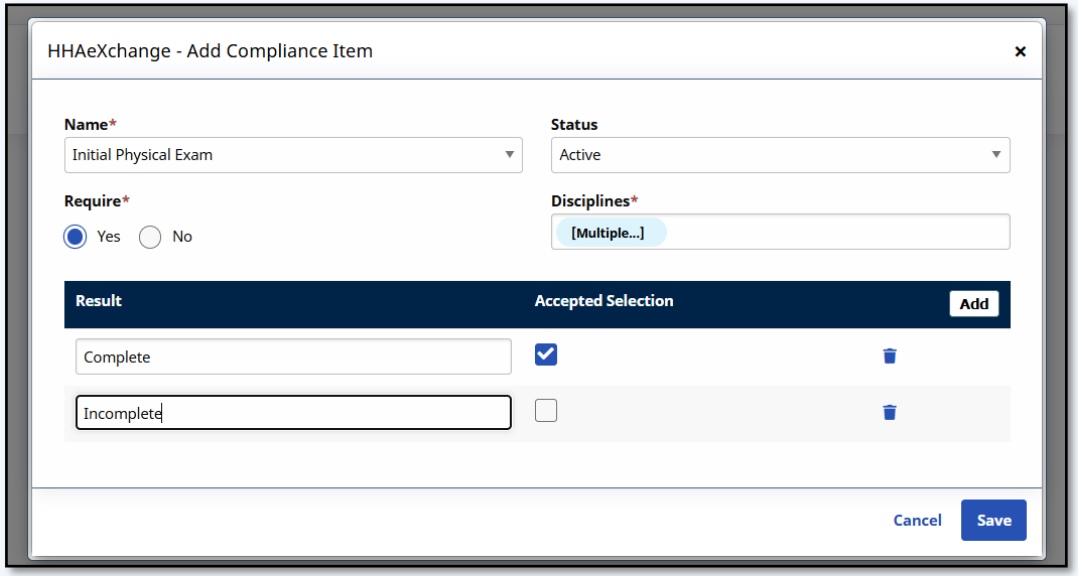
- **Item Manager:** Ensure both the Initial Physical Exam and the Annual Physical Exam were created individually in Item Manager. The Initial will be the foundation for the Annual.
- **Requirement:** Items in this tab are not required unless marked as "Yes" for required.
- **Timing:** The timing of each item can vary and is under the discretion of the provider agency and any HR rules.

Don't Worry: The steps will be outlined in the next slides as well as a video demo of the process at the end.

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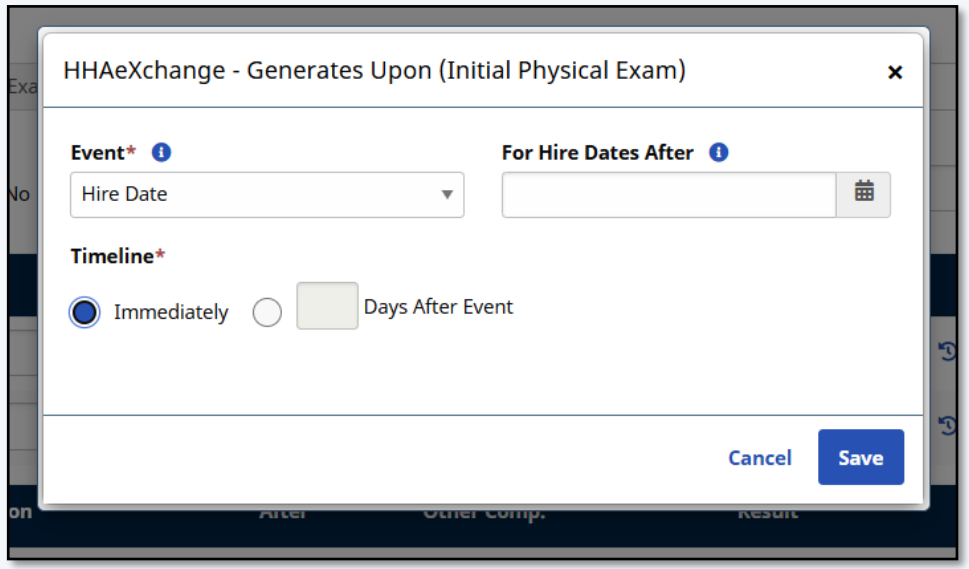
Medicals/Other Compliance Tab - Scenario

1 Select “Initial Physical Exam” from Dropdown and add Results before saving



After selecting “Add Compliance Item’ a pop-up will show where you can select “Initial Physical Exam” from the dropdown menu. Then add the results for the item and what is an accepted selection to be compliant.

2 Click on “Initial Physical Exam” after saving to choose when to make it required

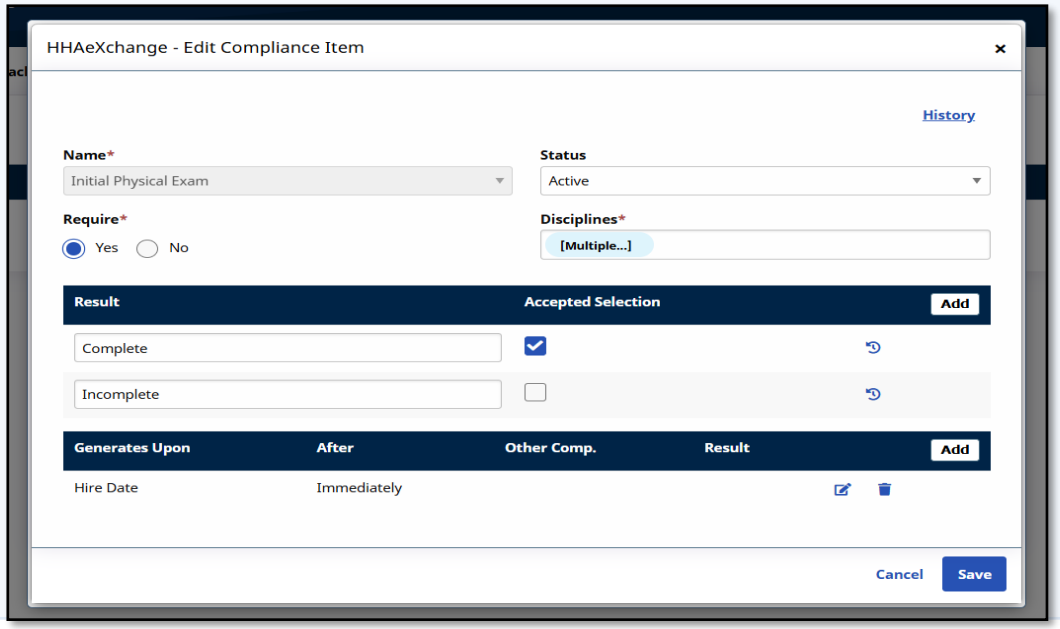


After saving, click on the newly created “Initial Physical Exam” and mark it as required immediately on the Hire Date like the screenshot above. Save to move to the next step.

