

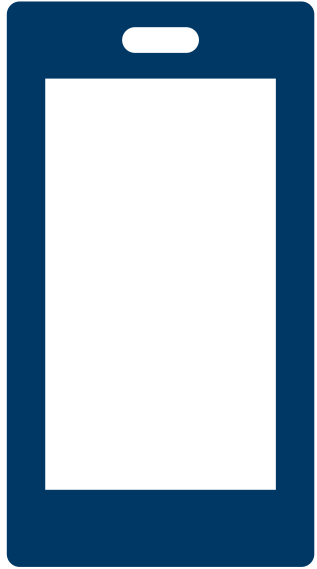
Electronic Visit Verification (EVV)

Amanda Tamte | EVV Communication and Training Coordinator

- What is Electronic Visit Verification?
- EVV in Minnesota
- Onboarding with HHAeXchange (HHAX)
- EVV System Training
- Staying Connected

What is Electronic Visit Verification (EVV)?

What does EVV mean?



Electronic Verification



Home



Community

Why do we have to implement EVV?



21st Century Cures Act

Required EVV Data

Type of
Service

Person
Receiving
Service

Person
Providing
Service

Location

Start and End
Time

Date

Required Services

Personal
Care
Services

Waiver
Services

Home
Health
Services

Click the following link to review the detailed list of
[Required Services for EVV](#)

EVV in Minnesota

HHAeXchange (HHAX)

- State-selected EVV system
- No cost to providers

Third-Party EVV System

- Providers are responsible for cost
- Must connect to HHAeXchange



Provider Agency



Billing DHS

Live-In
Caregiver

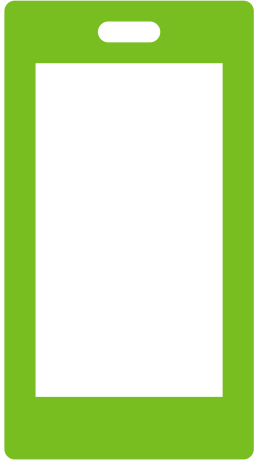
Devices

Verification
Methods

Live-In Caregivers



- Exempt from some EVV requirements
- Do not need to interact in real time
- Enter the required EVV data at least once per day.



- Mobile device with mobile application

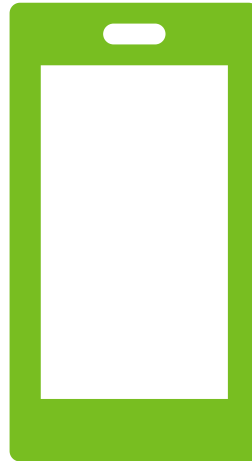


- Interactive Voice Response (IVR)

