

# Electronic Visit Verification (EVV) Medicaid Fee for Service Home Health FAQ

Questions received from the Home Health EVV Touchpoint Webinars conducted on May 8, 2024, and May 22, 2024.

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## **Credentials and Logins**

**Q:** Our Agency never received the HHAeXchange Provider Portal or Learning Management System (LMS) credentials, how can we obtain these?

**A:** If your Agency is missing or did not receive HHAeXchange LMS or Provider Portal credentials work within your Agency to determine the user, person, or email address who completed the onboarding form, this email address received the login credentials. Be sure to check spam or junk email folders.

HHAeXchange credentials were emailed to the contact email address listed on the provider onboarding form. This individual is considered the 'Administrator' for the Agency's Provider Portal and is responsible for granting access and training to additional Agency staff.

- LMS credentials were sent via email beginning on February 21, 2024.
  - The contact who received the email is responsible for granting access to additional staff as needed.
- Provider Portal credentials were emailed beginning on February March 22, 2024.
  - Review the "HHAeXchange Administration – Michigan" tutorial within the HHAeXchange LMS for how to grant Provider Portal access to additional users.

Ensure your Home Health Agency has completed the onboarding form:

[www.cognitofrms.com/HHAeXchange1/MichiganDepartmentOfHealthAndHumanServicesMD/HHSHHAeXchangeProviderOnboardingForm](http://www.cognitofrms.com/HHAeXchange1/MichiganDepartmentOfHealthAndHumanServicesMD/HHSHHAeXchangeProviderOnboardingForm).

**Q:** What information is available on the LMS training system?

**A:** The LMS system contains videos, documents, and test questions to help Agency providers understand the HHAeXchange provider portal.

**Q:** Who is responsible for training Agency staff including caregivers?

**A:** The Home Health Agency is responsible for training staff members on what they need to know about the HHAeXchange provider portal, mobile application, or IVR in order to perform their job duties. Here is a training resource [Get Your Caregivers on the HHAeXchange+ Mobile App Today](#)

## **HHAeXchange Portal**

**Q:** What information must the Home Health Agency enter into the HHAeXchange provider portal?

**A:** Home Health Agency providers are expected to:

- Enter each of their staff, that will be providing services or need access to the HHAeXchange system.
- Enter each beneficiary ID and demographic information into the HHAeXchange system.

- Grant additional users access to the system. The administrator who completed the onboarding form is responsible for adding users.
- Complete each data section that has an asterisk. Data sections with asterisks are required whether entering a caregiver, staff, or a beneficiary.

**Q:** What functions does the role of “coordinator” perform within the provider portal?

**A:** Within the ‘New Patient’ section, the coordinator is the Agency staff member who will be managing the services for the beneficiary.

**Q:** Is there a way to bulk import beneficiary and staff information?

**A:** HHAeXchange has created a Bulk Data Import tool which can be found here. [Click here](#) to access the *Caregiver Bulk Import Process Guide*.

**Q:** What is the Geofence Radius?

**A:** The current geofence radius in the HHAeXchange portal is set to 600 feet. This is subject to change at MDHHS and HHAeXchange discretion.

## **Claims and Billing**

**Q:** Should I use the EVV portal if the beneficiary has primary insurance and Medicaid is secondary?

**A:** If the beneficiary has Medicare as a primary insurance, EVV is **not** required for Home Health services. If the beneficiary has any other primary insurance (BCBS, AETNA, Tricare, etc.), EVV **is** required for Home Health services.

**Q:** How do claims with dates of service before April 1, 2024, get submitted or billed?

**A:** For dates of service before April 1, 2024, those claims and services should be submitted to CHAMPS directly, either via Direct Data Entry (DDE) or through a provider’s authorized billing agent.

**Q:** Will claims submitted between April 1, 2024, and May 31, 2024, need to be adjusted or resubmitted to include the EVV data?

**A:** For claims billing dates of service on or after April 1, 2024, and submitted between April and May 31, 2024, MDHHS will not require providers to report retroactive EVV data.

**Q:** What happens on or after June 1, 2024, in regards to submitting claims?

**A:** On June 1, 2024, MDHHS will implement a hard cutover to EVV for all dates of service on or after April 1, 2024, for HHCS codes requiring EVV. With the hard cutover date, providers will be required to submit claims to CHAMPS through the HHAX provider portal. CHAMPS will deny any claim billing, [HHCS Codes](#) requiring EVV submitted directly to CHAMPS by the provider or their billing agent.

**Q:** How is a claim created after the hard cutover date of June 1, 2024?

**A:** HHAeXchange will use the EVV data in the provider portal to generate the Home Health Agency claim. The claim is then sent to [CHAMPS](#) for adjudication (pay, deny, or suspend).

**Q:** How does our Agency check the status of claims?

**A:** Providers can continue to check the status of their claims in [CHAMPS](#).

**Q:** What happens if the EVV data is incorrect, and the portal does not create a claim?

**A:** If there is an error in the EVV data, a claim will not be created or sent to CHAMPS. The provider will be allowed to correct the EVV data if there is an issue. After the EVV data is reviewed and corrected the claim will then be sent to CHAMPS.

### **EDI or Third Party EVV Vendors**

**Q:** If I have an existing EVV system or vendor that can meet the EVV requirements, does our Agency still need to log in to the HHAX Provider Portal?

**A:** Yes. Providers using an existing EVV system should still log in to the HHAeXchange provider portal as the portal will be utilized to submit claims.

**Q:** How do we know if our Agency EDI system will integrate with HHAeXchange?

**A:** Providers and EDI vendors should review the HHAeXchange documents to ensure their system can meet the requirements:

- [Home Health HHAeXchange Provider EDI Welcome Packet](#)
- Technical Specifications: [EDI Technical Specifications](#)
- Business Requirements: [Business Requirements](#)
- Submit a ticket to HHAX EDI via the Client Support Portal: <https://www.hhaexchange.com/supportrequest>

### **Resources**

- To stay up to date on EVV in Michigan visit [www.Michigan.gov/EVV](http://www.Michigan.gov/EVV).
- HHAeXchange
  - FAQ:  
[https://hhaxsupport.s3.amazonaws.com/SupportDocs/ENTF/MI/Michigan%20DHHS-HHAX\\_FAQ\\_1.4.24.pdf](https://hhaxsupport.s3.amazonaws.com/SupportDocs/ENTF/MI/Michigan%20DHHS-HHAX_FAQ_1.4.24.pdf)
  - [Knowledge Base](#)
  - Access the LMS: <https://hhaexchange.docebosaas.com/learn>
  - For questions or help using the HHAeXchange EVV system contact HHAeXchange at 1-866-576-1179 or visit the Michigan Information Center website at [www.hhaexchange.com/info-hub/Michigan](http://www.hhaexchange.com/info-hub/Michigan).