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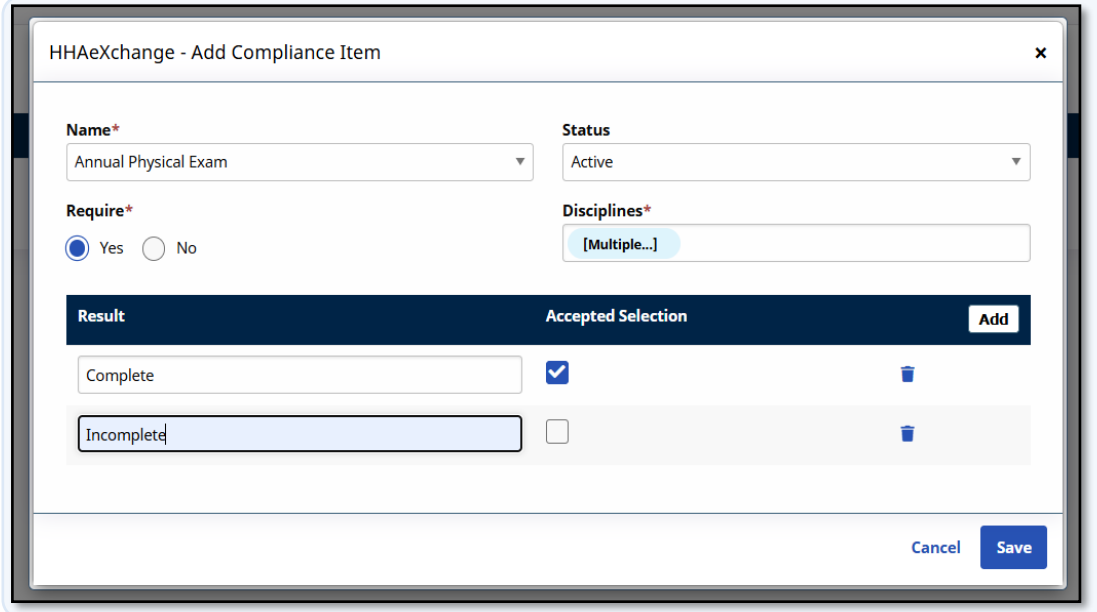
Medicals/Other Compliance Tab - Scenario

3 Save the pop-up screen for the Initial Physical Exam



When all the required and necessary fields are filled out, the last step is to save this item.

4 Select “Add Compliance Item” again to create the “Annual Physical Exam” and repeat Step 1

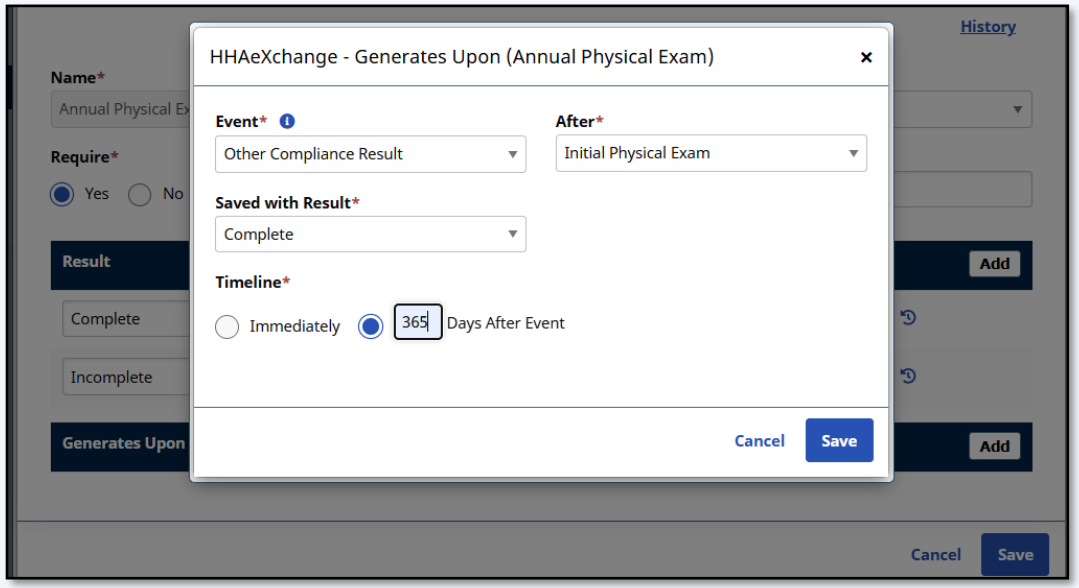


Repeat Step 1 for the “Annual Physical Exam” exactly how it was done for the “Initial Physical Exam”.

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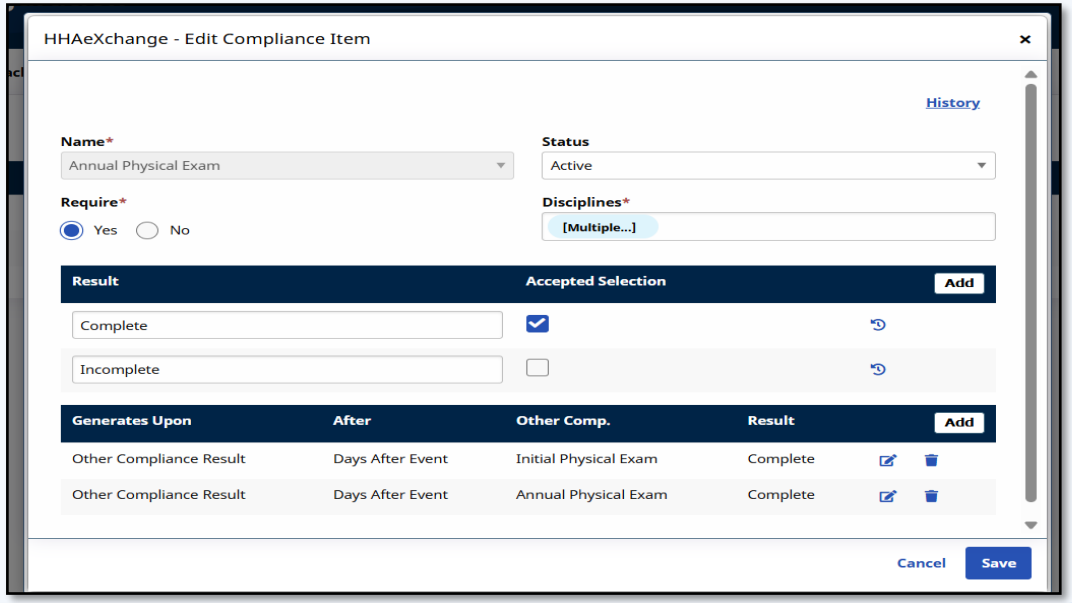
Medicals/Other Compliance Tab - Scenario

5 Click on “Annual Physical Exam” after saving to choose when to make it required



Repeat Step 2 except the Event would be “Other Compliance Result” so that it can be done 365 days after the “Initial Physical Exam” is saved as “Complete”.

