

Electronic Visit Verification

Home Help Individual Caregivers

HHaEXchange+ Mobile Application Setup

Recorded August 8, 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	
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 Methods

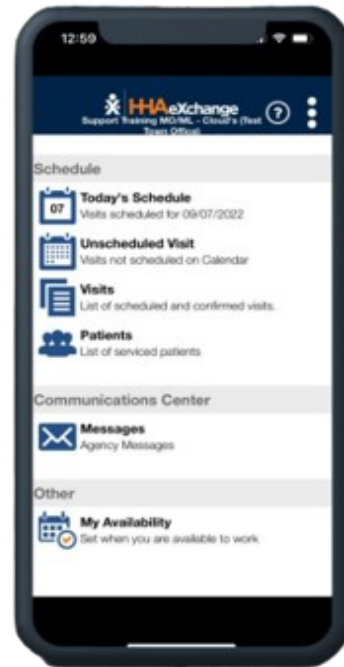
EVV can be reported using two (2) methods, a mobile application or an Interactive Voice Response (IVR) telephony option.

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+)

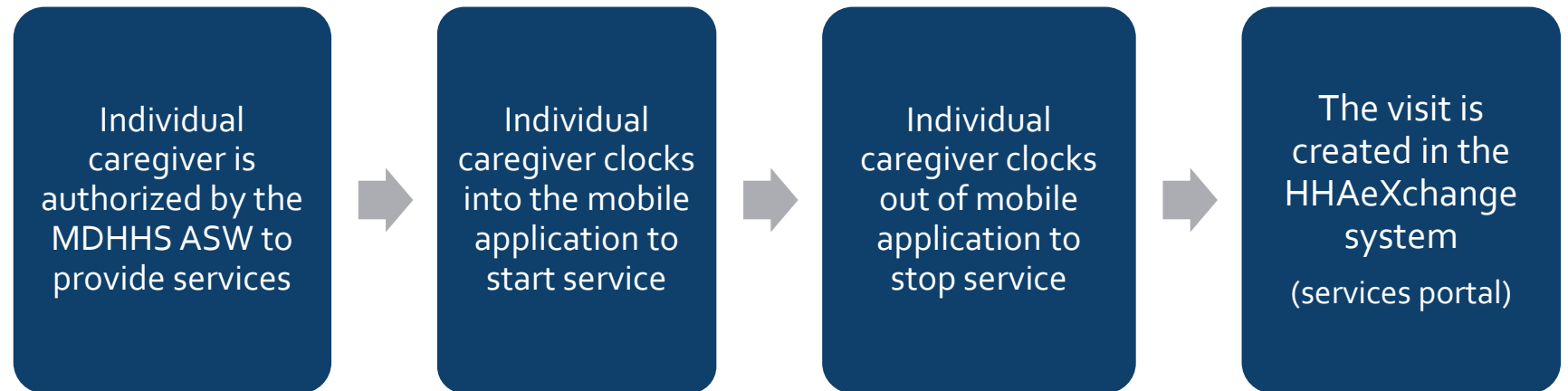
Allows caregivers to clock in/out using a mobile device with GPS capabilities. Including an offline mode when no cellular or wi-fi connection is available.



Telephony/IVR

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

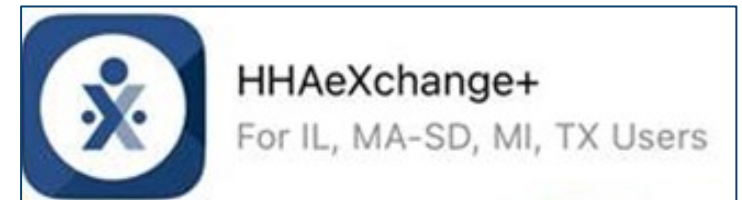
EVV Lifecycle



Mobile Application Setup

Steps for individual caregivers to download the HHAeXchange+ mobile application.

In preparation for the September 3, 2024, go-live date.

