


HHA Exchange Online

EVV

Patient Set Up

Users will need to ensure the Medicaid ID field, for each patient with an EVV payer, is input into the patient profile.

Click Steps: Clients> List> action options next to patient name> Profile> Demographics> input Medicaid ID> Save

 Client - Happy Friday

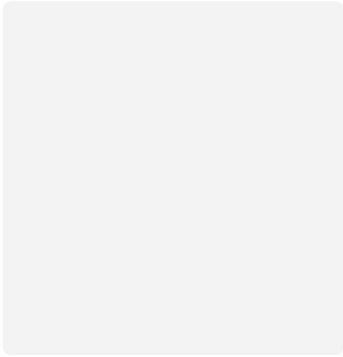
PROFILE

CLIENT

SERVICE DETAILS/SKILLS

PHYSICIANS

CONTACTS



SELECT IMAGE

PATIENT DATA

Team

Dallas

×

☐ Exclude From Reports

MRN (last: 00009993)

221122

×

Medicaid ID

1842712096

Referral Source

ABC Hospital

×

Referral Date

12/04/2020

Payer Set Up

The EVV Provider selected should be HHA Exchange Online. EVV State, EDI Payer ID, and EVV Integration Code should also be input to the payer.

PAYER SETTINGS		
Payer Name United Healthcare Commu	EDI Payer ID 12345	Provider Number 12345678
EvV Provider HHA eXchange Online	EvV Claim Filing Method Override None	
Teams ---		
Discount Type ---		Discount Amount ---
Benefit Code/Group	Insurance Type MC - Medicaid	Address Option Client
EvV State NJ	EvV NPI Override ---	EvV Integration Code UNNJ

Click Steps: Ops> Billing> Payers> Click on payer> Select 'HHA Exchange Online' in EVV Provider field> Save

Note: The payer's address must match the EVV state.

Note: If all service codes for a payer are not EVV assignments, the payer's e-File Option and the EVV Claim Filing Method Override fields can be used to separate out what sends where. Contact support@cubhubsystems.com for help with this step, if needed.

Payer Set Up

Service Codes will need to be set up with 'EVV Enabled.'

Edit Service Code

The service code description must start with the discipline followed by a unique identifier.
Example: RN-UHC-S where RN is the discipline, UHC is the abbreviation.

Service Code	S9122 HHA hourly	
Skill	CHHA	
Description	CHHA-S9122-State-Medicaid	
Display Name		
UB-04 Revenue Code		
Default Form Type	HHA Shift (PCA)	

Default Form Type	HHA Shift (PCA) ×	
Place of Service	---	
Acuity Level	Not Applicable	
Sandata Code	---	CellTrak Code
<input checked="" type="checkbox"/> EVV Enabled		

DELETE SAVE

Click Steps: Ops> Billing> Payers> Blue notebook paper beside payer> Pencil icon to edit service code> Check box 'EVV Enabled'> Save

Payer Set Up

The Claim Filing Method will be payer dependent.

Some payers require that the HHAX Online assignments are required to end up at Carebridge, in which case the payer's e-file option should be 'Send to EVV.'

And, some payers actually get the claims directly from HHAX Online, so the e-file option should be 'Send to Waystar.'

Claim Filing Method
Send To Waystar

Click Steps: Ops> Billing> Payers> Click on payer> E-File Options> Make selection in the Claim Filing Method field>Save

Electronic Visit Verification

VISIT CLIENT AUTH(S) EMPLOYEE

🕒 \$ 🔍 ☰ 📅 📌

UPDATE EVV

Visit Edit Code

Visit Edit: Additional Info

Visit Edit Action Taken

Manual Start D... Manual End Date

Manual Start Ti... Manual End Ti...

00 00 00 00

EVV details are available to users in the calendar.

When users click on an assignment and into the EVV section of the shift, they will see the:

- options to add reason codes, actions, & notes, when needed

- options to override date & times with a manual override

- scheduled start/end times

- actual start/end times

- differences between scheduled and actual for clock in/out and distance

			In	Out
Scheduled				
Actual				
Manual				
Time Delta				
Distance	N/A	N/A		
Delta	(miles)	(miles)		

Reason Codes & Action Codes

Add HHAX online specific reason codes and visit edit actions, if needed.
Users should **save changes by clicking Update EVV**.