6 Save the pop-up screen for the “Annual Physical Exam”

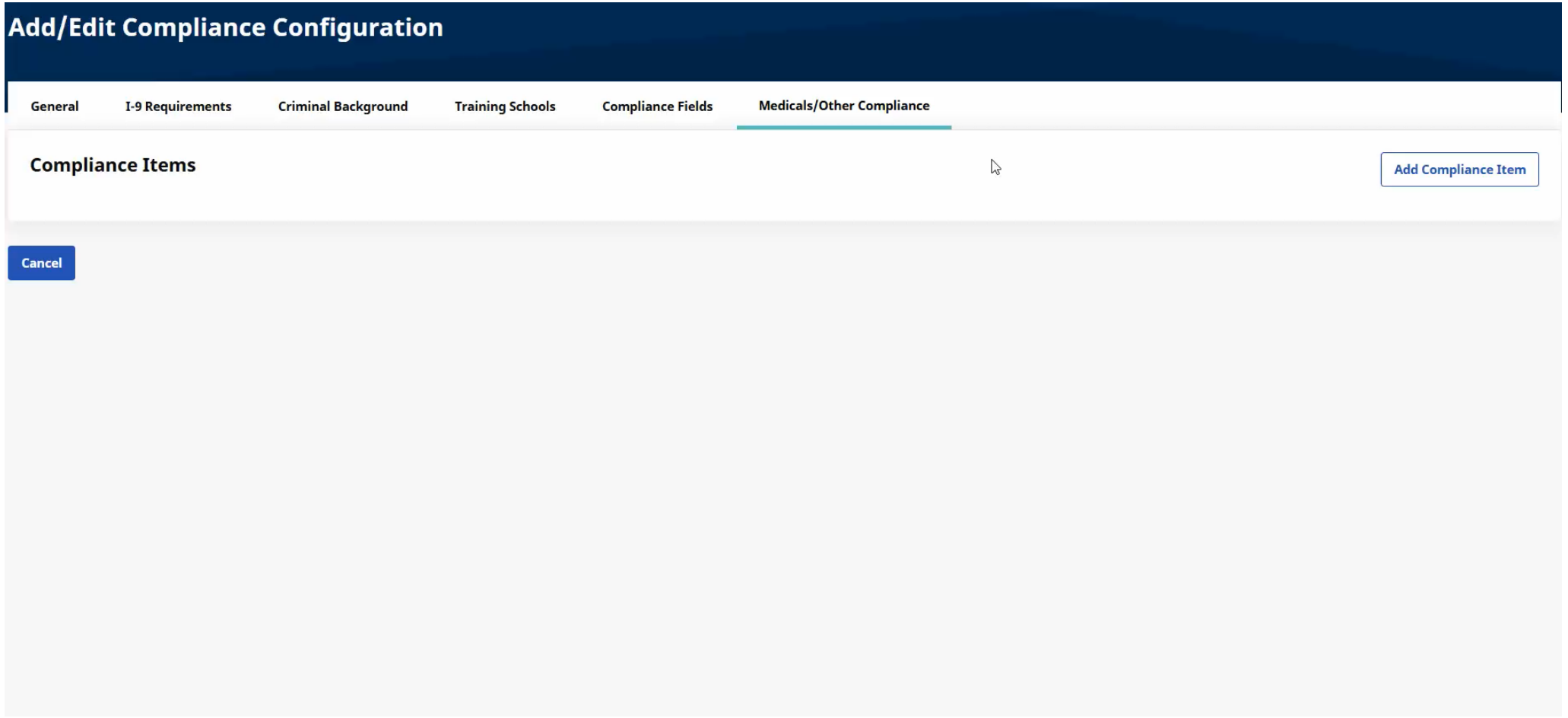


Save the pop-up screen now that the Annual Physical Exam is configured to be required 365 days after the Initial Physical Exam.

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Demo

Adding the Initial Physical Exam and the following Annual Physical Exam



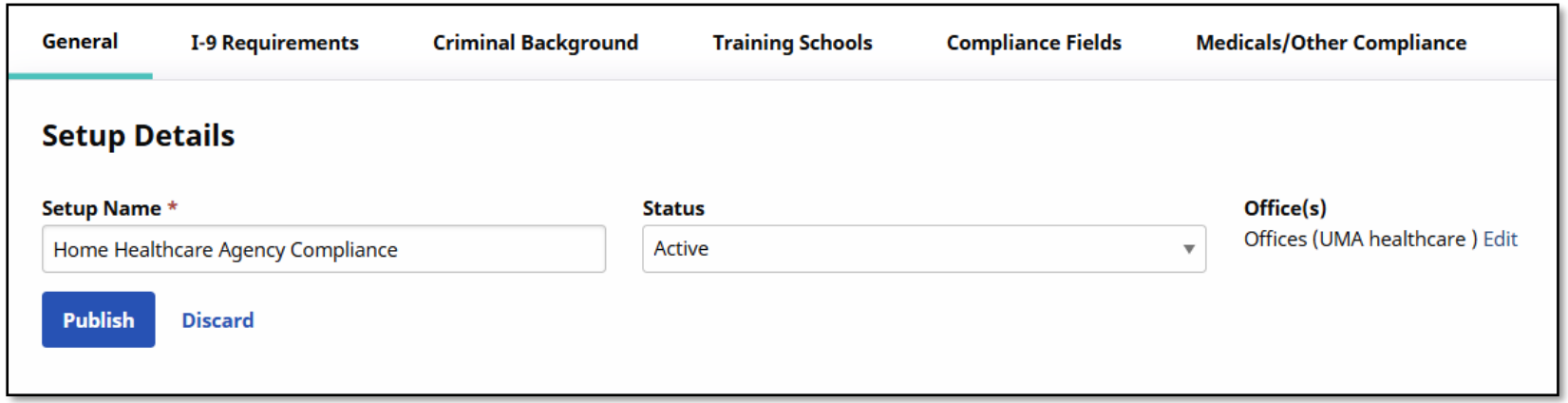
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Publish

Publish

Now we are ready to complete and publish the compliance settings to caregiver profiles



When you have reviewed all tabs (even if not all of them were configured), by going back to the "General" tab, the compliance setup is able to be published or discarded.

Publish will take your compliance setup and apply it to caregiver profiles. Discard allows you to remove any new additions to your compliance setup before publishing.

Next Steps

After publishing, it's time to go into each individual caregiver profile to ensure all items are properly documented.

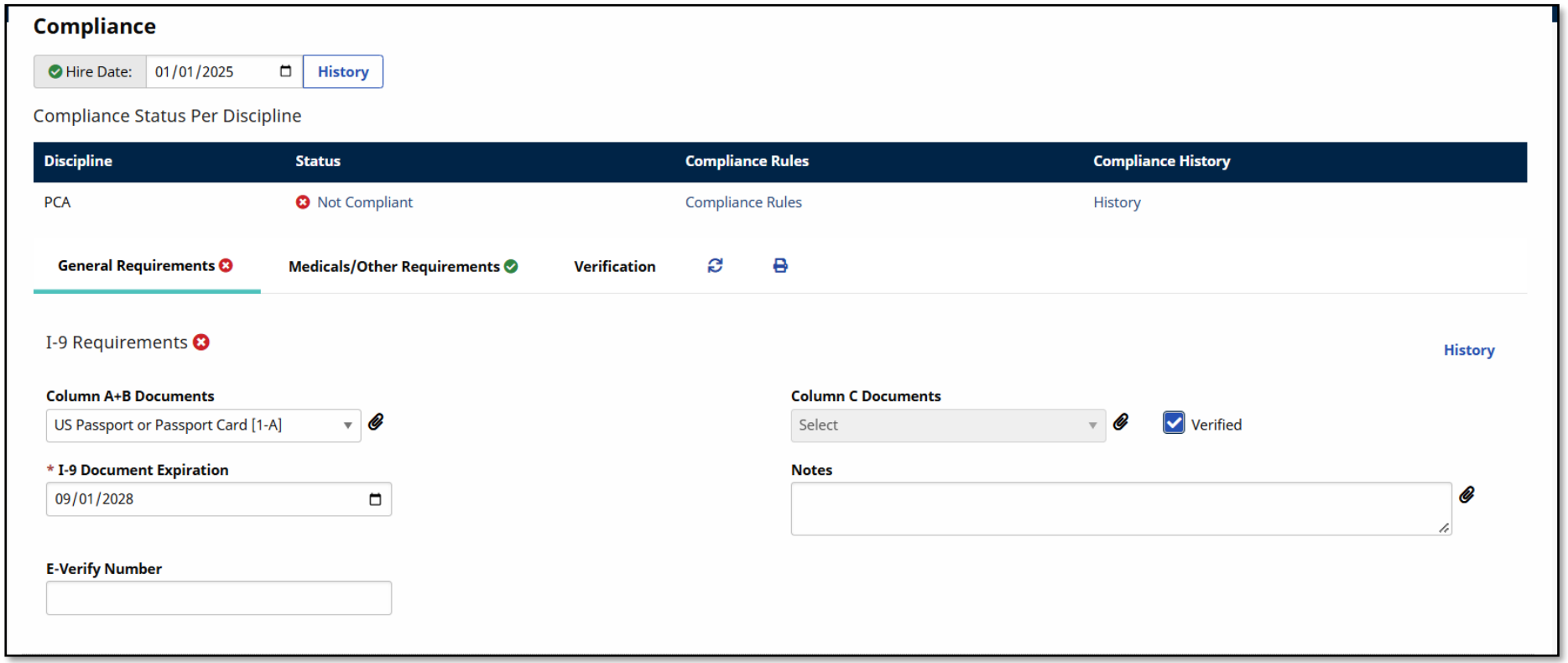
Important information like Hire Date will need to be updated so that any items dependent on that date are able to properly flag as non-compliant if missing or overdue.

