



## Preparing West Virginia for EVV

Wednesday, November 18<sup>th</sup>, 2020

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# Agenda

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- About HHAeXchange
- HHAeXchange and West Virginia Partnership
- Understanding the EVV Process
- Provider Options for EVV Tools
- Next Steps



# Questions

- We expect you to have questions!
- Questions will vary based on:
  - Size of organization
  - Visit Entry Method
  - Services Performed
- The Q/A functionality is **disabled** for today's session, as most common provider questions are answered in the upcoming Welcome Letter and Provider Information Session.
- If you do have urgent questions following today's presentation, please send an e-mail to WV DHHR at [DHHRBMSEVV@wv.gov](mailto:DHHRBMSEVV@wv.gov).



# About HHAeXchange



# HHaEXchange Mission & Purpose

Empowering customers to provide **better outcomes** for clients who represent some of the most vulnerable and fragile members of our society.

**HHaEXchange** connects the dots among payers, providers and states. We're **minimizing risk** and **simplifying processes** across homecare.

Our Promise:

**Enable the most effective homecare ecosystem every day**



# HH AeXchange as a Partner



**4,300+**  
Homecare Agencies



**\$13B**  
Billed Annually



**510,000**  
Patients Served



**560,000**  
Caregivers Working



**214M**  
Visit Confirmations

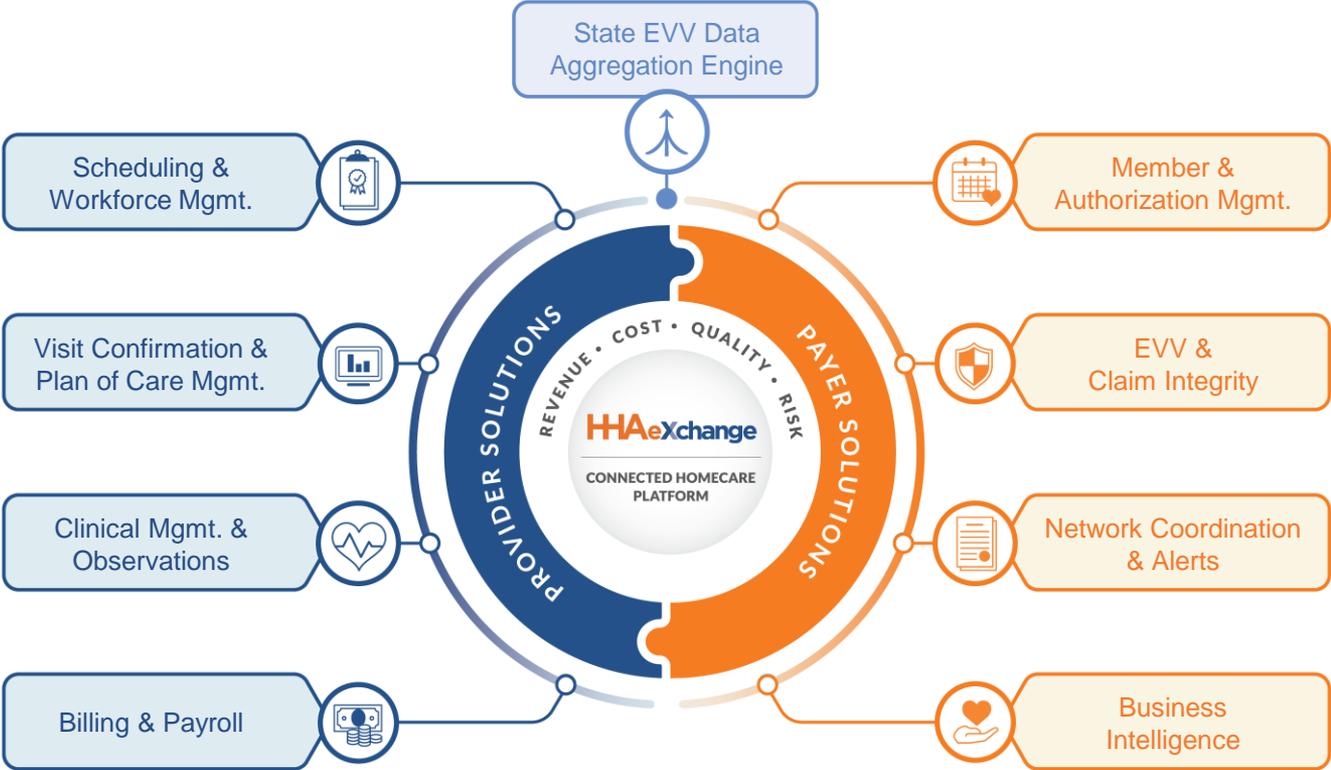


**42,500+**  
Back-Office Users

As of April 2020

# Integrated Solutions for Homecare Stakeholders: Providers, Payers, States

Enabling enhanced economic performance and improved compliance across the homecare ecosystem





# HHaExchange and West Virginia Partnership



# The 21<sup>st</sup> Century Cures Act

Passed by Congress in December 2016, the 21st Century Cures Act requires that providers of Personal Care Services confirm visits via Electronic Visit Verification (EVV) by January 1, 2021(GFE).

The six data elements  
required to be collected  
to meet the Cures Act  
EVV requirement





# West Virginia and EVV

- West Virginia is an **Open Model state**
- HHAeXchange has been selected **as the State Fee-for-Service EVV and Aggregation Vendor**
- The state will provide a free EVV solution through HHAeXchange and collect all visit data, regardless of the EVV system being used