Verification Methods



6 EVV Data Points

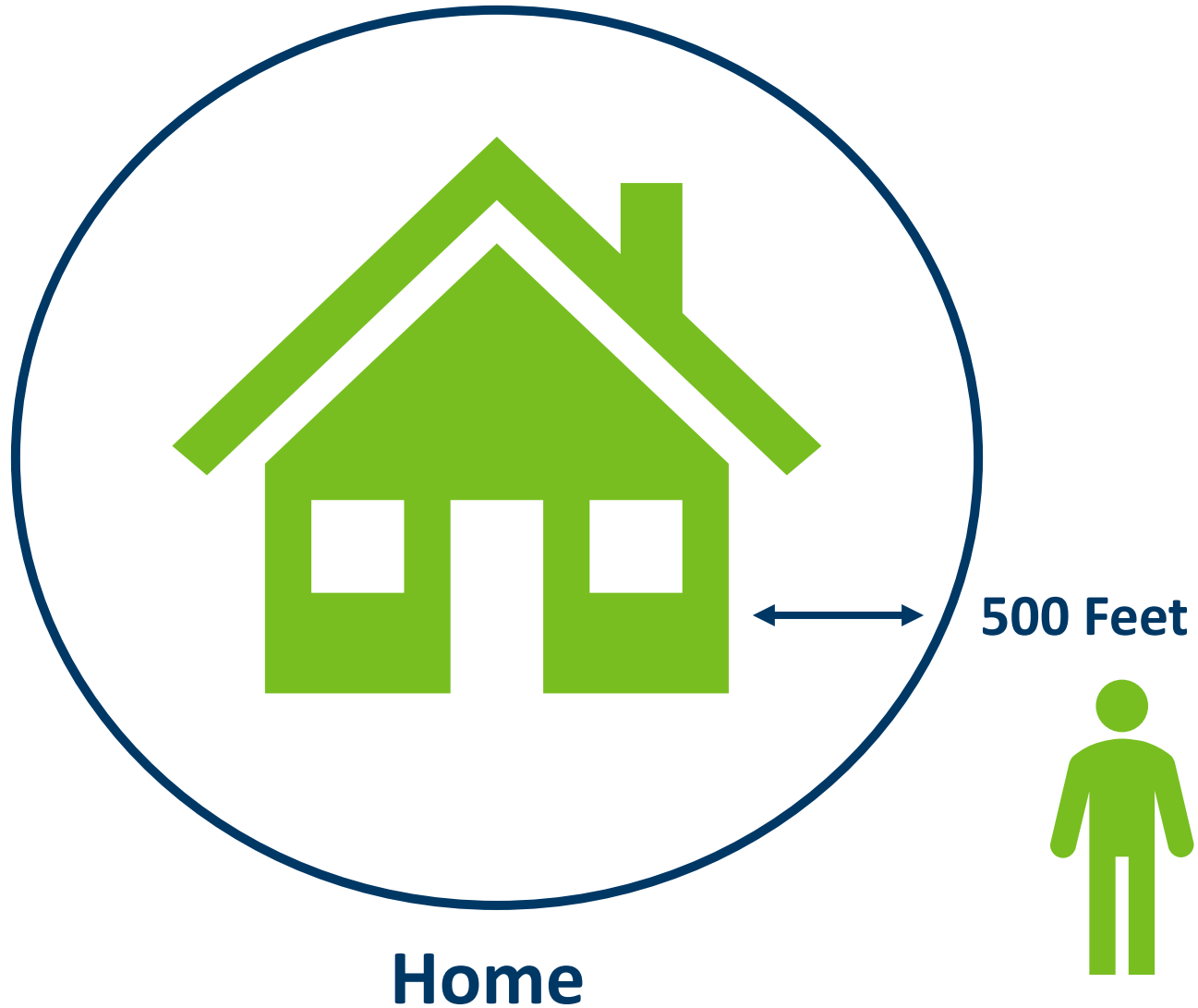


Mobile Application



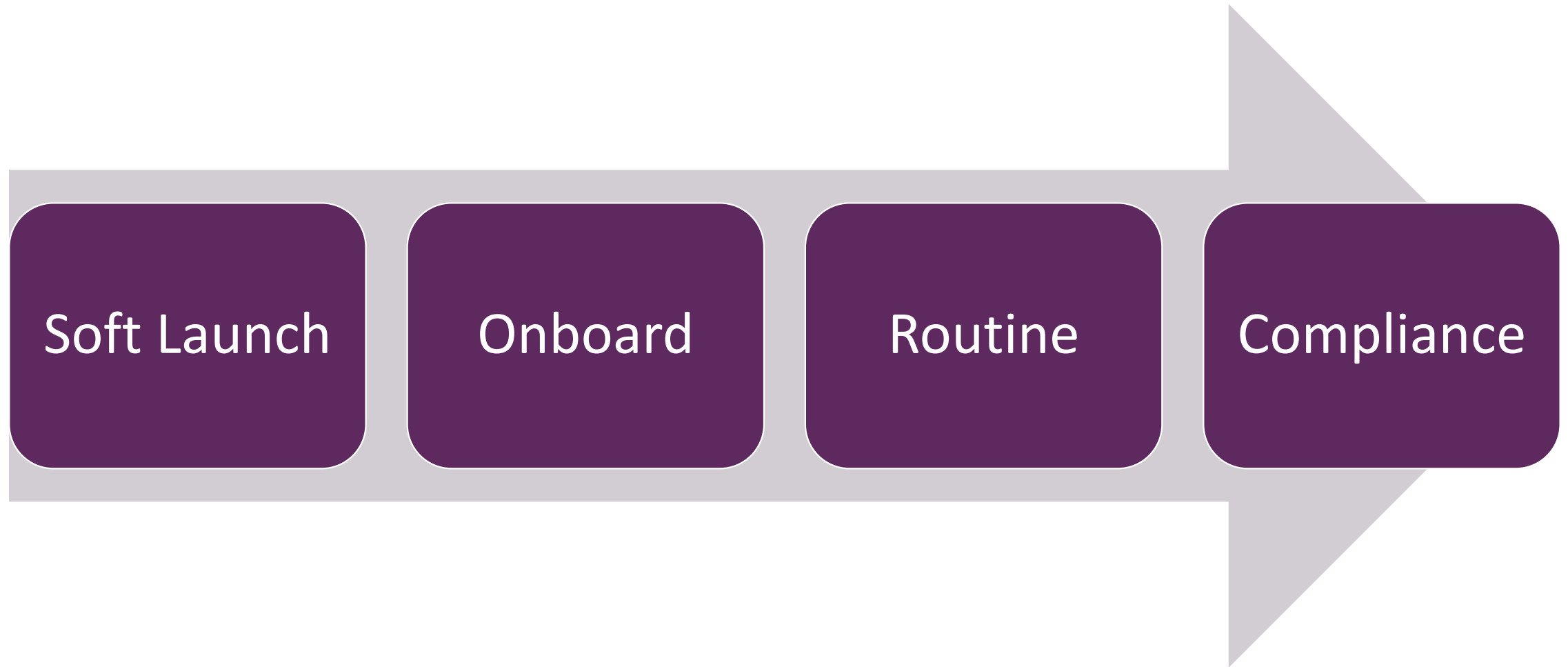
Telephony/IVR

Geo-Fence





Current Compliance Requirements for Providers



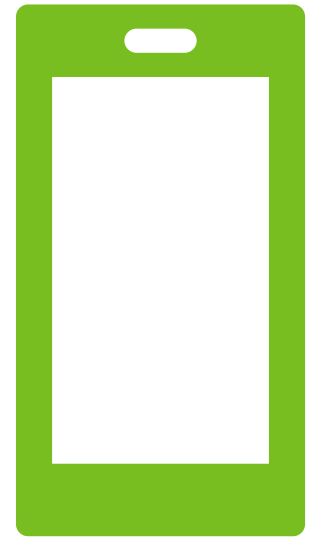
Language Barriers



Diversity



Training Materials



Mobile Application

Onboarding with HHAeXchange (HHAX)

Providers must watch an information session to receive an overview of EVV in Minnesota and the HHAX system.

Personal Care Service Informational Session for HHAX EVV System

Providers without an EVV system or who would like to use the state-selected system

Personal Care Service Informational Session for Third-Party EVV Systems

Providers with an existing EVV system or wanting to use a third-party EVV system

Complete the Provider Enrollment Form

Providers must complete the HHAX Personal Care Service Provider Enrollment form to begin connecting with HHAX.

Next steps for providers will be determined based on the system they have chosen.

