

Electronic Visit Verification

Home Help Individual Caregivers: Steps to Report EVV Visits

Recorded August 26, 2024



“Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time.”

-Provider Relations

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Does this training apply to me?

Instructions, timelines, and resources shared in this presentation are intended for CHAMPS-enrolled Home Help individual caregivers who are not employed by a Home Help Agency.

Note: As outlined in policy bulletin [MMP 24-21](#), approved live-in caregivers are exempt from using EVV for Home Help services.

However, you may still receive emails from the EVV vendor, HHAeXchange, so portions of this recording may pertain to you for future program changes.

Visit the [MDHHS EVV website](#) for additional information on exclusions that may apply to your program or provider type.



Acronyms & Websites

Term	Definition	Website
ASW	MDHHS Adult Services Worker	
Beneficiary/ Patient/Client	A Medicaid beneficiary receiving personal care services through the Home Help program.	
CHAMPS	Community Health Automated Medicaid Processing System	CHAMPS
EVV	Electronic Visit Verification	EVV Website
HHAX	HHAeXchange Electronic Visit Verification Vendor for the State of Michigan	HHAeXchange Michigan Information Center
Home Help	MDHHS program that offers personal care services to individuals who need hands-on assistance with Activities of Daily Living (ADLs) and help with Instrumental Activities of Daily Living (IADLs).	Home Help
IVR	Interactive Voice Response	
MDHHS	Michigan Department of Health and Human Services	MDHHS
PCS	Personal Care Services	

For additional health coverage and medical terms visit:

- [Michigan Medicaid Provider Manual](#) >> Glossary; OR
- Department of Insurance and Financial Services [Glossary of Health Coverage and Medical Terms](#).

EVV Reporting Methods

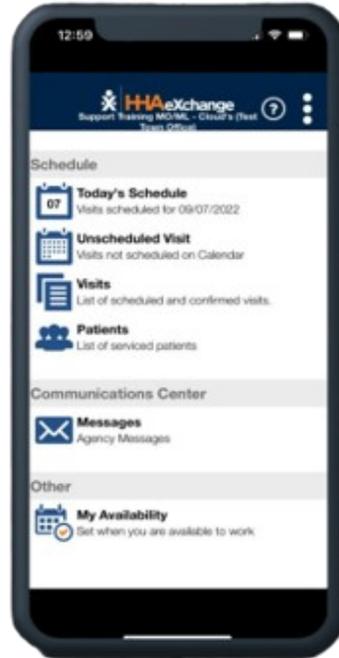
EVV can be reported using two (2) methods, a mobile application or an Interactive Voice Response (IVR) telephony option.

To recap and understand EVV basics review the [recording](#) and [slide deck](#) recorded July 1, 2024.

EVV Methods

How is EVV reported?

- Caregivers have two (2) options for recording and reporting EVV:



Caregiver Mobile App (HHAeXchange+)

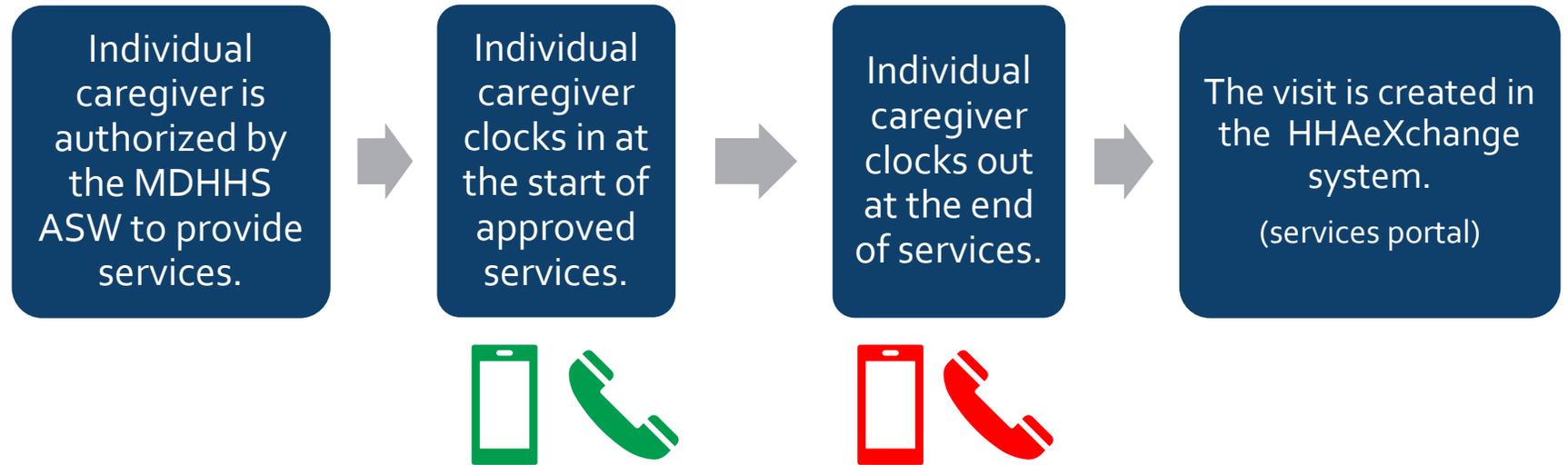
Allows caregivers to clock in/out using a mobile device with GPS capabilities. Including an offline mode when no cellular or wi-fi connection is available.



Telephony/IVR

Allows caregivers to clock in/out by calling a unique toll-free number using the client's home phone (landline).