VISIT CLIENT AUTH(S) EMPLOYEE

UPDATE EVV

Visit Edit Code

(HHAX) Address did not link to the client (GPS). - 107

(HHAX) Agency unable to provide replacement coverage (no show, no replacement). - 120

(HHAX) Attendant called in to or out of the EVV system early or late. - 111

UPDATE EVV

Visit Edit Code

(HHAX) Attendant failed to call in. - 108 x

Visit Edit: Additional Info

Visit Edit Action Taken

(HHAX) Confirmed visit with outside entity and documented. - 15

(HHAX) Confirmed visit with the client or the client's family member/representative and documented. - 10

(HHAX) Mutual Case/ or Cluster Case/ or Live-in Case. - 22

Manual Override

When a manual override is input for the date and/or time on an assignment, a reason code is required. [Save changes by clicking Update EVV.](#)

The screenshot shows a mobile application interface for manual override. At the top, there are tabs: VISIT, CLIENT, AUTH(S), and EMPLOYEE. The 'VISIT' tab is selected. Below the tabs, there is a blue button with a white icon and the text 'UPDATE EVV'. Below this button, there is a section titled 'Visit Edit Code' with the text '(HHAX) Attendant failed to call in. - 108' and a close icon. Below this, there is a section titled 'Visit Edit: Additional Info' with a text input field. Below this, there is a section titled 'Visit Edit Action Taken' with the text '(HHAX) Confirmed visit with the client ...' and a close icon. Below this, there are two rows of date and time pickers. The first row is for 'Manual Start Date' and 'Manual End Date', both set to '09/26/2021'. The second row is for 'Manual Start Time' and 'Manual End Time', both set to '07 00' and '15 00' respectively. Below the time pickers, there are two buttons: 'In' and 'Out'. At the bottom of the form, there is a blue button with a white icon and the text 'SAVE', and a purple button with three white dots. Two yellow boxes highlight the 'UPDATE EVV' button and the 'SAVE' button.

VISIT CLIENT AUTH(S) EMPLOYEE	
UPDATE EVV	
Visit Edit Code (HHAX) Attendant failed to call in. - 108 x	
Visit Edit: Additional Info	
Visit Edit Action Taken (HHAX) Confirmed visit with the client ... x	
Manual Start Date 09/26/2021	Manual End Date 09/26/2021
Manual Start Time 07 00	Manual End Time 15 00
In	Out
SAVE	...

Missed Visit Codes

Mark as Missed

Missed Visit Reason

(HHAX) AR – Participant/Family refused or unavailable - 510

(HHAX) CV - COVID-19: All other cases where the agency could not staff due to COVID-19 (Note: If selecting this reason, please provide additional details in the Notes section) - 519

(HHAX) FA - COVID-19: Participant is in hospital or Nursing Facility - 514

Once a user marks an EVV HHAX assignment as missed, an HHAX specific missed visit reason code will be required.

Mark as Missed

Missed Visit Reason

Missed Visit Action Taken

(HHAX) Confirmed with the client or the client's family member/representative and documented - 50

(HHAX) Contact MCO for Backup Plan initiation - 51

(HHAX) Other- Please provide details - 58

(HHAX) Replacement Worker Assigned - 52

(HHAX) Service(s) cancelled by participant - 53

Users will also have to select an HHAX specific missed visit action taken.

EVV Detail Report

The EVV Detail Report can be run to cross-check EVV data, pinpoint specifics on assignments and reason codes, and to quickly access all capture data for each assignment. Use filters to run the report for specific dates or only EVV payers, if needed, as this data is captured on all assignments for all patients.

Billing> Reports> EVV Detail> Filter> Queue Report

Billing Reports

QUEUE REPORT(S)

BILLING REPORTS

HISTORY

MEC

Team Filter

Dallas ✕

Greece, Inc ✕

Austin ✕

San Antonio ✕

ABC Therapy Company ✕

NURSING ✕

Cali ✕

Demo ✕

PPECC ✕

Colorado ✕

✕

Report

EVV Detail ✕

✕

Start

End

Payer(s)

Employee(s)

Patient Status

Active

Patient(s)

Admin Service Type(s)


☐ Exclude Unbilled







☐ Pending Claims Only


EVV Dashboard


To view an active or completed list of visits being sent to the Sandata aggregator, users should use the EVV Dashboard. This page should be managed daily.