Please Note: Only one person per agency account can edit a Compliance Setup. Please ensure that only designated employees edit this section or have them Publish and then it allows other users to access the Compliance Setup.

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I-9 Requirements

Another important section under the General Requirements section



I-9 Requirements

If a document requires secondary documentation, Column C Documents becomes available.

Example

A US Passport is the document to be verified. Expiration Date can be entered so that it can be followed up on later. Documents can be attached using the paper clip icons.

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Publish - Scenario

Let's follow up with Sunny Hills about the Initial and Annual Physical Exams.

Sunny Days Home Care has now completed the Compliance Setup and published it so that all caregivers have the same setup. They want to see what it looks like on a single caregiver's profile and plans to fill out all necessary fields. Here is what they will do:

1. **Go to the caregiver's profile:** The Compliance Setup can be found in the "Compliance" section of their profile.
2. **Enter the Hire Date:** The Hire Date is important because the Initial Physical Exam is dependent on the Hire Date and configured to be done immediately.
3. **Update Information in Medicals/Other Compliance Tab:** If items have already been completed, fill out the completed dates.

Don't Worry: The steps will be outlined in the next slides as well as a video demo of the process at the end.

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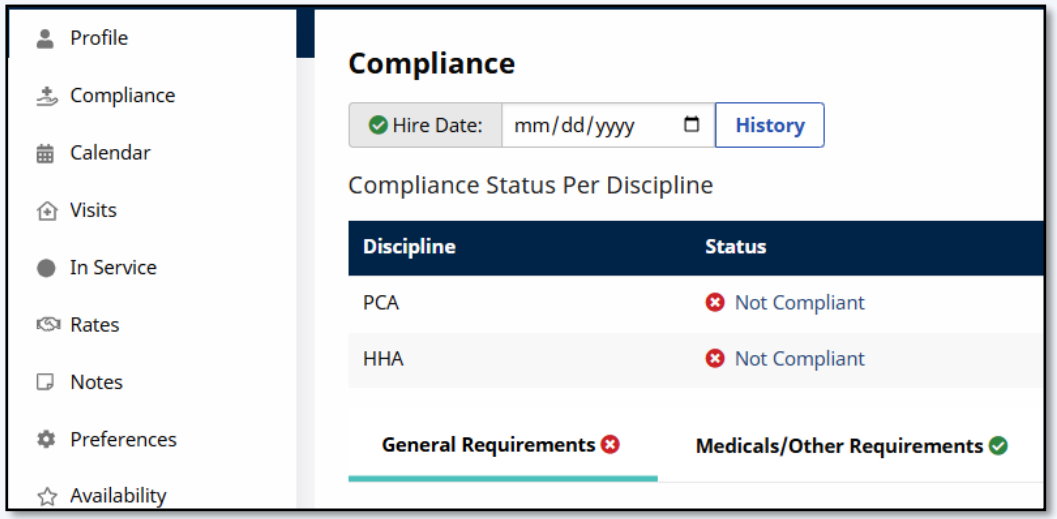
Publish - Scenario

1 Go to caregiver's profile and to the "Compliance" tab



To left of the caregiver's profile, select the "Compliance" tab to see the Compliance Setup that was created and published.

2 Enter the Hire Date

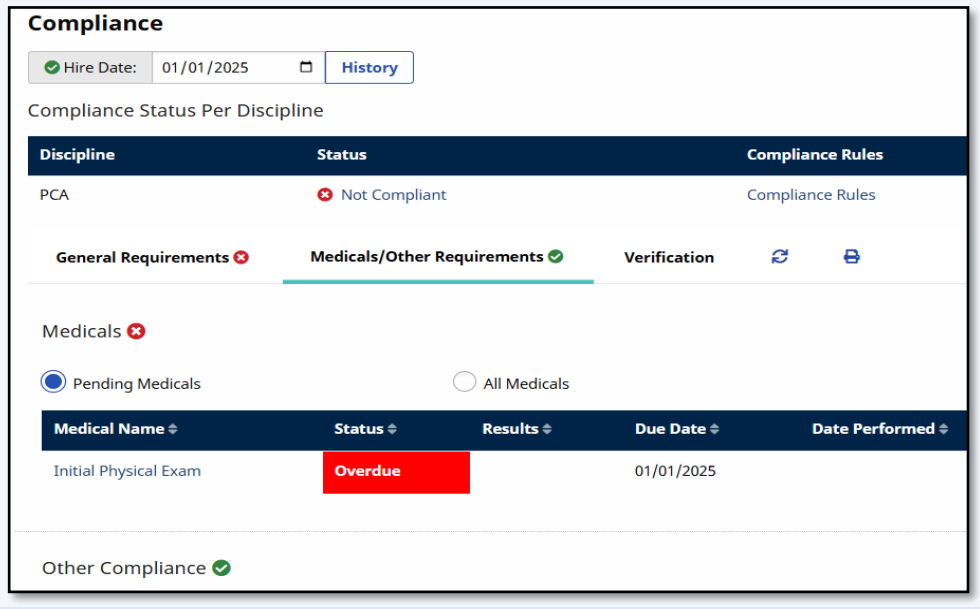


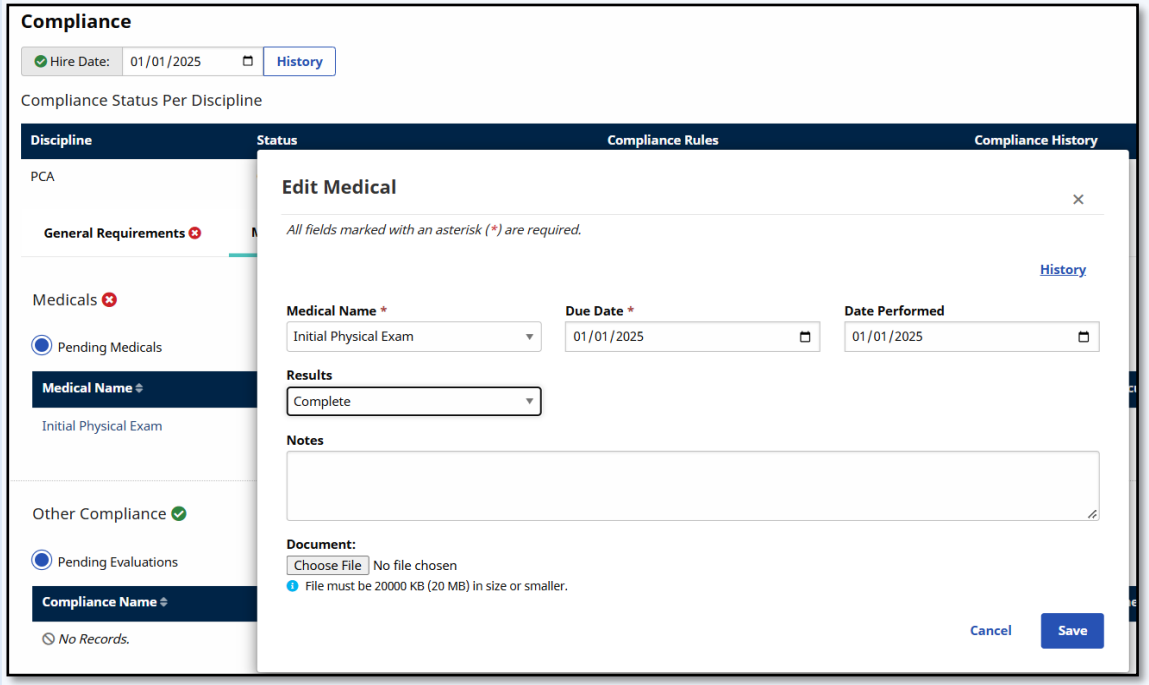
The Hire Date is an important date with many dependencies such as when the Initial Physical Exam must be completed.