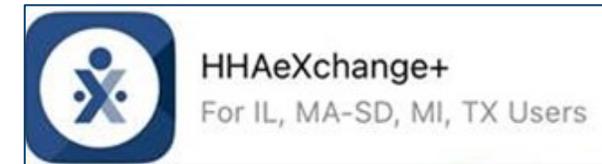
EVV Lifecycle



Policy Reminder: In addition to using EVV, Home Help individual caregivers must continue to use their current service verification methods, CHAMPS Electronic Service Verification (ESV) or Paper Service Verification (PSV). Payments will continue to be based on the data recorded on the current service verification methods until further notice.

Submit EVV using the Mobile Application

Steps for individual caregivers to download, login, and submit EVV data using the HHAeXchange+ mobile application.

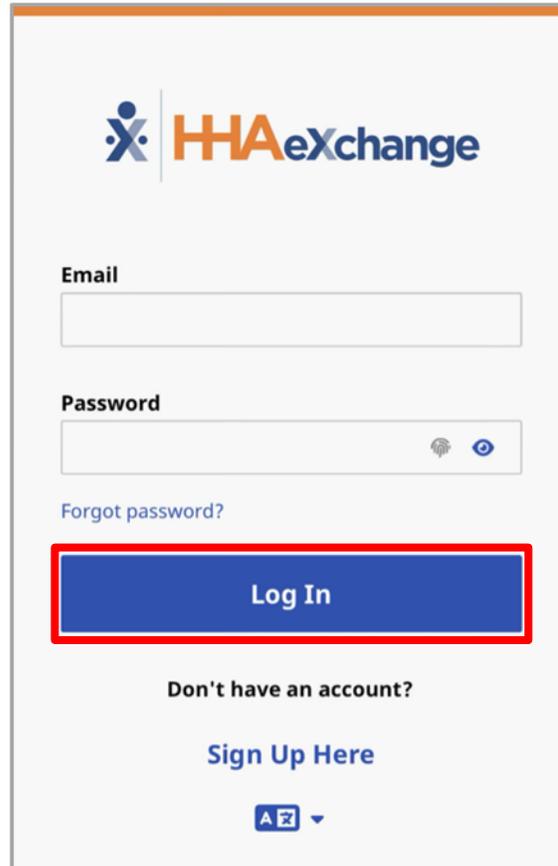


View this [recording](#) to learn how to download and set up the mobile application.

[Get Ready for EVV in 3 Steps \(michigan.gov\)](#).

Login to the Mobile App

- Access the application on your mobile device.
- Enter the email address and password used when setting up the application.
- Tap Log In.



HHAexchange

Email

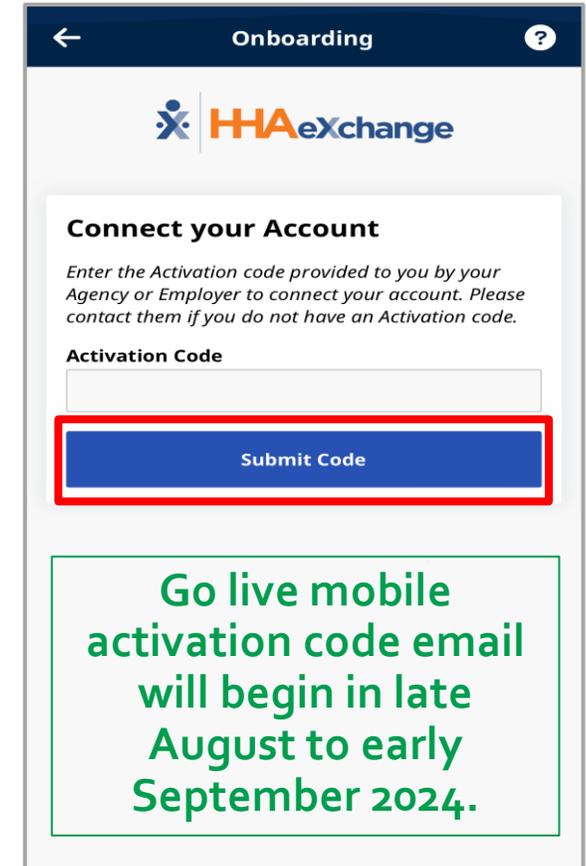
Password

Forgot password?

Log In

Don't have an account?
[Sign Up Here](#)

- Enter the Mobile Activation Code and tap Submit Code.
- The mobile activation code allows caregivers to connect to the Michigan Home Help program. Once connected, caregivers can access their approved client(s).
- The mobile activation code is sent to the caregiver's CHAMPS provider enrollment email address.



HHAexchange

Connect your Account

Enter the Activation code provided to you by your Agency or Employer to connect your account. Please contact them if you do not have an Activation code.

Activation Code

Submit Code

Go live mobile activation code email will begin in late August to early September 2024.

Complete Registration

← Complete Registration ?

State of MI Home Help Demo Portal

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

First Name *

Last Name *

Last 4 digits of SSN *

Date of Birth *

Primary Phone Number

Mobile Device ID
0CF3DCB0-9735-406B-B490-4F1620B14A04

Continue

Complete all required fields (marked with *) and tap Continue.

Note: You must verify, by email, your Primary Phone Number before moving forward.

- After logging into the application users will be taken to the schedule landing page.
- MDHHS does not set or require individual caregivers to use a schedule.