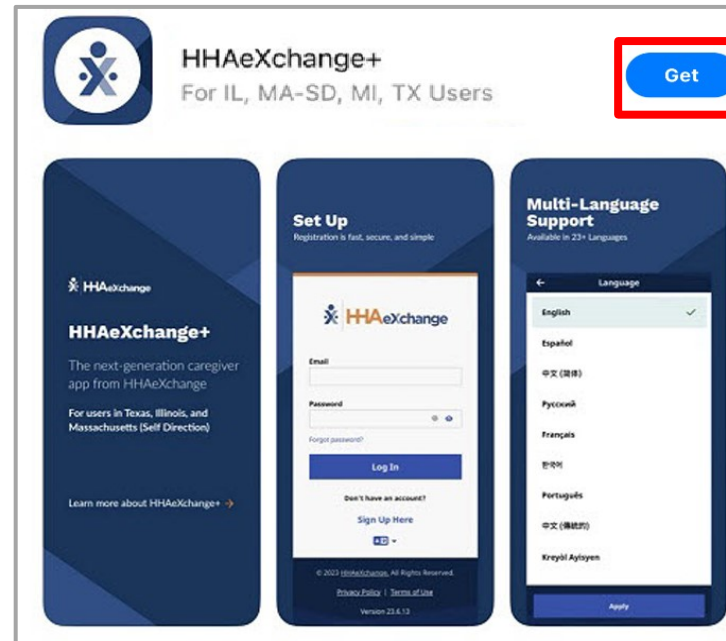


Download the HHAeXchange+ Application

- 1 Navigate to the Google Play (Android) or Apple App Store (Apple) on your mobile device.



- 2 Search for HHAeXchange+ and click Get or Install.

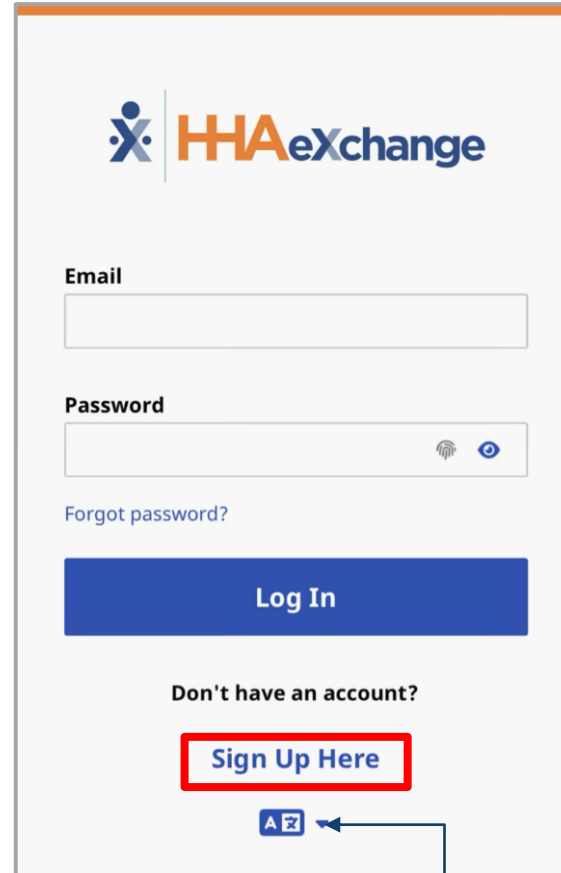


- 3 Open the App and select the preferred language.