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Publish - Scenario

3 Update information on the Medicals/Other Compliance tab

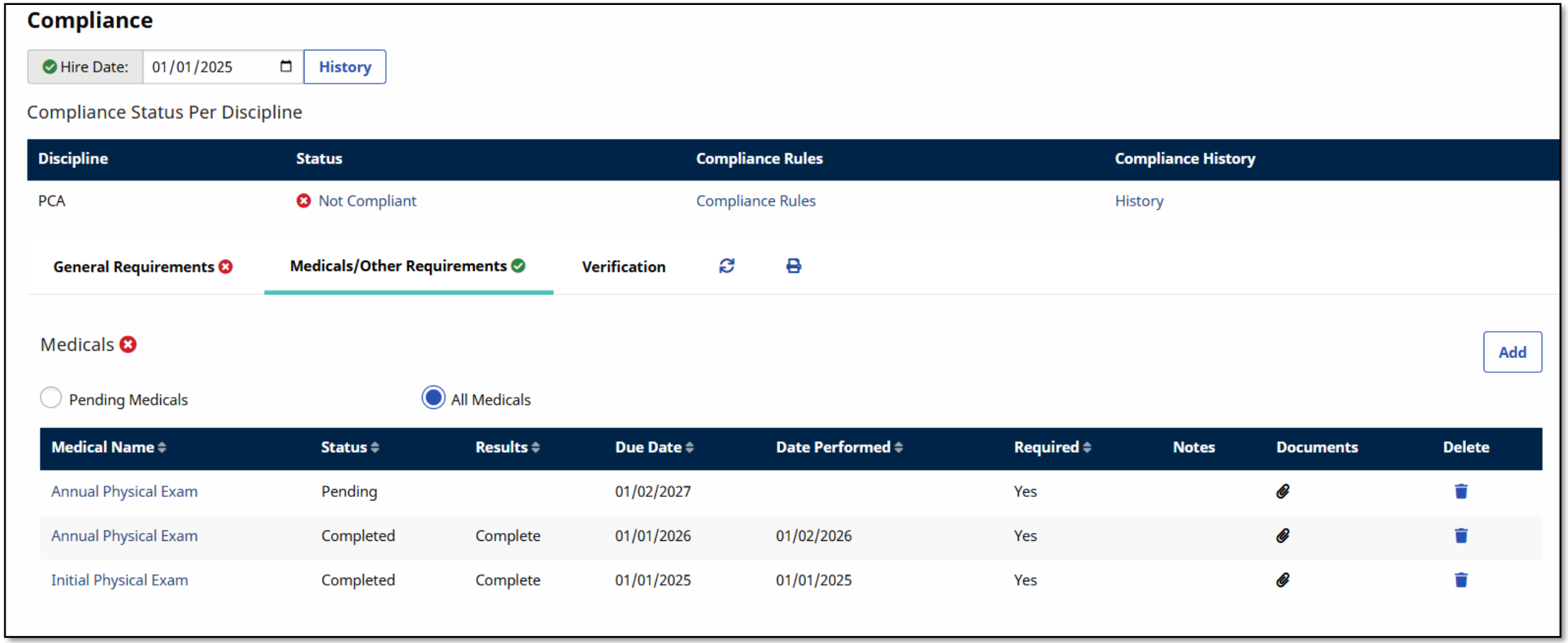




When clicking on “Initial Physical Exam” a pop-up will show allowing you to update the information so that it is up-to-date. When marked as “Complete” it will no longer show as “Overdue”.

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Publish - Scenario

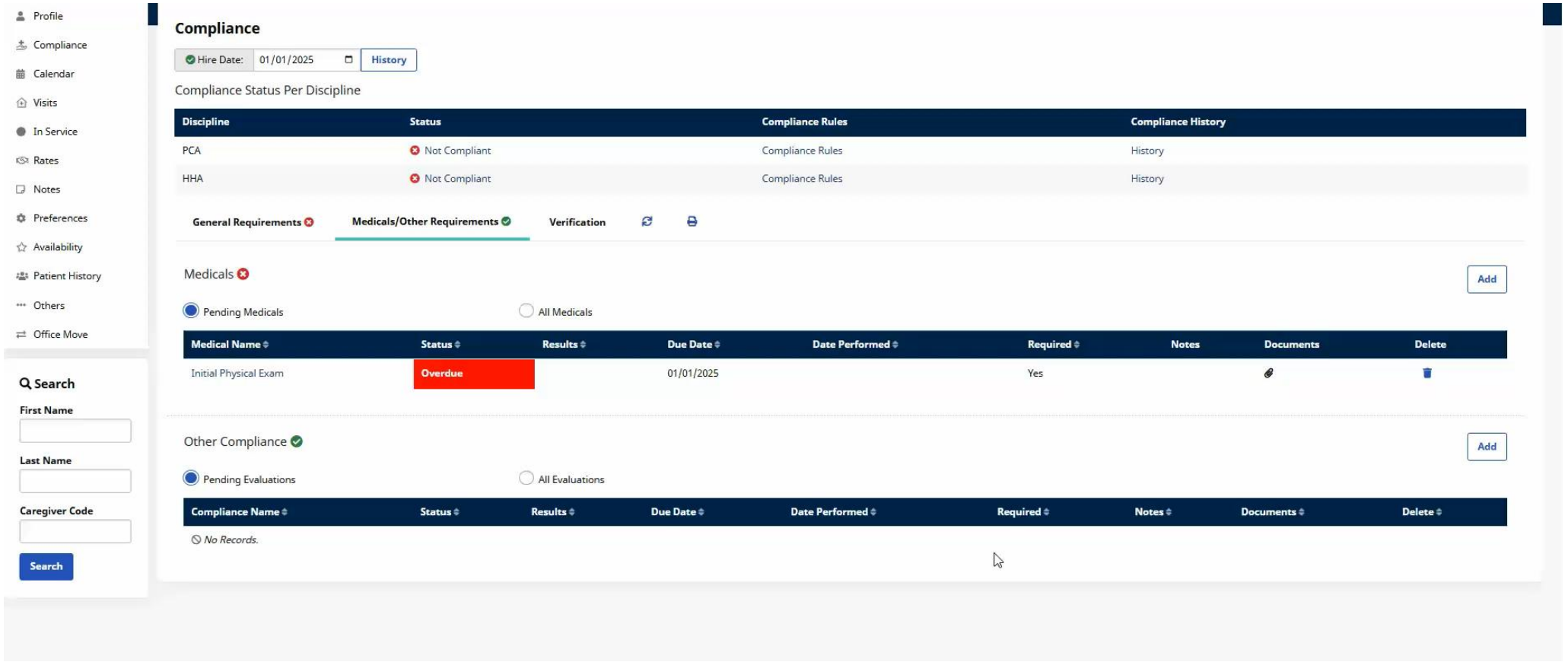


After all fields are updated, this will be the final result!