HHAExchange

Schedule

No visits have been scheduled

+ New Unscheduled Visit

Schedule Patients Menu

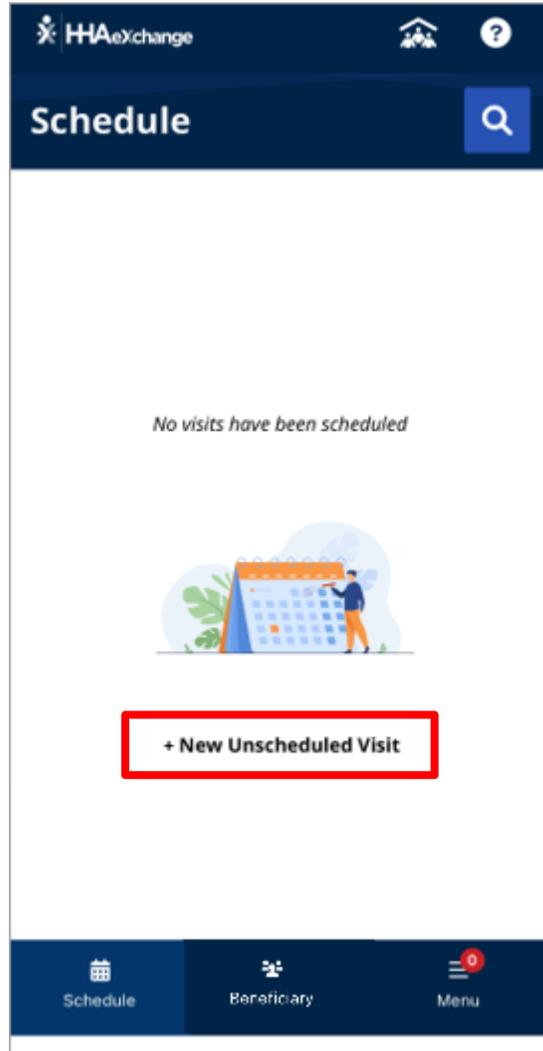
Mobile App: Clock In Steps

Once you have downloaded the mobile application, and completed registration you are ready to begin submitting EVV.

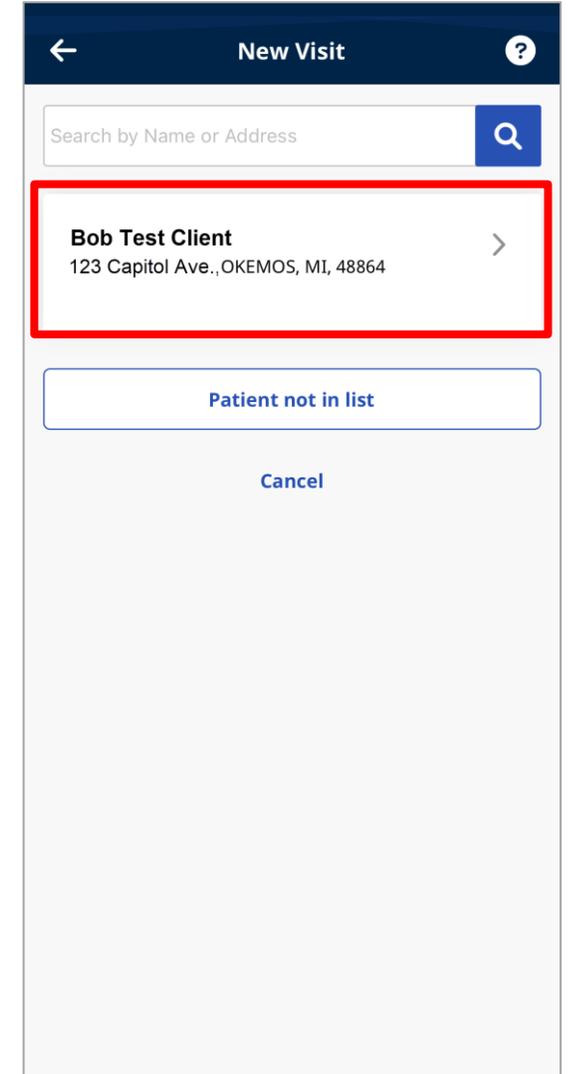
Clock-in should be performed at the start of approved services.

Clock In Steps

Tap +New
Unscheduled Visit.



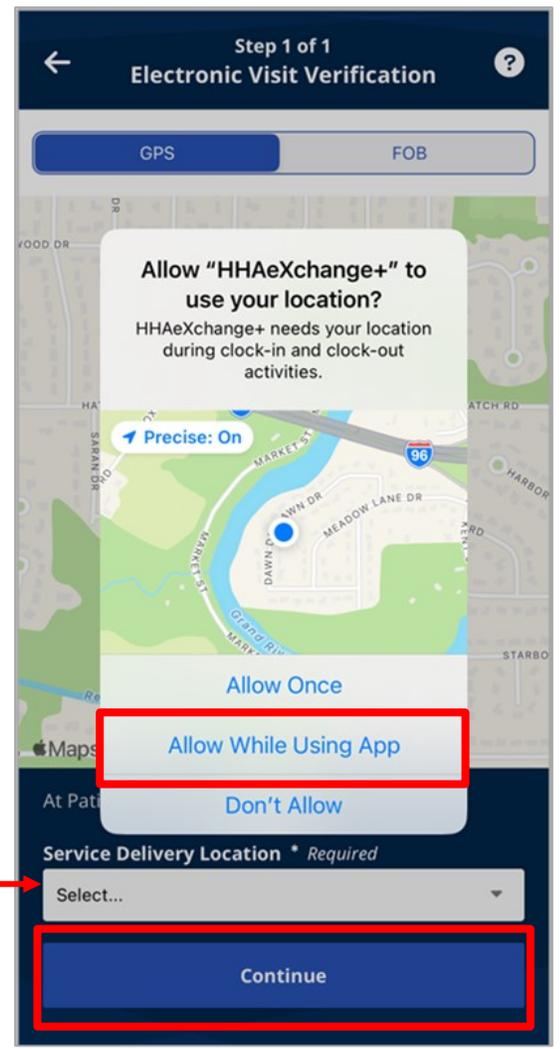
- Your approved client(s) will be listed.
- Tap the client's name, to tell us who you are providing care for.
- If no client(s) is listed or if you need to be approved for a new client to provide services, contact the client's MDHHS Adult Services Worker (ASW).