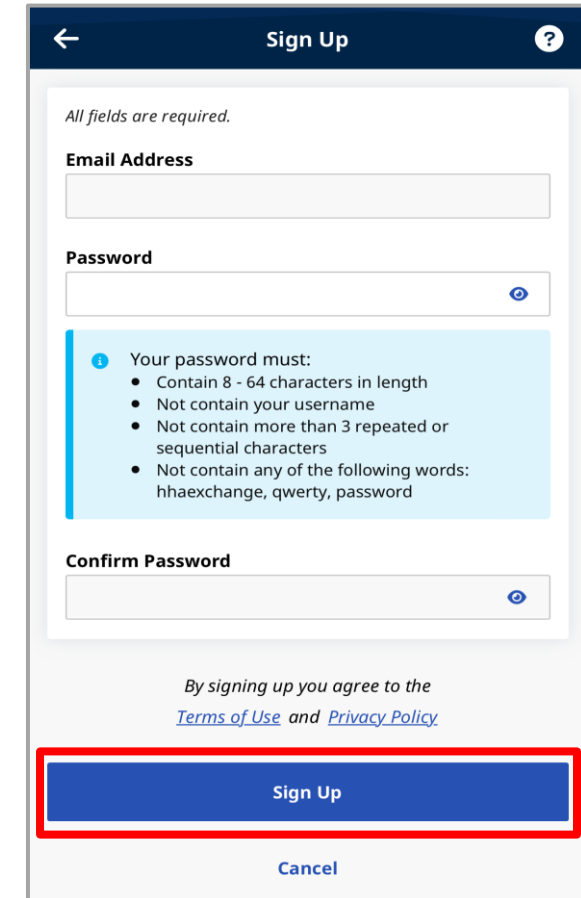
Mobile Application Setup

4 Click Sign Up Here.



If the Mobile App login page is displayed in an unfamiliar language, tap the Language Selector Icon to select a different language.

5 Enter the required fields and click Sign Up. The email address entered should be the same as your email address on file within your CHAMPS provider enrollment information.