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Caregiver Compliance - Demo

Compliance –> Medicals/Other Requirements -> Medicals



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Reports

Reports

1 Purpose

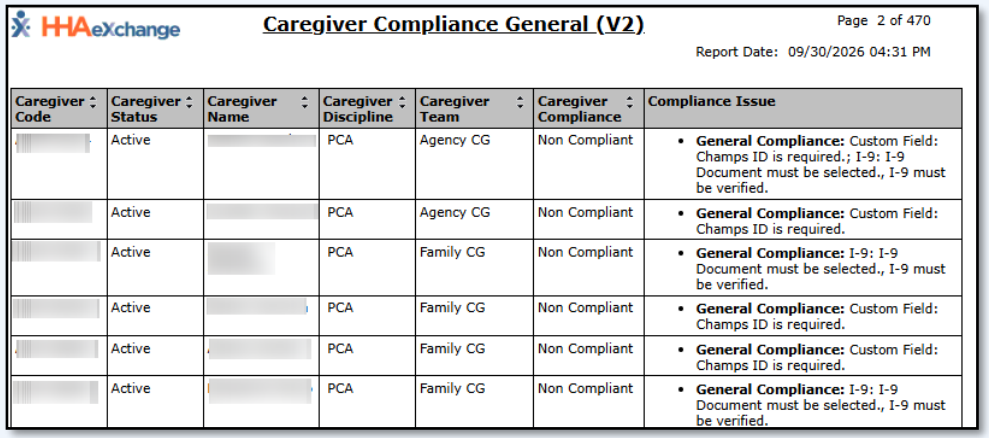
Reports allow agencies to pull information in bulk compared to going into each caregiver profile one by one.

2 Why It Matters

Running reports saves administrative time by allowing agencies to see the bigger picture and reach out to caregiver en masse.

3 Examples

- Caregiver Compliance General (V2)
- I-9 Expiry Report
- Medicals/Other Compliance Due Report



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Caregiver Compliance General (V2)

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Report Date: 09/30/2026 04:31 PM

Caregiver Code	Caregiver Status	Caregiver Name	Caregiver Discipline	Caregiver Team	Caregiver Compliance	Compliance Issue
	Active		PCA	Agency CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.; I-9: I-9 Document must be selected., I-9 must be verified.
	Active		PCA	Agency CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.
	Active		PCA	Family CG	Non Compliant	• **General Compliance:** I-9: I-9 Document must be selected., I-9 must be verified.
	Active		PCA	Family CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.
	Active		PCA	Family CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.
	Active		PCA	Family CG	Non Compliant	• **General Compliance:** I-9: I-9 Document must be selected., I-9 must be verified.

Scan the QR code for a helpful article

Knowledge Base

Provider Tip

All Caregiver Compliance Reports can be found under **Report > Caregiver > Compliance.**

In the following slides, we will only go over a few reports, but there are additional that are helpful to explore.

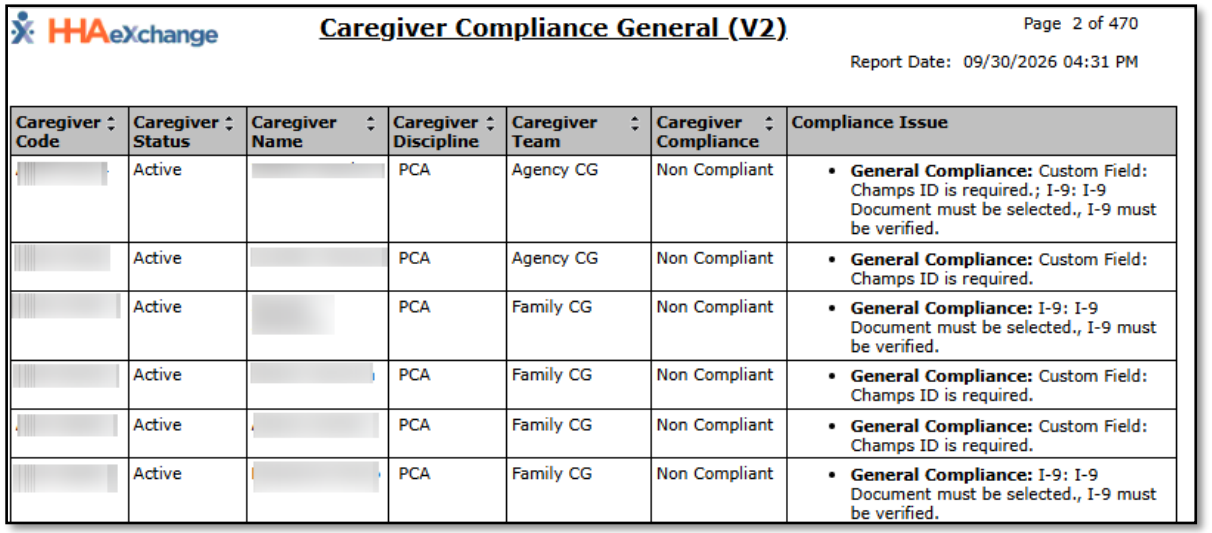
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Caregiver Compliance General V2 Report

Path: Report > Caregiver > Compliance > Caregiver Compliance General (V2)

What is the Caregiver Compliance General V2 Report?

A report that shows the current compliance of all caregivers as well as non-compliance items for caregivers who are out of compliance on the day the report is run.



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Report Date: 09/30/2026 04:31 PM

Caregiver Code	Caregiver Status	Caregiver Name	Caregiver Discipline	Caregiver Team	Caregiver Compliance	Compliance Issue
	Active		PCA	Agency CG	Non Compliant	• **General Compliance:** Custom Field: Champs ID is required.; I-9: I-9 Document must be selected., I-9 must be verified.
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	Active		PCA	Family CG	Non Compliant	• **General Compliance:** I-9: I-9 Document must be selected., I-9 must be verified.

Purpose:

1 Up to Date Compliance

Shows the current compliance status of all caregivers.

2 Verify & Maintain

Review non-compliant caregivers and take action.

3 Message Caregivers

By selecting “Send Message”, agencies can reach out to any caregivers for follow-up.

Provider tip: This report only shows compliance as of the date it is run.

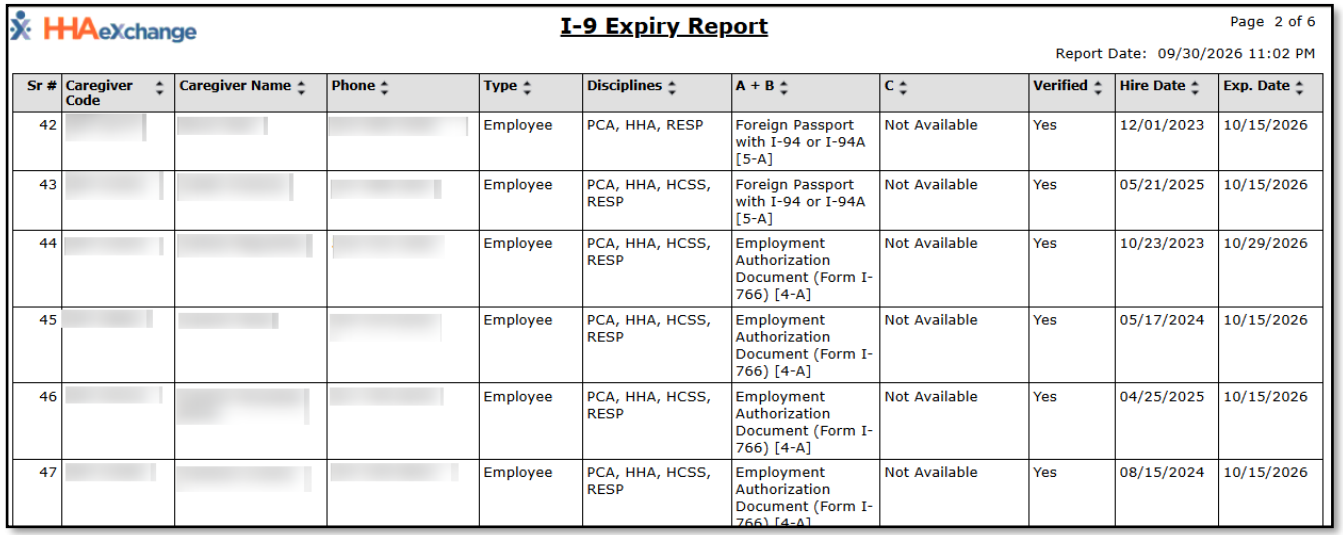
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I-9 Expiry Report

Path: Report > Caregiver > Compliance > I-9 Expiry Report

What is the I-9 Expiry Report?