Clock In Steps

After selecting the client, the location will appear click Continue.

- If you have not already allowed the application to use location services, the location services pop-up will display.
 - MDHHS recommends selecting 'Allow While Using App'.
- If you select 'Allow Once' or 'Don't Allow' the next time you access the application, you will need to update your location or GPS settings first. To find your location or GPS settings, use your device's Settings Application.



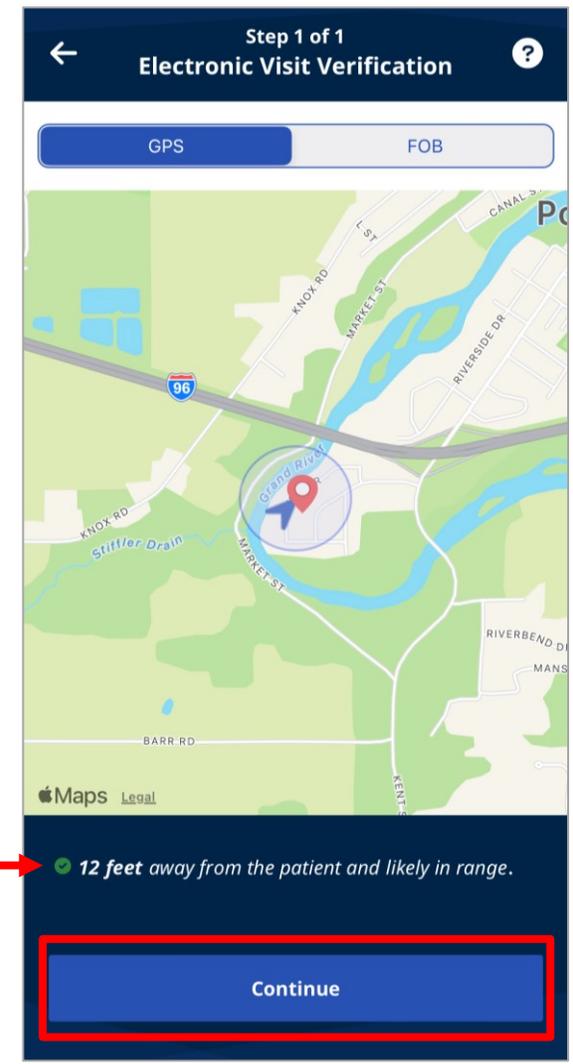
Service Delivery Location can be changed to reflect when services are provided in the community.

Once you have confirmed your clock-in location tap continue.

The map will display:

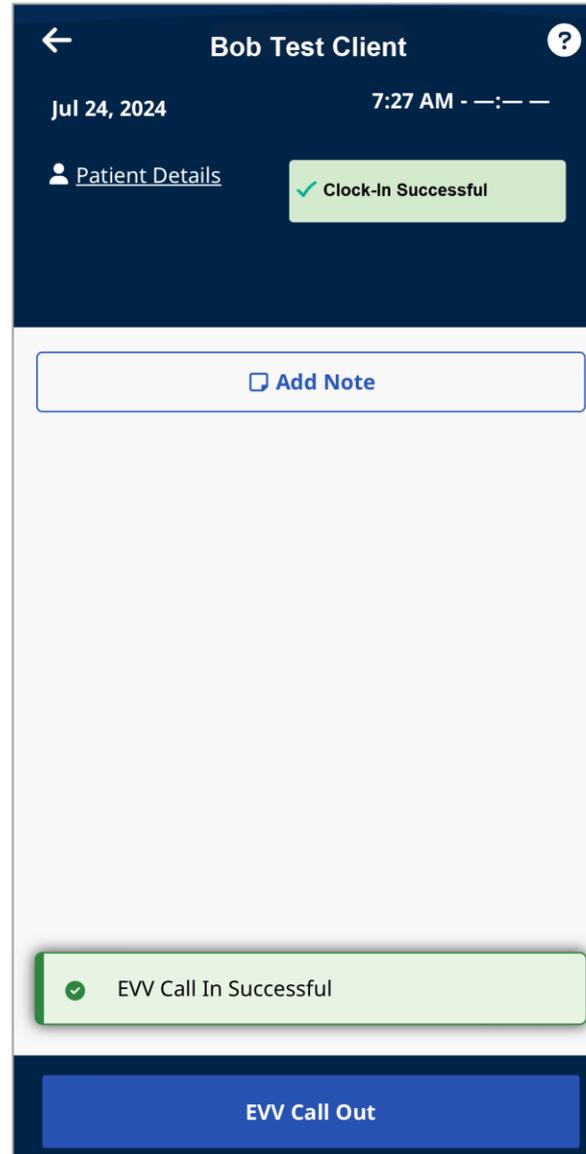
- Clock-in location
- Service delivery location
- Geofence surrounding the location. This is shown as a blue circle around both map icons.

Note: The status at the bottom of the map will be a red triangle if you are out of range from the client's address.



Clock In Steps

- If within range, the clock-in will show as successful, indicated by the green check mark and message.
- The caregiver can continue to perform services.
- Return to the application when it is time to clock out and indicate services are complete.