[Billing](#) > [EVV Dashboard](#)

 ? Help



 EVV Dashboard

...  QUEUE


Start
08/30/2021

End
08/31/2021

EVV Provider
NJ (HhaExchangeApi)

Status
Error

APPLY

 Search

1-13 of 13 < >

☐

Id

Team

Patient

Employee

Payer

Schedule

Status

Last Action

Message

EVV Dashboard: Overview

Start/End Dates

Intended process will include using latest billing period to manage assignments; can adjust dates as needed

EVV Provider

Able to view assignments for one provider at a time

Status Options

All: view all statuses

Completed: shows list of completed assignments

Error: where most users will manage this screen to work through

Not Sent: missed or never sent data

Processing: currently being processed

Queued: ready to send, will send automatically from queued screen

Note: Statuses that should be managed daily include Errors & Not Sent


The screenshot shows the EVV Dashboard interface. At the top left is a blue bell icon. On the right is a "? Help" link. Below the header is a sidebar with icons for Home, Mail, Home, Users, Calendar, Finance, and a dollar sign icon. The main content area has a title "EVV Dashboard" with a location pin icon. To the right of the title are three dots, a dropdown arrow, and a blue "QUEUE" button. Below the title are four filter fields: "Start" with the value "08/30/2021", "End" with the value "08/31/2021", "EVV Provider" with the value "NJ (HhaExchangeApi)", and "Status" with the value "Error". To the right of these fields is a blue "APPLY" button. Below the filters is a search bar with a magnifying glass icon and the text "Search". To the right of the search bar is the text "1-13 of 13" and navigation arrows. At the bottom is a table header with columns: "Id", "Team", "Patient", "Employee", "Payer", "Schedule", "Status", "Last Action", and "Message". Each column has a checkbox to its left.

Note: Always click Apply after making updates to filter options.

EVV Dashboard: Overview

Advanced Filter Options: [Evv Dashboard](#)> [Filter Icon](#)

EVV Dashboard

...  [QUEUE](#)

Advanced Filter

Team Filter

Dallas

Greece, Inc

Austin

San Antonio

ABC Therapy Company

NURSING

Cali

Demo

PPECC

Colorado

Employee(s)

Client(s)

Payer(s)

☒ Exclude Unbilled

RESET

APPLY

Team Filter: will default to assigned teams; can add or remove teams

Employee(s): use to filter by one or multiple employees

Client(s): use to filter by one or multiple clients

Payer(s): use to filter by one or multiple payers

Exclude Unbilled: will be checked by default to only include billed assignments; can be unchecked to show unbilled assignments

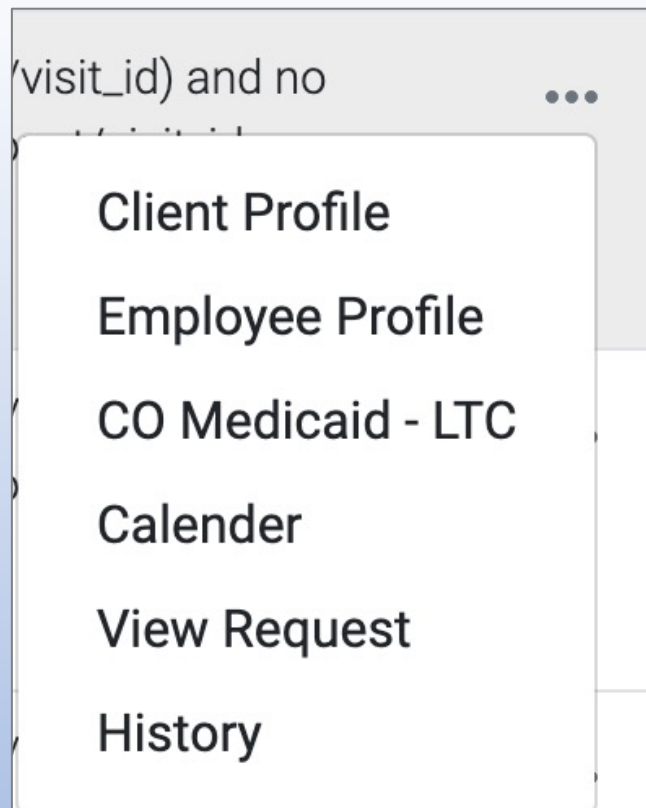
Note: Always click Apply after making updates to filter options.

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EVV Dashboard: Errors

Quickly access profiles, payers, the calendar, etc. to make needed adjustments and fix the errors on assignments.