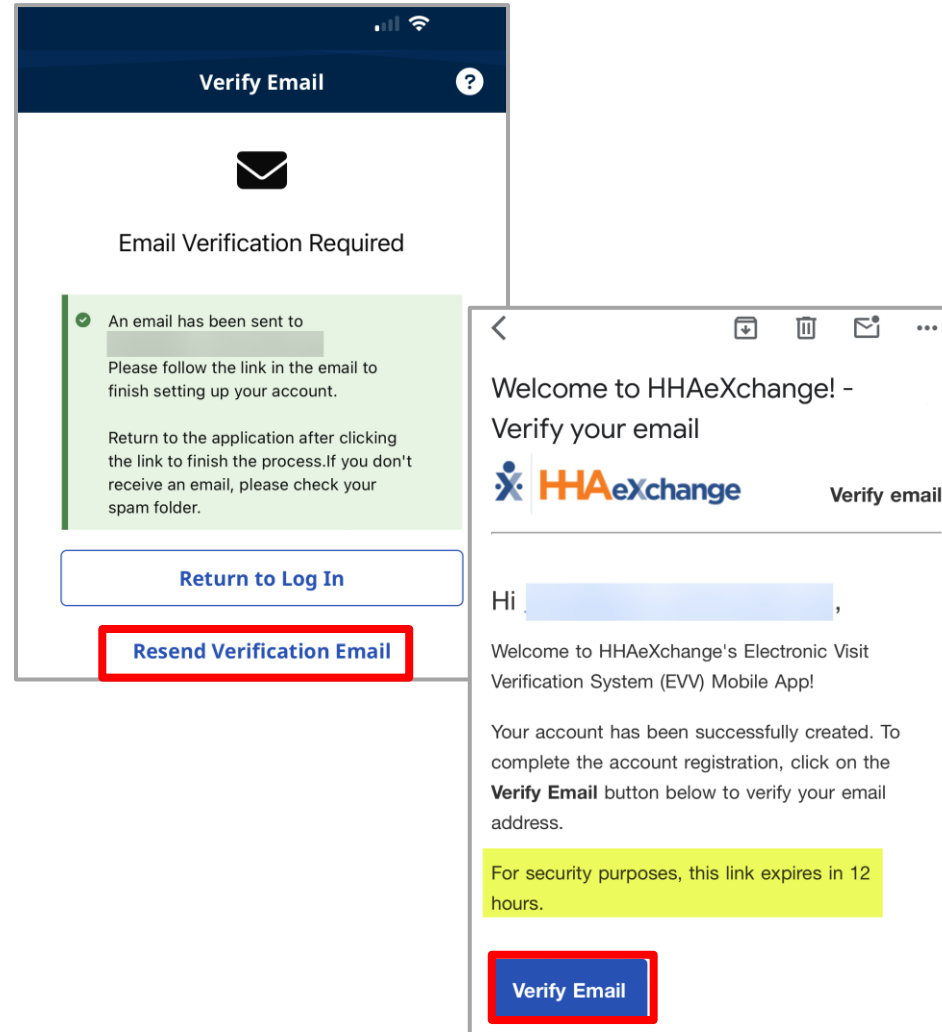


Mobile Application Setup

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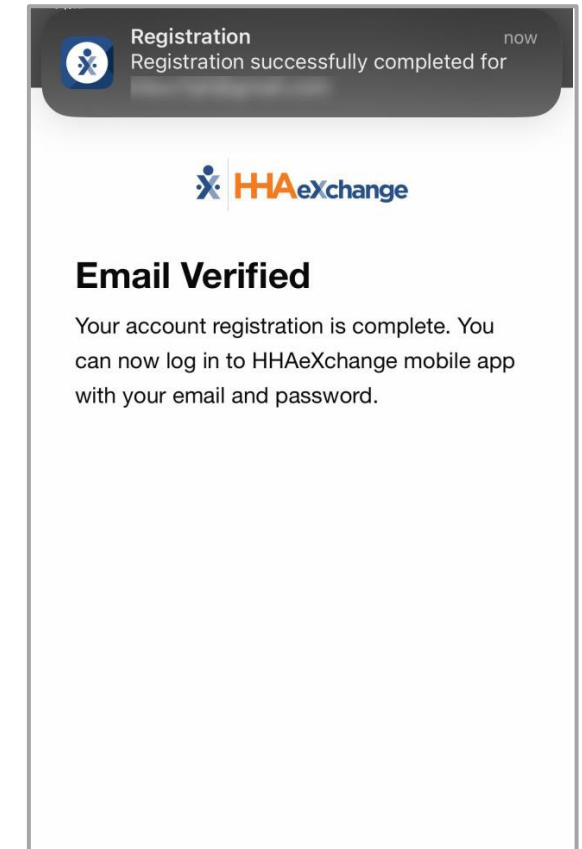
Click 'Verify Email' from within the credential email.

Note: The verify email link is active for **12 hours**. Select '**Resend Verification Email**' if past the 12 hours.



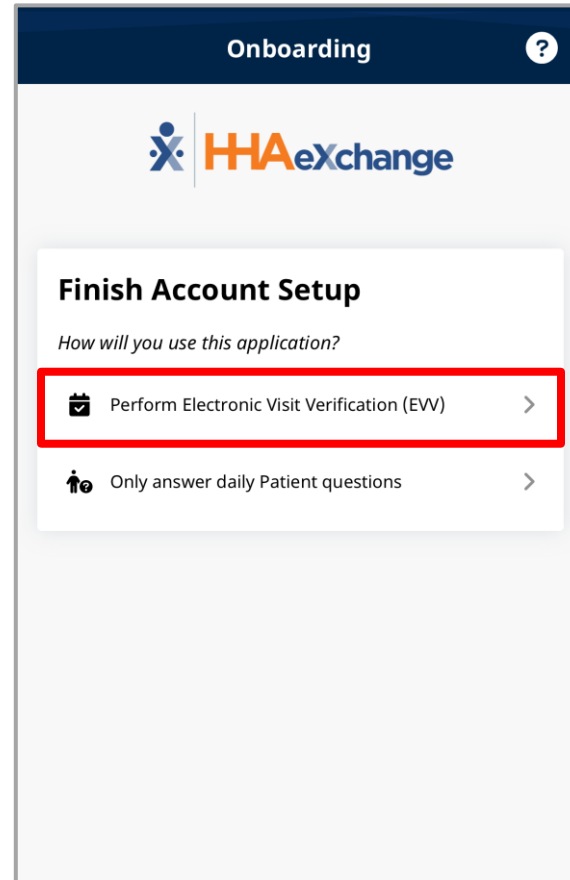
7

Once verified, you can continue with the login process.



Mobile Application Setup

- 8 Finish setting up the account by selecting 'Perform Electronic Visit Verification (EVV)'.



Onboarding

HHAeXchange

Finish Account Setup

How will you use this application?

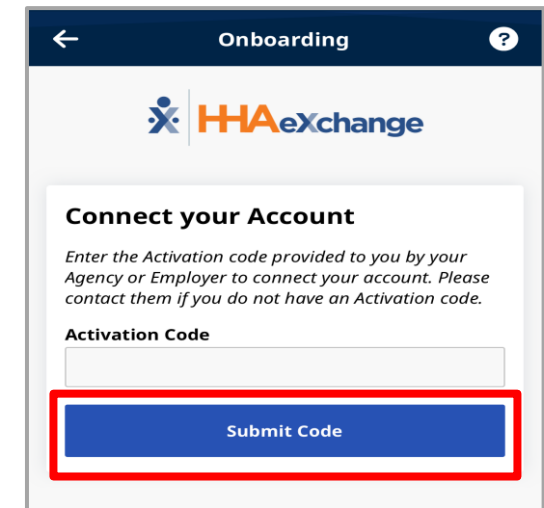
☒ Perform Electronic Visit Verification (EVV) >

☐ Only answer daily Patient questions >

- 9 To see clients or enter visits your account must be connected to the MDHHS Home Help program in the mobile application. An email will be sent to the CHAMPS provider enrollment email address.