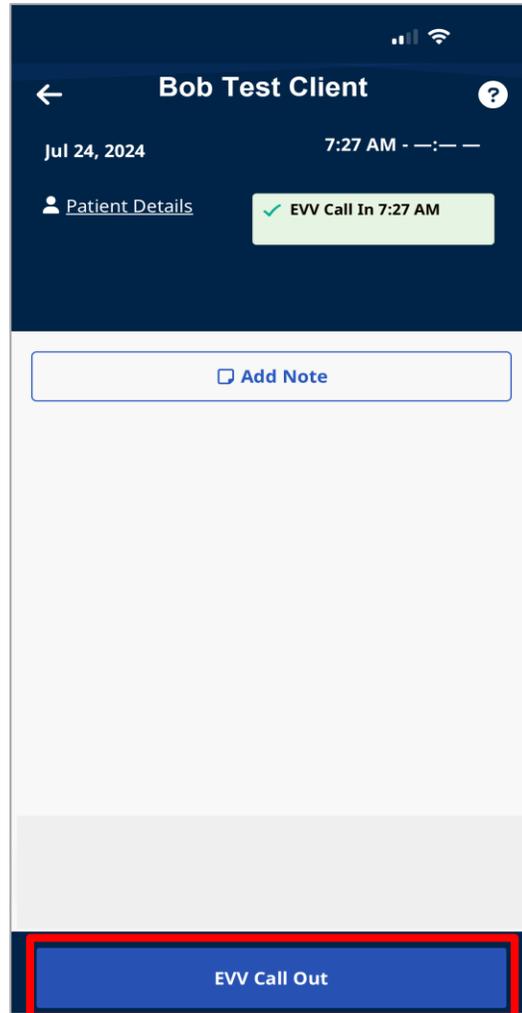


Mobile App: Clock Out Steps

After clocking in and completing services, caregivers will want to clock out to successfully record the EVV visit.

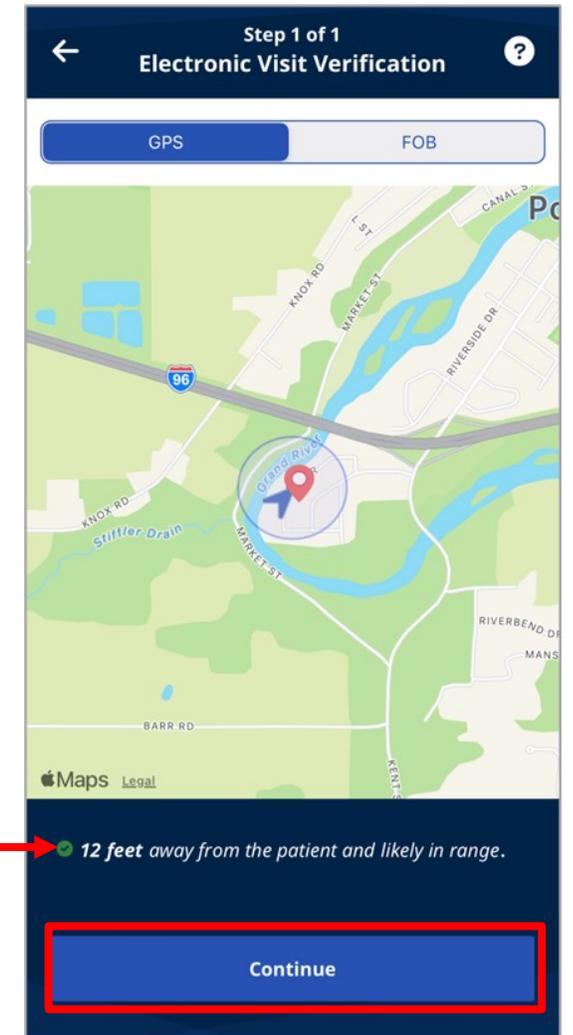
Clock Out Steps

Once services are complete for the client, tap the EVV Call Out button.



The GPS location will display asking you to verify the location.

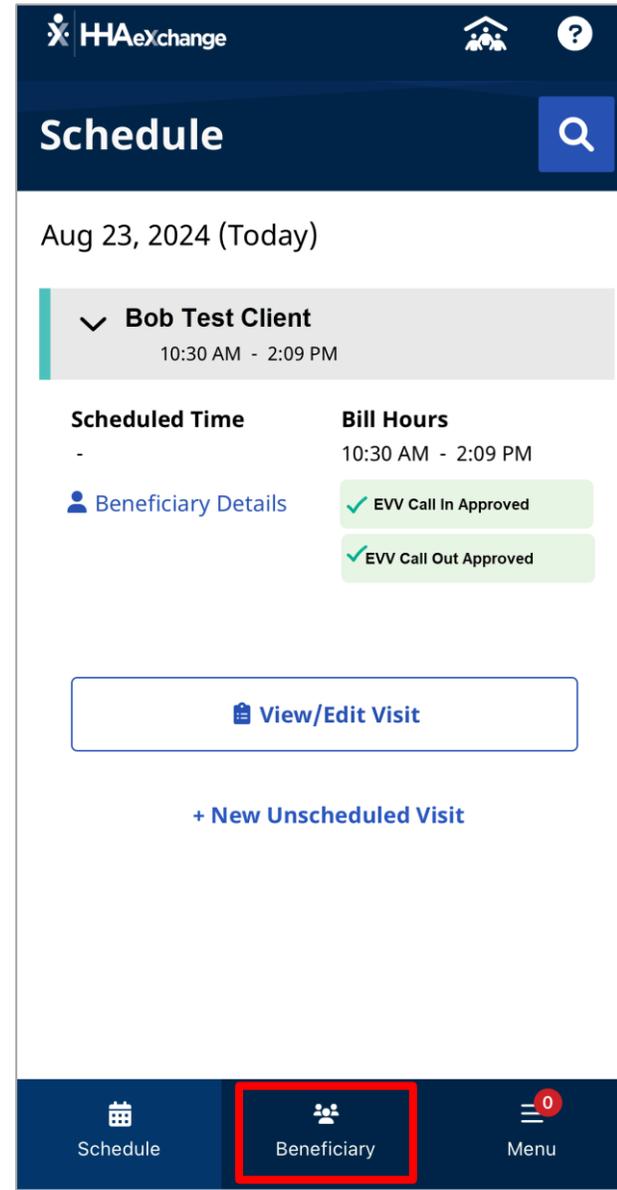
Note: The status at the bottom of the map will be a red triangle if you are out of range from the client's address.



