

Electronic Visit Verification

Home Help Individual Non-Live In Caregivers Steps to Prepare for EVV

Recorded July 1, 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

Agenda



Meeting Overview



Acronyms & Websites



Electronic Visit Verification (EVV) Basics



Take Action: Prepare Now



Provider Resources

Meeting Overview

Purpose of Meeting: To offer an update on Michigan's Electronic Visit Verification (EVV) implementation project.

- This presentation is intended for Michigan Medicaid Home Help individual non-live-in caregivers.
 - The individual caregiver is employed directly by the client and does not work for an Agency.

NOTE: Home Help individual live-in caregivers are exempt from using EVV. Additional guidance for Home Help live-in caregivers will be shared in a future communication. Refer to the Live-In Caregiver Attestation ([BPHASA-2421](#)) form.

Acronyms & Websites

| Term | Definition | Website |
|-----------|---|---|
| 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 |
| FFS | Fee for Service | Medicaid Provider website |
| HHAX | HHAeXchange Electronic Visit Verification Vendor for the State of Michigan | HHAeXchange Michigan Information Center |
| Home Help | MDHHS program 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 |
| MDHHS | Michigan Department of Health and Human Services | MDHHS |

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.](#)

Electronic Visit Verification (EVV)

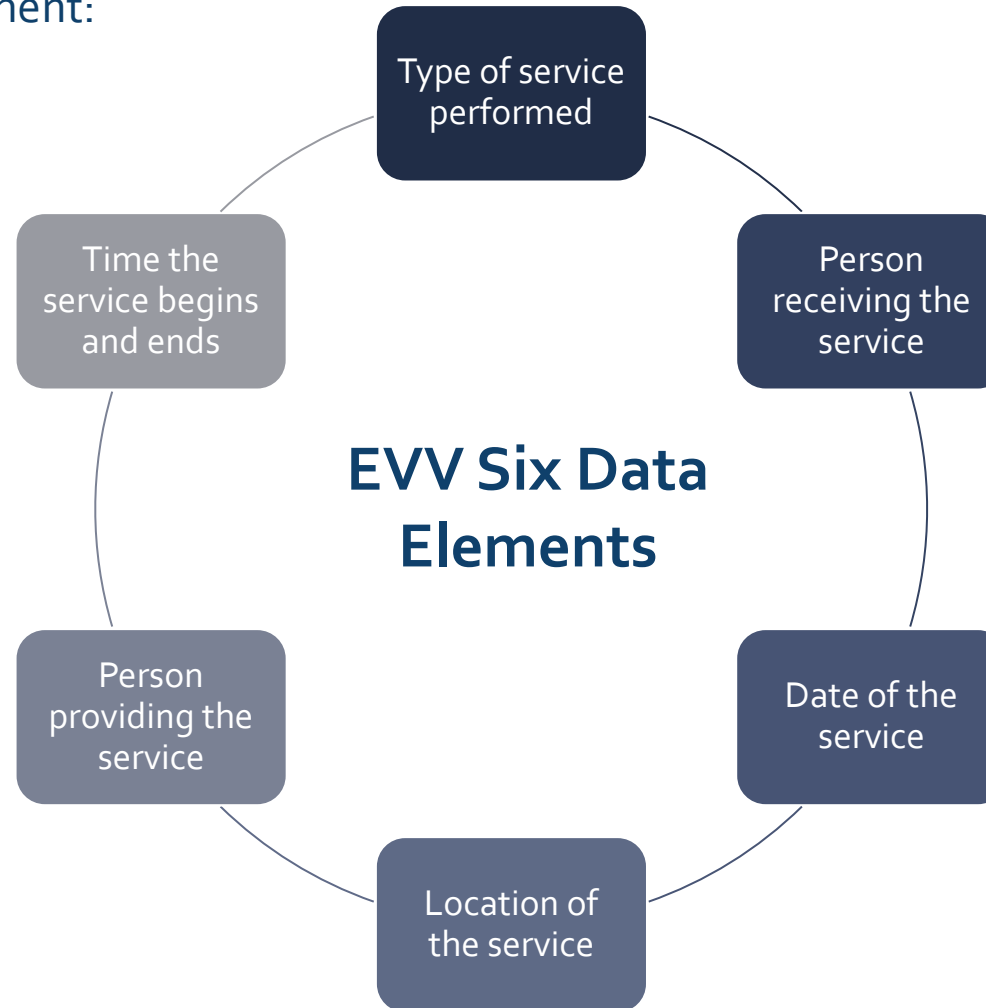
Delivers a broad overview of what EVV is, why EVV is necessary, and what MDHHS is doing to implement EVV.

Including how EVV will impact Home Help Individual Caregivers and the different methods available to collect EVV data.

EVV Basics

What is Electronic Visit Verification (EVV)?