[Personal Care Service Provider Enrollment Form \(Link\)](#)

HHAX Enrollment Form Checklist

- ☐ Company name, address, and phone number
- ☐ Technical person and administrator in your office (name, email, phone)
- ☐ Agency Medicaid ID
- ☐ Federal Tax ID
- ☐ NPI(s) or UMPI number
- ☐ EVV System Selection
- ☐ Approximate number of members your agency services today
- ☐ Number of caregivers in your agency
- ☐ Number of office staff (noncaregiver staff)
- ☐ Third-party EVV system in use (if applicable) and vendor contact

Provider Portals

HHAX Portal Credentials

- Must complete enrollment survey before receiving credentials
- 3-5 business days after submitting enrollment form

HHAX System

HHAX system users will receive a portal to:

- Access member information
- Access caregiver information
- Review and approve EVV shifts
- Review reports

Third-Party EVV Systems

Third-party system users will receive portal access to:

- Review data sent from their system to the HHAX system
- Review rejections received and correct them in a timely manner

HHAX EVV System Users

Member information
sent from MMIS to
Provider Portal.

Providers are
required to enter
caregiver
information into
their Provider Portal.

Providers are
responsible to
ensure all
information in the
system is accurate.

Providers are
required to review
and approve shifts in
their Provider Portal.

Third-party EVV System Users

Review HHAeXchange's [Business Requirements for Third Party EVV Data Aggregation MN](#) and [EVV Data Aggregator Specification](#)



Complete the PCS Provider Enrollment survey



Contact HHAX EDI team, [HHAX Support](#), select third-party integration support request and include the name of MN EVV to begin the integration process.



HHAX will work with the provider and the provider's vendor to begin testing and connecting to the data aggregator.

EVV System Training

HHAX System Users

- Webinar trainings
- HHAX Learning Management System (LMS)
- Job aides and guides in their Provider Portal

Third-Party EVV System Users

- HHAX Learning Management System (LMS)
- Work with their vendor

Providers are responsible to train caregivers and members

HHAX Learning Management System (LMS)

LMS Credentials

- Must complete enrollment survey first
- 3-5 business days after submitting enrollment form
- Provider agencies receive one username used to access LMS for all agency-level EVV staff.

HHAX System Users

- All provider agency-level EVV staff need to complete all the modules in LMS.
- Reference job aides and guides in their Provider Portal.

Third-Party EVV Systems

- All provider agency-level EVV staff need to complete the EDI module in LMS
- Required to work with their vendor for training in their EVV system.

HHAX training materials are available in Spanish, Hmong, Somali, Vietnamese, and Russian.

Caregiver and Member Training

All providers are responsible for training and ensuring caregivers, members, and responsible parties feel comfortable with their EVV system.

HHAX system users will have access to job aides and guides to aide in training caregivers, members and responsible parties.

Providers may have to create additional material to train caregivers, members and responsible parties on their EVV system.

Staying Connected

Engagement

- DHS is committed to engagement from all partners impacted by EVV.
 - Partner engagement through each phase
 - EVV quarterly update sessions hosted by DHS
 - eList announcements
 - Webpage updates
 - EVV mailbox



Contact Us

Policy

[DSD Contact Form](#)

HHAX System

[HHAX Client Support Portal](#)

Third-Party EVV Systems

Contact the vendor

Detailed Contact
Information

View the Contact Us tab on [DHS – EVV](#)

DHS.128 Email

DHS EVV team no longer monitors the
DHS.128@state.mn.us email inbox for EVV inquiries

Thank You!

MN DHS EVV Team

DSD Contact Form

Electronic visit verification

Resources

- 21st Century Cures Act, EVV: [Section 12006\(a\) of the 21st Century Cures Act \(PDF\)](#)
- Minnesota EVV Statute: [Minnesota Statute, 256B.073](#)
- Safe at Home: [Minnesota Statutes, Chapter 5B](#) and [Minnesota Rules, Chapter 8290](#)
- HHAX [Minnesota Provider Information Center](#) webpage
- HHAX [Minnesota EVV – FAQs \(PDF\)](#)
- DHS [Electronic visit verification \(EVV\)](#) Community-Based Services Manual