

Electronic Visit Verification (EVV) Home Help Individual Caregivers FAQ

These questions are intended for Home Help Individual Caregivers, those directly employed by the beneficiary. Individuals who are employed by a Home Help Agency will need to follow up with their Agency for training and system access.

Q: How do I clock in or out for travel (i.e., shopping, laundry, groceries, etc.) using the HHAeXchange+ mobile application?

A: Clocking in and out of the HHAeXchange+ mobile application for travel (i.e., shopping, laundry, etc.) would be completed if your Time and Task includes travel time for these tasks. EVV did not change the existing process or policy for travel time payment.

If your Time and Task include travel time:

- Log into the HHAeXchange+ mobile application,
- Clock in for the start of services at the client's home,
- Travel to the location (for example, grocery store or laundromat)
- Clock out when you return to the client's home.

If additional tasks are performed in the client's home then additional clock-ins and clock-outs would need to be reported.

If your Time and Task does **not** include travel time:

- Log into the HHAeXchange+ mobile application
- Clock in when you arrive at the location, (for example, grocery store or laundromat)
 - Within the HHAeXchange mobile app select "Community" as the service delivery location. Select the 'Community' option from the Services Delivery Location dropdown. Step-by-step instructions can be found in the [HHAeXchange+ Mobile App User Guide](#).
- Clock out before you leave the location.

If additional tasks are performed in the client's home then additional clock-ins and clock-outs would need to be reported.

Q: In the HHAeXchange+ mobile app, the client's address is not their home address. How do I correct this?

A: The HHAeXchange+ mobile application may show a Client's mailing address instead of their residing address. This is a known issue that MDHHS is currently working on resolving.

Q: My client receives approved services at an additional home location. How do I add this location to the HHAeXchange+ mobile app?

A: If services have been approved to be provided at a secondary home location as noted on the Time and Task by the beneficiary's/client's Adult Services Worker (ASW), the secondary address will need to be added for each client.

Call the Atypical Provider Support Hotline at 1-800-979-4662 to report the secondary address and begin the process. Make sure to have the following information, the secondary home address, beneficiary/client Medicaid ID, and your CHAMPS Provider ID.

Q: I provide some of the services on my approved Time and Task, for example, meal preparation and laundry in my own home. The client at times may stay in my home, and I will assist with other tasks there. How do I log the services I provide in my home?

A: Your home address must be added to the HHAeXchange system as a secondary address for the client.

Call the Atypical Provider Support Hotline at 1-800-979-4662 to report the secondary address and begin the process. Make sure to have the following information, the secondary home address, beneficiary/client Medicaid ID, and your CHAMPS Provider ID.

Q: When I login to the HHAeXchange+ mobile app, I get a message stating no visits have been scheduled. What does this mean? How do I enter a new visit in the HHAeXchange+ mobile application?

A: The State of Michigan has chosen not to require the use of a schedule, ignore this message. To report a visit caregivers must tap the '+New Unscheduled Visit' to find their current approved beneficiaries. Step-by-step instructions can be found in the [EVV HHAeXchange+ Mobile App User Guide](#).

Q: How does a client's address get updated in the HHAeXchange+ mobile app?

A: If a beneficiary's address needs to be updated because they have moved, changes should be reported directly by the beneficiary online in MiBridges at michigan.gov/MiBridges. Changes reported take time to show in the HHAeXchange+ mobile application.

EVV visits should continue to be reported for a beneficiary who has had a recent address change, and the change has not yet been updated in the mobile application.

Q: Will I be paid if I did not use EVV but submitted my Electronic Service Verification (ESV) or Paper Service Verification (PSV)?

A: At this time, Home Help payments are based on the submission of an ESV or PSV. Home Help caregivers should use this time to learn how to use EVV. MDHHS will let providers know when Home Help payments will be based on the time logged in EVV.

Q: When I enter my email and password into the HHAeXchange+ mobile app, I get a message stating that my credentials are invalid. How can I fix this?

A: Review the [HHAeXchange+ Mobile App User Guide](#), section Settings and Help, for resetting a password. Reminder, the email required for logging in is the email used in your CHAMPS enrollment information. If you are still unable to log into the HHAeXchange+ mobile app call the Atypical Provider Support Hotline at 1-800-979-4662.

Q: I do not see my authorized tasks in the HHAeXchange+ mobile app. How can I record my tasks?

A: Tasks are not required to be selected or reported when clocking in and out of a visit in the HHAeXchange+ mobile app. Tasks will continue to be reported when submitting your CHAMPS Electronic Service Verification (ESV) or Paper Service Verification (PSV).

Q: How do I get a mobile activation code for the HHAeXchange+ mobile app if my email address has changed?

A: The mobile activation code is sent to the email address listed in your CHAMPS provider enrollment information. If the email address on file in CHAMPS is incorrect, caregivers should modify their CHAMPS provider enrollment email address and submit the modification for approval. Once the modification has been approved, the following Wednesday the credential email will be sent from HHAeXchange. If you are unable to locate the email, contact the Atypical Provider Support Hotline at 1-800-979-4662.

Q: Can I use the HHAeXchange+ mobile app on my tablet or computer?

A: The HHAeXchange+ mobile app can be downloaded and used on any GPS-enabled tablet or smartphone. The mobile application cannot be downloaded or used on a laptop or desktop computer.

Q: My client does not have a landline home phone, wi-fi/internet, or a cell phone signal where they live. How can I log into the HHAeXchange+ mobile app?

A: The HHAeXchange+ mobile application has an offline mode that allows caregivers to use the mobile app when there is no cellular or internet connectivity. When in Offline Mode, you can log in with the last used email and password, view your existing Beneficiaries/Clients, Start and End Visits/Shifts, and view Help.

As per policy, the data stored in the HHAeXchange+ mobile application requires the caregiver to ensure access to a cellular or internet connection within seven (7) calendar days of service delivery. For more information, see the 'Offline Mode' section in the [EVV HHAeXchange+ Mobile App User Guide](#).

Q: How do I use the client's telephone (IVR) to report visits?

A: For instructions on how to report visits using the Interactive Voice Response method, also known as IVR, including the phone numbers to call and how to get your time and attendance PIN review the [IVR/Telephony User Guide](#).

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.

Q: I have been approved for a live-in caregiver exemption. Should I keep using ESV or PSV?

A: As noted in L letter [L 24-38](#), payments will continue to be based on how often tasks on the Time and Task are provided. Payments will not be based on time logged. At this time, you must continue to submit either the CHAMPS Electronic Service Verification (ESV) or Paper Service Verification (PCS).

At a later date, Home Help caregivers who are approved for a live-in exemption must document Home Help services using an alternate service verification designated by MDHHS. Additional information will be provided before the ESV and PSV are phased out and Home Help payments are based on EVV data.

Q: When does my approved live-in caregiver exemption need to be renewed?

A: Renewal of live-in status must be done every six (6) months to remain exempt from EVV. The client's adult services worker (ASW) will work with caregivers to complete a renewal of BPHASA-2421 during each six-month review.

Q: I visit the client's home providing services quite a few times a day. How do I log these visits?

A: You will log into the HHAeXchange+ mobile app clock in at the start of each visit and clock out at the end of each visit. The schedule tab will then show several clock-ins and clock-outs for the client for the day.

Q: Do I need to clock in and out of the HHAeXchange+ mobile app for each task?

A: No, at this time MDHHS is not requiring caregivers to clock in and out for each task.