# Understanding the EVV Process

# HHAEExchange

The most comprehensive EVV platform for PCS and HHCS

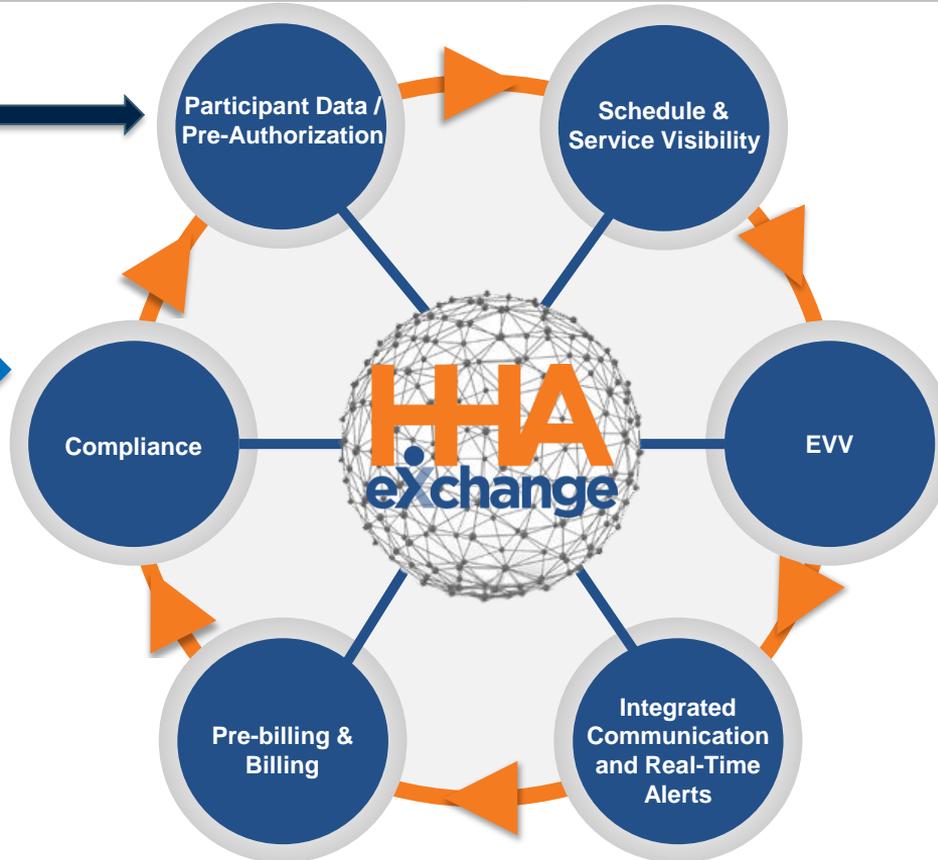
Start Here



WV DHHR



Real-time service oversight,  
visit compliance,  
communicate, alerts,  
payment integrity,  
participant insights, audit  
trails



Providers



Easy to use **EVV tools**,  
schedule, communicate,  
billing, payment,  
operational efficiency

An EVV “Single Source of Truth”

# HHaEXchange EVV Solution Response for West Virginia

## State EVV Aggregator Platform

### Benefits of HHAX Connection:

- Business Intelligence Tool
- EVV Cures Act Compliance
- System wide EVV Aggregation
- Enhanced Program Oversight
- Reduced F/W/A
- Improved Quality

## State EVV Portal

### Benefits of HHAX Connection:

- EVV Agnostic Data Transfer
- Scheduling
- Service Delivery
- Billing Integrity
- Network Compliance / Quality

## Provider EVV Solution

### Benefits of HHAX Connection:

- DCW user friendly EVV tools
- Multiple EVV methods
- Multiple language support
- 3<sup>rd</sup> party EVV tool integration



Telephone



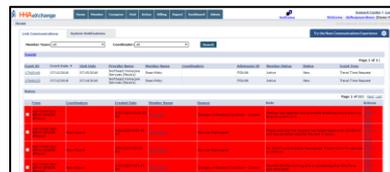
Mobile App



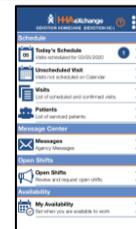
FOB



Business Intelligence tools delivers a single view for F/W/A, Quality of Services, Billing Audits, Reporting.



EVV Provider Portal enables improved efficiencies – EDI connections, Scheduling, Service Documentation, Billing Integrity



Use friendly EVV data collection methods for DCW's in the home





# Provider Options for EVV Tools



# EVV Solution Options

- **Option 1: HHAeXchange Free EVV Tools**
  - Providers who do not already have their own EVV system are able to use HHAeXchange's EVV tools with West Virginia Fee-for-Service members.