Clock Out Steps

The visit details will be displayed.

Select the beneficiary icon at the bottom of the app to log services for another client.



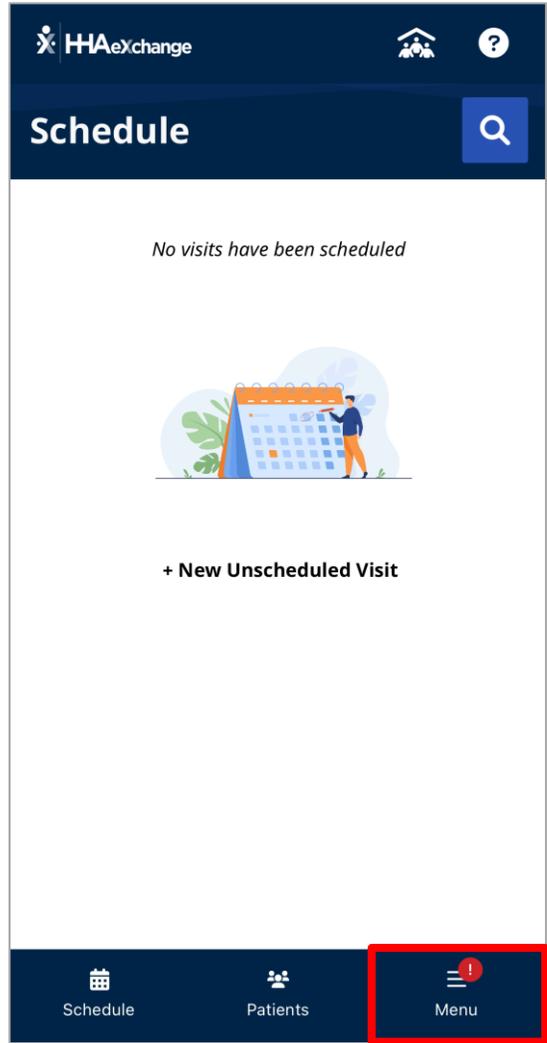
Mobile App: Offline Mode

The offline mode allows caregivers to use the mobile app when there is no cellular or internet connection. When the cellular or internet connection is restored, the mobile application will automatically synchronize with HHAeXchange.

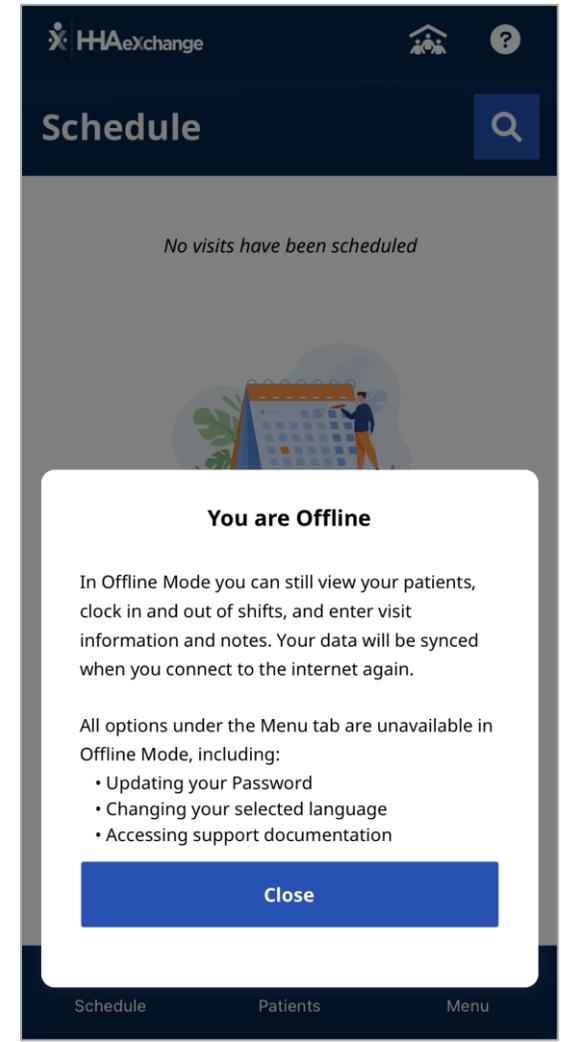
In Offline Mode, users can log in with the last used email and password, view existing Clients, Start and End Visits, and view Help.

Offline Mode

Unavailable features in the Navigation Bar are marked with a white exclamation mark in a red circle.