**Billing> EVV Dashboard> Action
ellipsis beside assignment**

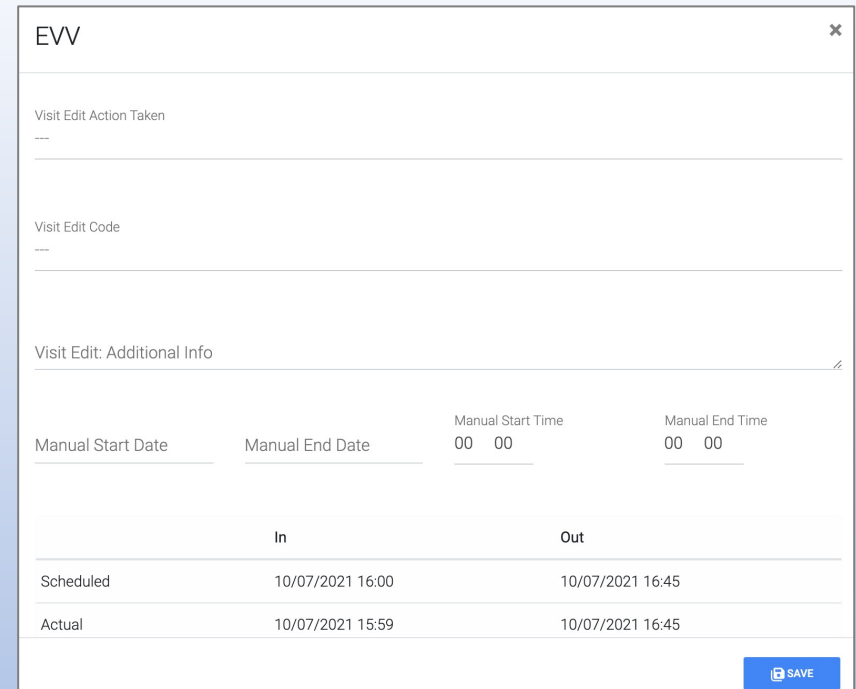
A screenshot of a web application showing a dropdown menu. The menu is open, displaying several options: 'Client Profile', 'Employee Profile', 'CO Medicaid - LTC', 'Calender', 'View Request', and 'History'. The background is slightly blurred, showing parts of the dashboard interface.

- Client Profile
- Employee Profile
- CO Medicaid - LTC
- Calender
- View Request
- History

Note: Search errors by keywords in search bar to filter to all assignments with a specific error.

Note: Errors will become more familiar as a user routinely begins to processes assignments. Reach out to support@cubhubsystems.com for help in managing unknown errors.

**Billing> EVV Dashboard> Click on
assignment line to access EVV section for
a specific assignment> Save changes and
assignment will automatically queue**

A screenshot of the 'EVV' (Event Verification) section for a specific assignment. The form includes fields for 'Visit Edit Action Taken', 'Visit Edit Code', and 'Visit Edit: Additional Info'. Below these fields is a table with columns for 'Manual Start Date', 'Manual End Date', 'Manual Start Time', and 'Manual End Time'. The table has two rows: 'Scheduled' and 'Actual'. The 'Actual' row shows a start time of 15:59 and an end time of 16:45. A 'SAVE' button is located at the bottom right of the form.

	Manual Start Date	Manual End Date	Manual Start Time	Manual End Time
Scheduled			00 00	00 00
Actual			15:59	16:45

EVV Dashboard: Queue Assignments

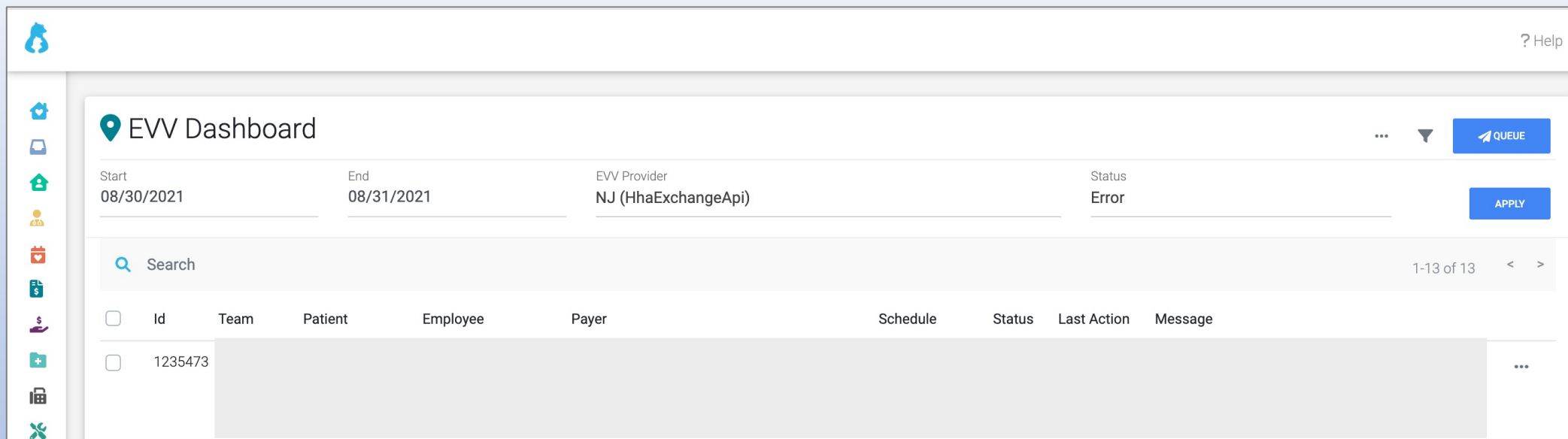
Once an assignment is ready to be sent again, it can be queued.