- **Option 2: Integration with 3<sup>rd</sup> Party EVV System**
  - Providers who already utilize or are planning to utilize a different EVV system can continue to use that system. HHAeXchange will work with you and your vendor to have your data transferred to HHAeXchange via an EDI integration.

# HHaExchange EVV Methods



## Telephony

A toll free 1-800 number is designated for each agency, which a caregiver can call using the member's landline to clock in/out during the visit.



## Caregiver Mobile Application

Available for both Android and iPhone devices, the Caregiver Mobile App records the GPS location at the time of clock in/out.



## Fixed Object (FOB)

If Telephony and the Mobile App are not an option, WV DHHR may decide to install a FOB device. The device has a button to be pushed for clock in/out, which will deliver a unique ID. The caregiver will record the ID's and call the agency 1-800 number when they have access to a telephone.



# System Demonstration



# Next Steps for Providers

# Preparing Providers for WV EVV

What should providers expect next?

- A **Welcome Letter** will be sent to each agency outlining the partnership with West Virginia, scope and next steps.
  - A survey link will be sent with the Welcome Letter. It's important for each agency to fill this out, so we can understand which EVV solution option you are choosing and create your portal.
- Provider Information Sessions will be **soon!**
  - Dates for the information sessions will be included in the Welcome Letter. Please register and mark these on your calendar!



# Contact Us

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[support@hhaexchange.com](mailto:support@hhaexchange.com)



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