NOTE: This email will not be sent until the middle to late August of 2024.

Until you receive the mobile activation code email you will not be able to continue in the app.



Onboarding

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

Email Communications

Credential and account validation emails are time-sensitive. Action must be taken promptly to avoid any issues.

The following slides outline the timing of communications from HHAeXchange to all active CHAMPS enrolled Home Help individual caregivers.

Email Communications Starting in Middle to Late August of 2024

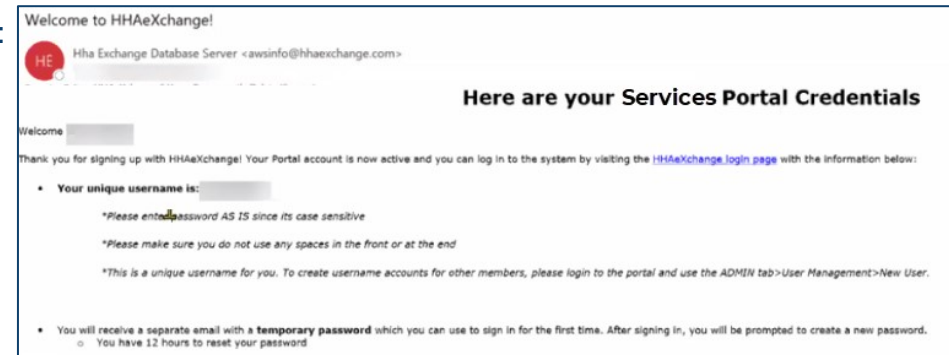
All active CHAMPS enrolled Home Help individual caregivers will receive important email communications starting in middle to late August of 2024.

1. Mobile Activation Code Email

- To link the caregiver to the State of Michigan within the mobile application and show the list of approved clients.
- The mobile activation code is useable for 7 days from the email date.

2. Services Portal Email

- Email will contain a link to the HHAeXchange services portal website and your username.
 - Users have 12 hours to reset the temporary password. If beyond the 12 hours use the 'Forgot Password' function on the HHAeXchange login page.
- Sample Email:



EVV Live-In Exemption Process

Policy exemptions for Personal Care Services (PCS) to EVV are found in policy bulletin [MMP 24-21](#). This policy was distributed to multiple provider types and Medicaid programs and all outlined pieces may not pertain to all Home Help individual caregivers.

EVV Live-In Exemption

This presentation will focus only on the live-in caregiver exemption for Home Help Individual caregivers. Note this is not the only EVV exemption.

The Home Help program requires live-in caregivers to meet all the following criteria:

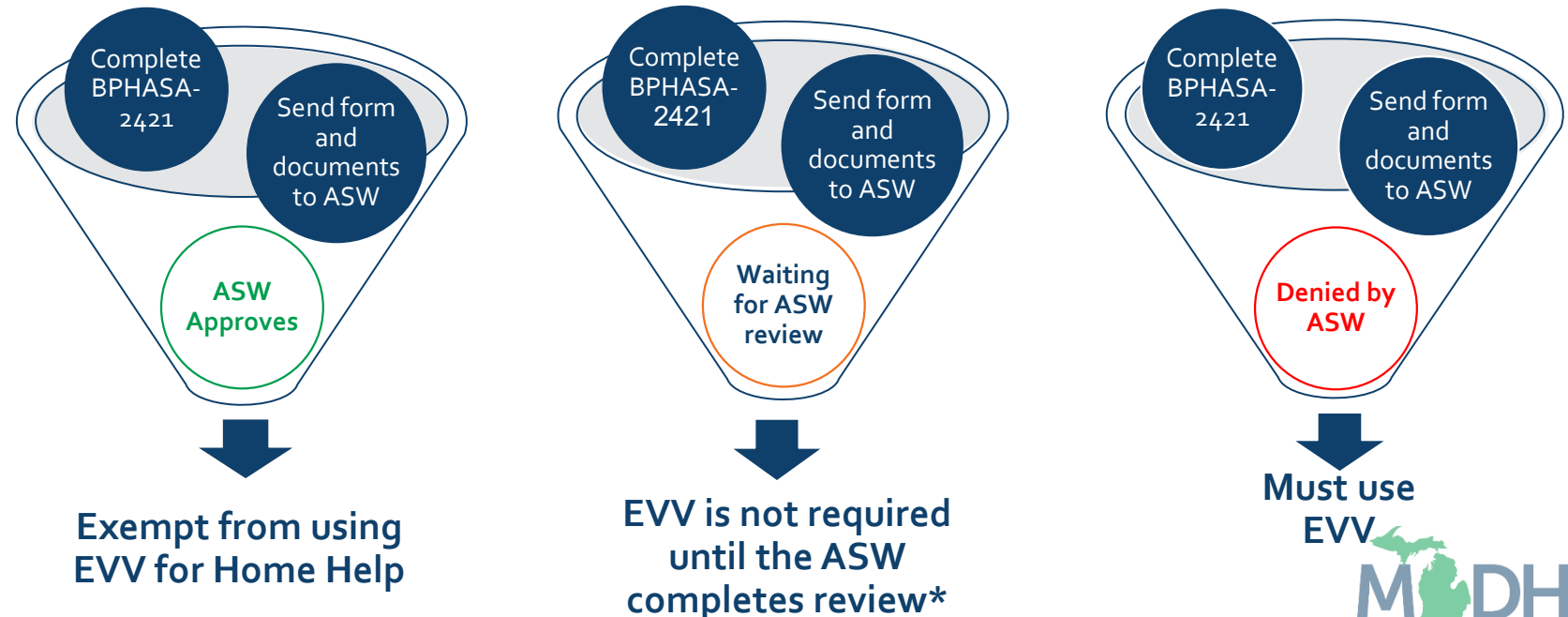
- The caregiver lives in the same home as the client;
- The home is the caregiver's permanent and primary residence; and
- The caregiver is responsible for providing PCS that requires EVV to the client.

If you meet these criteria, you may be exempt from EVV and should complete the BPHASA-2421 Live-In Caregiver Attestation Form.

Live-In Caregiver Exemption Process

Do you live with your client?

- Complete the Live-In Caregiver Attestation form ([BPHASA-2421](#))
 - Include two proofs of residency
 - Return to the client's MDHHS Adult Services Worker (ASW) either in person, by email, mail, or fax.
 - Contact the ASW for instructions on how they want to receive the form and documentation.
 - After review, the ASW will send a notification of the determination within 10 calendar days via letter.
 - A copy will be mailed to the caregiver and client.



**Subject to policy change.*

Future Home Help Program Changes

Home Help Individual caregivers must continue to use their current service verification methods either CHAMPS Electronic Service Verification or Paper Service Verification. Payments will continue to be based on the data recorded on the current service verification methods, either ESV or PSV, until further notice.

Reminder: 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.

Future Home Help Program Changes

- Additional communications will be shared with an L letter or policy bulletin regarding future Home Help program and policy changes.
 - Authorization process changes
 - Payment cycle changes
 - The HHAeXchange services portal will be used as the Alternate Service Verification for live-in caregivers.
 - MDHHS will offer training on the Alternate Service Verification System within the HHAeXchange services portal, at a later date.

Continued communication will be shared with caregivers as additional changes and updates become available. Visit the [MDHHS EVV website](#) for updates.


Resources & Takeaways

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

Including what caregivers can do now!

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 [HHAEExchange 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
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

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

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 HHAEExchange 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://gomdhhs.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 HHAEExchange 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 HHAEExchange 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, HHAEExchange, the methods for reporting information include:

Mobile Application

The HHAEExchange+ 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

Start today by downloading the HHAeXchange+ mobile application from the Apple App or Google Play Store.



Create an Account

Sign up and create your account in the HHAeXchange+ mobile application.

Use the email address on file in your CHAMPS provider enrollment information.



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.

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