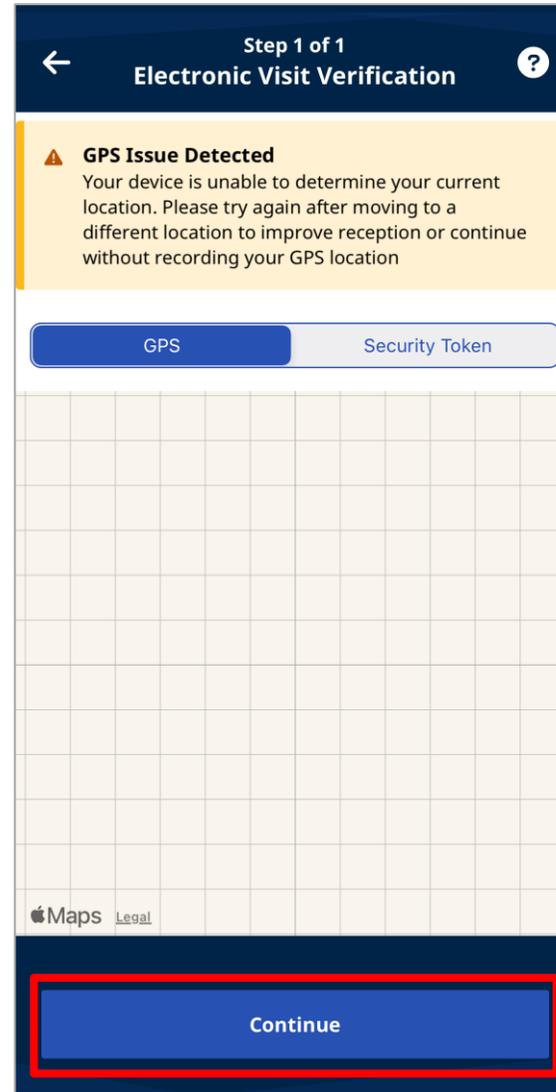


Selecting a feature or function that is unavailable in offline mode results in a message explaining the limits of offline use.



Offline Mode

- When in offline mode the GPS location will be blank, after following the mobile app clock-in steps ([slides 8-14](#)) or mobile app clock-out steps ([slides 15-17](#)).
- A GPS Issue Detected message will display to point out that the GPS location is not able to be captured.
- Tap continue to record the visit.
 - Once the internet connection is restored, the mobile application will automatically synchronize to the HHAeXchange system.



Telephony/IVR Method

Interactive Voice Response, known as IVR, is the method to collect EVV using the client's landline phone.

A caregiver may use IVR when:

- The client authorizes the use of their landline for EVV.
- The client's services start and end in their home.

Before Using IVR

IVR is an approved method of reporting EVV but is only expected to be used if the mobile application, HHAeXchange+, is not an option. And only after having approval from the client.

You will need 3 things:

1. IVR phone number
2. Your Time & Attendance PIN
3. Beneficiary's home phone (landline) number



IVR Steps

Clock In



- Dial the MDHHS Home Help individual caregiver IVR phone number:

Dial for Language	Phone Number
English	1-866-443-2375
Spanish (español)	1-866-443-0899
Arabic (عربي)	1-866-443-2075

- Press 1 to clock in when prompted.
- The call will ask for your 6-digit Assignment ID, this is your Time & Attendance PIN.
- Confirm the entry.
- If the EVV Clock-In is successful, you will hear: "Your Call-In has been successfully registered."

Clock Out



- Dial the MDHHS Home Help individual caregiver IVR phone number:

Dial for Language	Phone Number
English	1-866-443-2375
Spanish (español)	1-866-443-0899
Arabic (عربي)	1-866-443-2075

- Press 2 to clock out when prompted.
- Enter your Time & Attendance PIN.
- Enter 0000 for the duty ID, Home Help does not require duties to be entered.
- Upon completion, the following message is heard: "Your Call-Out has been successfully registered. Goodbye."

Reviewing EVV Visits

All visits reported in the HHAeXchange+ mobile application or through the IVR will show within the HHAeXchange Services Portal.

Link to Services Portal:

<https://ucp.hhaexchange.com/login>

How do I know if I submitted my EVV Visit information?

- Caregivers can login to the HHAeXchange Services Portal to review visit information that has been reported in the mobile application or through the IVR.
- The web-based Services Portal allows caregivers to view visits, correct certain data points on visit information, run reports, and more within the services portal.
 - Services Portal Link: <https://ucp.hhaexchange.com/login>
- The services portal is accessible on a computer, phone, or other internet-enabled device.

Log in to your HHAeXchange account.

HHAeXchange

Email

Password

Log in

[Forgot Password?](#)

Español | 中文 | 中文

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Resources & Takeaways

Information on how to stay up to date with the progress of EVV.

Including what caregivers can do today!

MDHHS EVV Website

www.michigan.gov/EVV

Electronic Visit Verification

Assistance Programs > Medicaid > Medicaid > Electronic Visit Verification



As part of the 21st Century Cures Act, the Centers for Medicare & Medicaid Services (CMS) requires states to implement an Electronic Visit Verification (EVV) system. This page describes the Michigan Medicaid EVV impact on different populations, programs, and helpful resources.

What is EVV?

Electronic Visit Verification (EVV) is a validation of the date, time, location, type of Personal Care or Home Health Care Services provided, and the individual(s) providing and receiving services. This information helps to ensure that beneficiaries, clients, or participants receive the expected care.

- Stakeholder and Partner Meetings
- 21st Century Cures Act
- Definitions
- Impacted Programs
- Privacy

Visit the [HHAExchange Michigan Information Center](#) >

Updates

Click one of the following links to learn about EVV updates in Michigan

- Review [MMP 24-21](#) EVV Personal Care Services and Medicaid Managed Care Home Health Care Services Implementation
- [September 14 2023 Updates to MMP 23-42](#)
- [Provider Enrollment Requirements](#)
- [Project Update](#)

Timeline

The below outlines by program the dates of service on and after when providers must begin using EVV.