A report used to forecast all employees having an expiring I-9 document within the selected time frame.



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I-9 Expiry Report

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Report Date: 09/30/2026 11:02 PM

Sr #	Caregiver Code	Caregiver Name	Phone	Type	Disciplines	A + B	C	Verified	Hire Date	Exp. Date
42				Employee	PCA, HHA, RESP	Foreign Passport with I-94 or I-94A [5-A]	Not Available	Yes	12/01/2023	10/15/2026
43				Employee	PCA, HHA, HCSS, RESP	Foreign Passport with I-94 or I-94A [5-A]	Not Available	Yes	05/21/2025	10/15/2026
44				Employee	PCA, HHA, HCSS, RESP	Employment Authorization Document (Form I-766) [4-A]	Not Available	Yes	10/23/2023	10/29/2026
45				Employee	PCA, HHA, HCSS, RESP	Employment Authorization Document (Form I-766) [4-A]	Not Available	Yes	05/17/2024	10/15/2026
46				Employee	PCA, HHA, HCSS, RESP	Employment Authorization Document (Form I-766) [4-A]	Not Available	Yes	04/25/2025	10/15/2026
47				Employee	PCA, HHA, HCSS, RESP	Employment Authorization Document (Form I-766) [4-A]	Not Available	Yes	08/15/2024	10/15/2026

Purpose:

1. **Future Expiry Dates**
   Date filters can be projected for future dates to be ahead of following up on expiring I-9 documents.

2. **Verify & Maintain**
   Review expiring I-9 documents and ensure they are up-to-date.

3. **Contact Caregivers**
   Caregiver phone numbers are included for easily contacting caregivers.

Provider tip: Agencies can also run this report to include any missing I-9 documentation and not just the ones that are expiring.

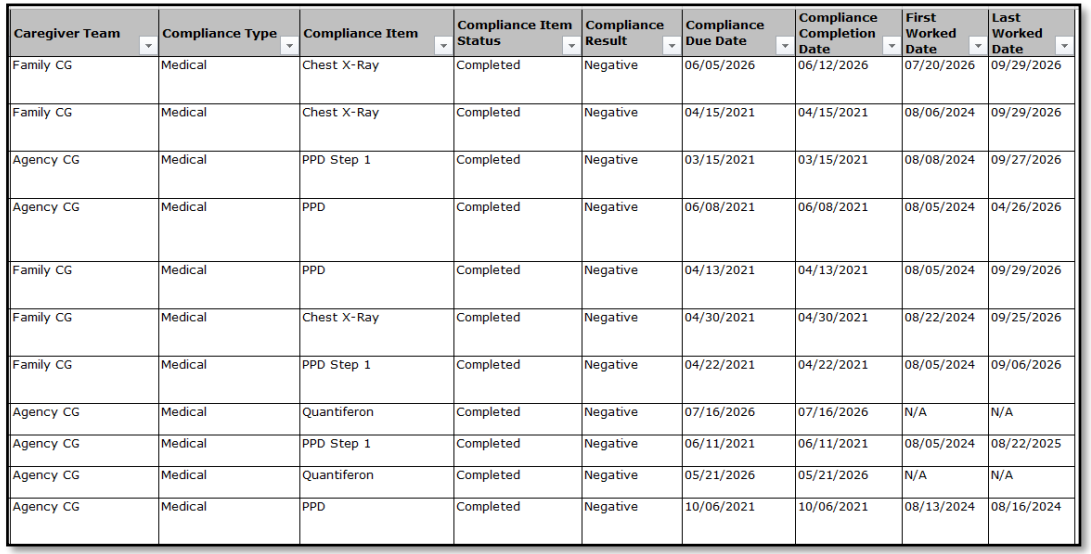
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Medical/Other Compliance Due Report

Path: Report > Caregiver > Compliance > Medical/Other Compliance Due Report

What is the Medical/Other Compliance Due Report?

A report to search for Compliance Items which are due, overdue and completed



Caregiver Team	Compliance Type	Compliance Item	Compliance Item Status	Compliance Result	Compliance Due Date	Compliance Completion Date	First Worked Date	Last Worked Date
Family CG	Medical	Chest X-Ray	Completed	Negative	06/05/2026	06/12/2026	07/20/2026	09/29/2026
Family CG	Medical	Chest X-Ray	Completed	Negative	04/15/2021	04/15/2021	08/06/2024	09/29/2026
Agency CG	Medical	PPD Step 1	Completed	Negative	03/15/2021	03/15/2021	08/08/2024	09/27/2026
Agency CG	Medical	PPD	Completed	Negative	06/08/2021	06/08/2021	08/05/2024	04/26/2026
Family CG	Medical	PPD	Completed	Negative	04/13/2021	04/13/2021	08/05/2024	09/29/2026
Family CG	Medical	Chest X-Ray	Completed	Negative	04/30/2021	04/30/2021	08/22/2024	09/25/2026
Family CG	Medical	PPD Step 1	Completed	Negative	04/22/2021	04/22/2021	08/05/2024	09/06/2026
Agency CG	Medical	Quantiferon	Completed	Negative	07/16/2026	07/16/2026	N/A	N/A
Agency CG	Medical	PPD Step 1	Completed	Negative	06/11/2021	06/11/2021	08/05/2024	08/22/2025
Agency CG	Medical	Quantiferon	Completed	Negative	05/21/2026	05/21/2026	N/A	N/A
Agency CG	Medical	PPD	Completed	Negative	10/06/2021	10/06/2021	08/13/2024	08/16/2024

Purpose:

1. **Future Expiry Dates**
   Date filters can be projected for future dates to be ahead of following up on expiring Medical/Other Compliance items.

2. **Verify & Maintain**
   Review non-compliant caregivers and take action.