- EVV is the provider's real-time record of the day, time, location, and type of service provided.
- There are six (6) data elements that need to be collected to meet the CURES Act EVV requirement:



EVV Basics

Why is Michigan implementing EVV?

- Section 12006 of the 21st Century Cures Act requires states to implement an Electronic Visit Verification (EVV) system for Medicaid-funded Personal Care Services (PCS) by January 1, 2020, and for Home Health Care Services (HHCS) by January 1, 2023.
- Michigan is currently incurring a federal financial penalty due to not having implemented EVV for PCS.
- EVV provides the following benefits:
 - Brings MDHHS into compliance with federal regulations.
 - Ensures beneficiaries are receiving services as planned and authorized.
 - Improves the accountability of caregiver services.
 - Ensures payment accuracy for services provided.

EVV Timeline

Who is impacted by EVV?

- MDHHS is implementing EVV using a staggered approach to allow for provider training and adoption of EVV processes.
- EVV will be required for the indicated program or service for dates of service on and after:

April 1, 2024

Home Health Care
Fee for Service (FFS)

July 1, 2024

Home Help Agency
Providers (PCS)

September 3, 2024

Behavioral Health
Home Help Individual
Caregivers (MMP 24-21)
MI Choice Waiver
MI Health Link (ICO)
Medicaid Managed Care
Home Health Care
Services

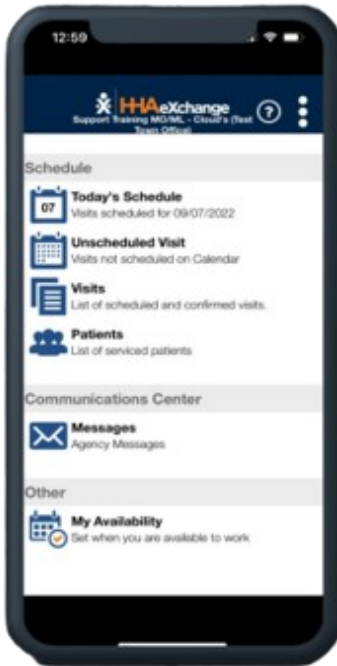
What are the steps Michigan is taking to implement EVV?

- Michigan will offer a state EVV system in order for caregivers to meet the EVV requirements. There will be no cost to providers to use the state EVV system*
 - *Users may be charged fees by their cell phone or internet provider.
- Michigan has partnered with HHAeXchange for a State sponsored EVV system. The HHAeXchange EVV system will collect all six required data elements.
 - [2023 MDHHS Press Release.](#)

EVV Methods

How is EVV reported?

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



Caregiver Mobile App – allows caregivers to clock in/out using a mobile device with GPS capabilities.



Telephony/IVR – allows caregivers to clock in/out by calling a unique toll-free number using the beneficiary's landline phone.

Work in Progress

Live-in caregiver solution

- As outlined in [MMP 24-41](#), Live-in caregivers are exempt from EVV requirements.
- The Live-In Caregiver Attestation (BPHASA-2421) form should be completed and sent to the Adult Services Worker to indicate that the caregiver and beneficiary reside at the same address.
 - Additional guidance for Home Help live-in caregivers will be shared in a future communication.

Payment changes

- The upcoming Home Help payment changes have been separated from the EVV project. Authorization, bi-weekly payroll, and other payment changes are expected to go live in early 2025.

Take Action: Prepare Now

Overview of the steps caregivers can take now to prepare for EVV, including helpful programs to help you get started.

Prepare Now!

- ✓ Make sure we can get in touch with you!
 - While MDHHS and HHAeXchange will mostly use email to share information, we encourage caregivers to review all contact information (email, phone, address).
 - Emails from MDHHS or HHAeXchange may incorrectly go to your spam or junk email folder. Make sure to check these folders to ensure you do not miss any important communications.
 - Instructions on how to update or modify your CHAMPS provider email address can be found here – [CHAMPS Modification Instructions](#).

- ✓ Make sure the client has the correct phone number and address in MiBridges!
 - The client's contact information may be used for verification in the EVV system. Clients can access [MiBridges](#) to review and make changes to contact information.

- ✓ Don't have an email address? Some providers offer an email address and services at no cost. A few popular email options are:
 - Gmail: <https://www.google.com/gmail/about/#>
 - Yahoo Mail: <https://login.yahoo.com/account/create>
 - Microsoft Live Hotmail: <https://outlook.live.com/owa/>

*** Note: These are commercial email providers and are not affiliated with the State of Michigan*

Stay Informed and Connected

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.

Takeaway & Resources

1

Make sure your caregiver email and phone number are correct in CHAMPS.

2

Remind your client(s) to make sure their home address, email, and phone number in MiBridges.

3

Plan Now!

Make sure you have the technology available to capture EVV.

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