April 1 2024	July 1 2024	September 3 2024	September 3 2024
Home Health Care Fee for Service	Home Help Agency Providers (Personal Care Services)	Behavioral Health, MI Choice Waiver, MI Health Link, (Personal Care Services), and Medicaid Managed Care Home Health Care Services	Home Help Individual Caregivers

(NOTE: PCS provided through Community Transition Services are exempt from EVV at this time.)

NOTE: Home Help individual caregivers who live with their client may be exempt from EVV. Review [MMP 24-21](#) for details.

Who Will be Impacted by EVV

Beneficiary, Clients and Participants

If you receive Personal Care or Home Health Care Services such as assistance with ambulation, bathing, dressing, grooming, personal hygiene, meals, and homemaker services that are paid for by Medicaid, then those services must be validated by an EVV system.

[Learn More](#) >

Caregivers and Providers

If you provide Medicaid-funded Personal Care or Home Health Care Services such as assistance with ambulation, bathing, dressing, grooming, personal hygiene, meals, and homemaker services through any of the five programs listed above, then you must validate those services through an EVV system.

[Learn More](#) >

Home Help Individual Caregivers

Assistance Programs > Medicaid > Medicaid > Electronic Visit Verification > September 3 2024 Home Help Individual Caregivers

Home Help Individual Caregivers must begin to use EVV on and after September 3, 2024.

Michigan has selected HHAExchange as the state's selected EVV system. Caregivers and managed care organizations can use the state's selected EVV system at no cost or select an alternate EVV system of their choice that directly integrates with the state's EVV system.

- [MMP 24-21](#)
- [L Letter 24-14](#)
- [MMP 23-76](#)

To understand what EVV is, MDHHS updates on the project, action steps, and provider resources view this recording and slide deck.

- Recording Link: <https://somdhhs.adobeconnect.com/p8zdm3by839u/>
- Slide deck: [Home Help Individual Non-Live-In Caregiver EVV Basics Presentation](#)

Do you live with your client?

For those Home Help Individual caregivers who live with their clients, known as live-in, are exempt from using EVV and should complete the Live-In Caregiver Attestation Form ([BPHASA-2421](#)). The form and documents required should be sent to the client's MDHHS Adult Services Worker (ASW) as listed on the form instructions.

Live-in caregivers who do not complete all requirements for the exemption process must use EVV. Those caregivers with a pending exemption request must use EVV until their exemption request has been approved. Live-in caregivers must adhere to outlined policy to continue to be exempt from reporting EVV.

We urge Individual Caregivers to take the below steps to prepare for EVV!

Make sure we can reach you by email.

- MDHHS and HHAExchange will use email to share information. Make sure your email address on file in your CHAMPS provider enrollment information is correct. Instructions on how to change your email address in CHAMPS: [Individual Home Help Provider Address Modification](#).

Don't have an email address? Some email providers offer an email address and services at no cost. A few popular email options are listed below:

- Gmail: <https://www.google.com/gmail/about/#>
- Yahoo Mail: <https://login.yahoo.com/account/create>
- Microsoft Live Hotmail: <https://outlook.live.com/owa/>

These commercial provider organizations are not affiliated with the State of Michigan. Your email messages will not be stored on the State of Michigan systems.

Email communications from MDHHS or HHAExchange may go to your spam or junk email folder. Make sure to check these folders often to make sure you do not miss important information.

EVV Data Collection Methods

If using the state-offered EVV solution, HHAExchange, the methods for reporting information include:

Mobile Application

The HHAExchange+ mobile application can be downloaded to a beneficiary-owned, caregiver-owned, or employer-issued smartphone or GPS-enabled tablet. The caregiver will use the device to clock in at the start of the service and clock out at the end of the service. This is the preferred method for reporting EVV information.

Interactive Voice Response (IVR)/Telephony

Using the beneficiary's landline, the caregiver will call a designated toll-free EVV telephone line to clock in at the start of the service and place a second call to clock out at the end of the service. This is an approved method of reporting EVV but is only expected to be used if the mobile application is not an option. A caregiver may use IVR when:

- The beneficiary authorizes the use of their landline for EVV.
- The beneficiary's services start and end in their home.

If the beneficiary does not have a landline that can be used for the purpose of EVV, the caregiver must use the mobile application.

Technology Help

MDHHS has partnered with GetSetUp which offers an online platform and community that helps older adults enjoy more fulfilling, independent, and socially connected lives through learning. Visit [GetSetUp](#) to learn more.

Action Steps



Download the App & Create an Account

If you have not already done so, download the HHAeXchange+ mobile application from the Apple App or Google Play Store.

[Get Ready for EVV in 3 Steps \(michigan.gov\)](https://michigan.gov)



Mobile Activation Code & Services Portal Emails

Be on the lookout for the HHAeXchange Mobile Activation Code* and Services Portal emails!

*Ignore this email if you are an approved Live-in Caregiver.



Register for Additional Training Dates

September 11, 2024
Morning Session [Register Here](#)
Afternoon Session [Register Here](#)

Policy Reminder: In addition to using EVV, Home Help individual caregivers must continue to use their current service verification methods, CHAMPS Electronic Service Verification (ESV) or Paper Service Verification (PSV). Payments will continue to be based on the data recorded on the current service verification methods until further notice.

EVV Resources



Electronic Visit Verification website:
www.Michigan.gov/EVV



Additional Caregiver Resources:

[Listserv Instructions](#)
[Home Help website](#)
[GetSetUp](#)



EVV Support:

MDHHS-EVV@Michigan.gov



Thank you for participating in the Michigan Medicaid Program