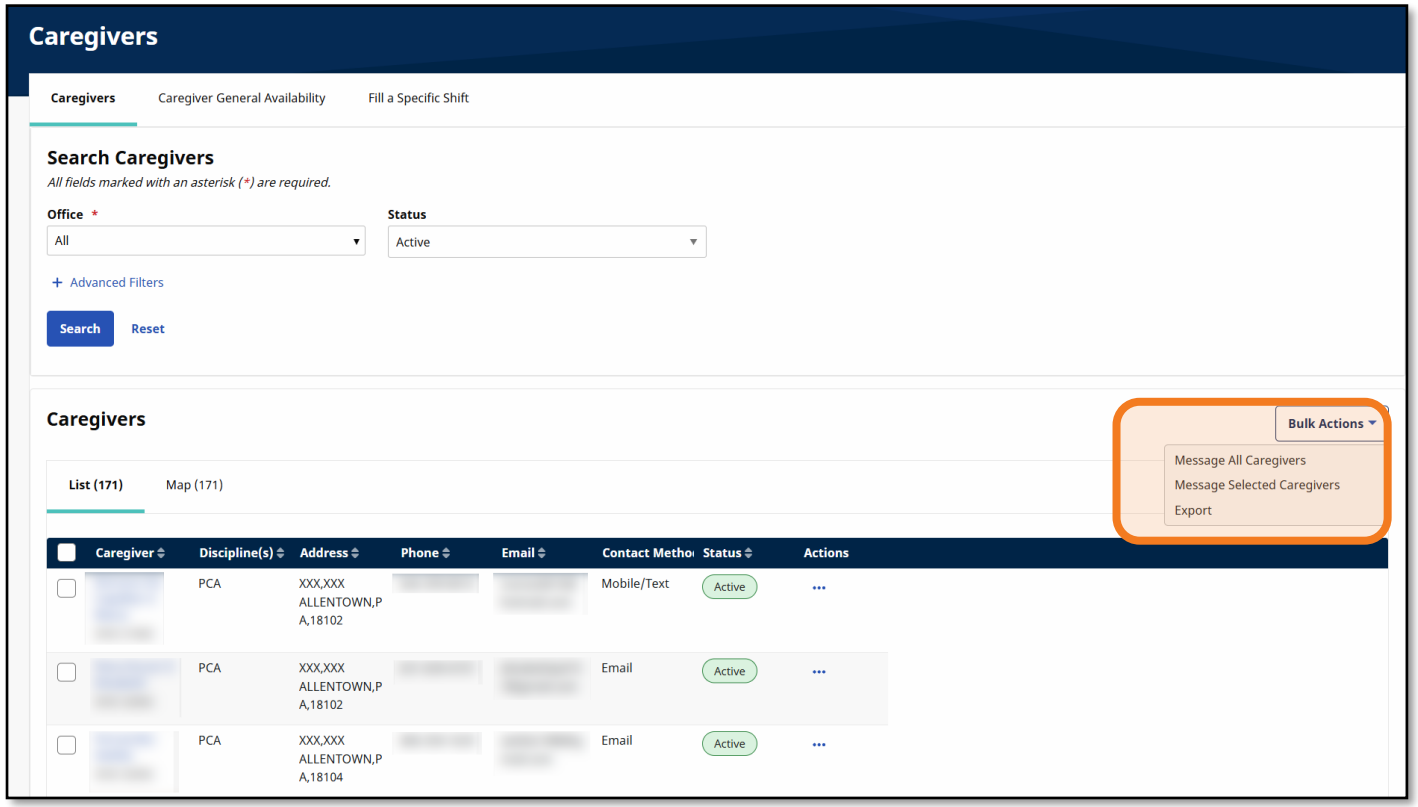
3. **Message Caregivers**
   By selecting “Send Message”, agencies can reach out to any caregivers for follow-up.

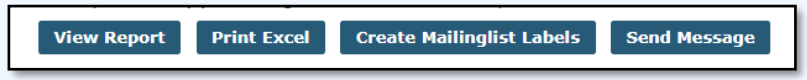
Provider tip: Additional filters can be added to include caregiver’s address, SSN, and phone number if the agency wishes to contact caregivers directly.

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Send Message to Caregivers

Reports that have “Send Message” allow agencies to send messages to caregivers depending on their compliance.





Send Message

Depending on the filters usthe “Send Message” option allows agencies to message all or a select few caregivers on the report.

The caregiver’s notification preference (email/mobile SMS) is listed to show how the caregiver will receive the message.

Please Note: There can only be one message that goes out to multiple caregivers. Messages cannot be customized by caregiver.

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Caregiver Compliance via the Mobile App

In Office Setup, there is an option to allow caregivers to see their outstanding compliance items.



Path: Admin > Office Setup > Search Office > Mobile

Under the "Mobile" section of Office Setup, agencies can enable caregivers to see their compliance items before they are due.

Proactive caregivers can benefit from being able to see what compliance items they need to provide to maintain compliance.

Please Note: If enabled, all caregivers in the assigned office will have this capability on their mobile app.

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Key Takeaways

Key Takeaways

- **Create compliance topics in Item Manager first** - Add values for background checks, training schools, non-expiring fields, and medical requirements.
- **Apply those values in Compliance Setup** - Assign them across six tabs to define caregiver requirements that drive scheduling logic.
- **Use the General tab to control enforcement** - Set prebilling validations and **click "Publish"** to activate your changes—no publish, no enforcement!
- **Use Reports to monitor Caregiver Compliance Status –** Review compliance status and upcoming expiration to address issues early.



Don't forget: Always select "Save" items on the main page after saving the pop-ups. You may have to save twice on some pages!

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Resources

Knowledge Base

Scan the below QR codes to access helpful resources regarding Caregiver Compliance!



Caregiver Compliance Overview



Caregiver Compliance Reports



Caregiver Compliance: General Requirements

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Client Support Portal

A direct path to help when you need it

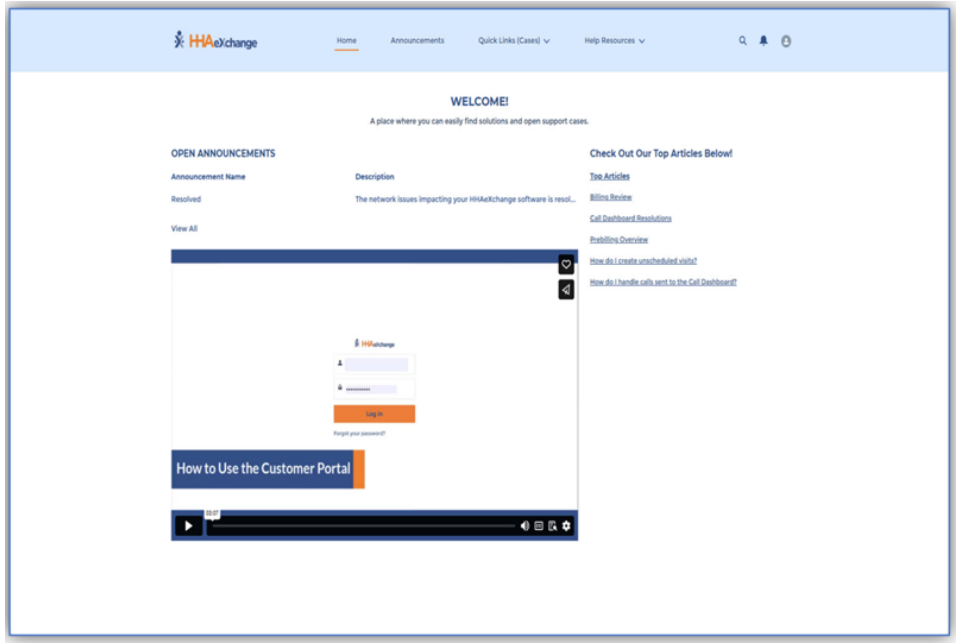
When you need support

Use the Client Support Portal to submit and manage support requests for HHAeXchange.

1. **Open the Client Support Portal**
2. Log in and select the appropriate case option
3. Submit your request and follow its status

Best for onboarding, EVV, billing, technical support, and system questions.

Request help and find support resources in one place.



Scan to access
Client Support Portal

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Mark Your Calendars!

Visit the HHAeXchange Customer Events Page

- Register for upcoming live trainings and webinars tailored to your agency
- Find sessions on EVV, mobile app, scheduling, billing, reporting, and more
- Get expert tips, real-time answers, and practical takeaways to boost efficiency



Customer Training Events: Elevate Your Skills | HHAeXchange

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Q&A

Ask any questions before we continue

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thank you

Please provide us your feedback

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