The queued list will include assignments manually added to the list and those CubHub auto-queues, as well.

The queued list will send to the EVV provider automatically.

[Select assignment](#) > [Queue](#)

Note: Using the select all box will select all assignments, not only those displayed on the first page.



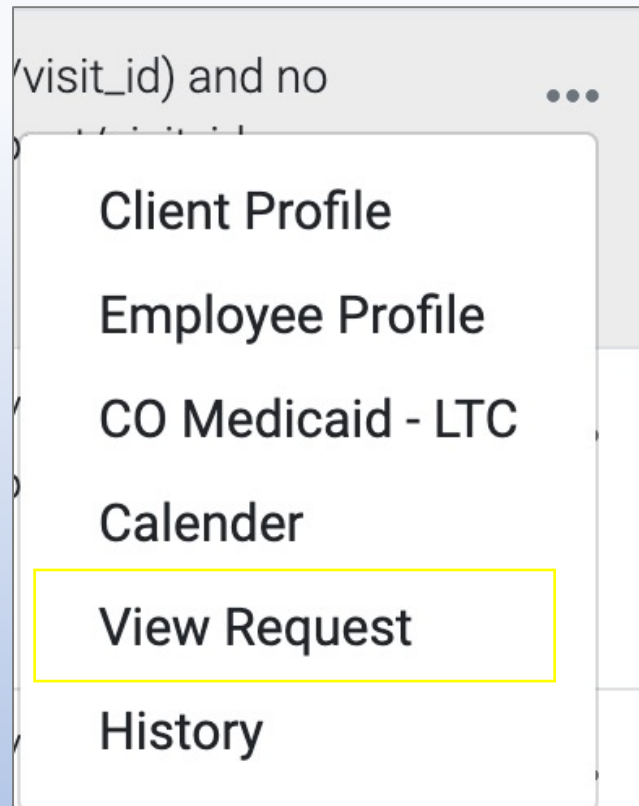
The screenshot displays the EVV Dashboard interface. On the left is a sidebar with various navigation icons. The main content area is titled "EVV Dashboard" and includes a search bar and a table of assignments. The table has columns for Id, Team, Patient, Employee, Payer, Schedule, Status, Last Action, and Message. A "QUEUE" button is visible in the top right corner of the dashboard area.

<input type="checkbox"/>	Id	Team	Patient	Employee	Payer	Schedule	Status	Last Action	Message
<input type="checkbox"/>	1235473								

EVV Dashboard: JSON Request & Transaction ID

The JSON and the Transaction ID are code that reference what assignment info was sent to the EVV provider. Access and copy the Request beside each shift.

[Billing](#)> [EVV Dashboard](#)> [Action ellipsis beside assignment](#)> [View Request](#)



Edit EVV Times

Edit EVV Times is a permission that should be assigned to user groups who may need access to the EVV Dashboard and/or the ability to manually edit visit times in the calendar.

ADMIN		BILLING		CALENDAR		CLINICIAN		DASHBOARD		FAX		PATIENT		PCG RESET		PERSON					
PHYSICIANS				SERVICE CODES AND RATES				USER				NOTIFICATIONS									
							<input checked="" type="checkbox"/>	View				<input checked="" type="checkbox"/>	Edit			<input checked="" type="checkbox"/>	Delete			<input checked="" type="checkbox"/>	Download
Billing Code Modifiers							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>					
Billing Codes							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>					
Branch							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>					
Clinician							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	
Custom Fields							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>					
Custom Medications							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>									
Edit EVV Times												<input checked="" type="checkbox"/>									
Eligibility							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>					
Favorite Medications							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>									
Holiday							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>					
Mobile Devices							<input checked="" type="checkbox"/>														
Mobile Instructions							<input checked="" type="checkbox"/>														
Note Attachments												<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	
Notes							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>									
Orders							<input checked="" type="checkbox"/>														
Pay Rates							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>									
Payers							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>					
Permissions							<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>									