HHA Exchange Online

EVV

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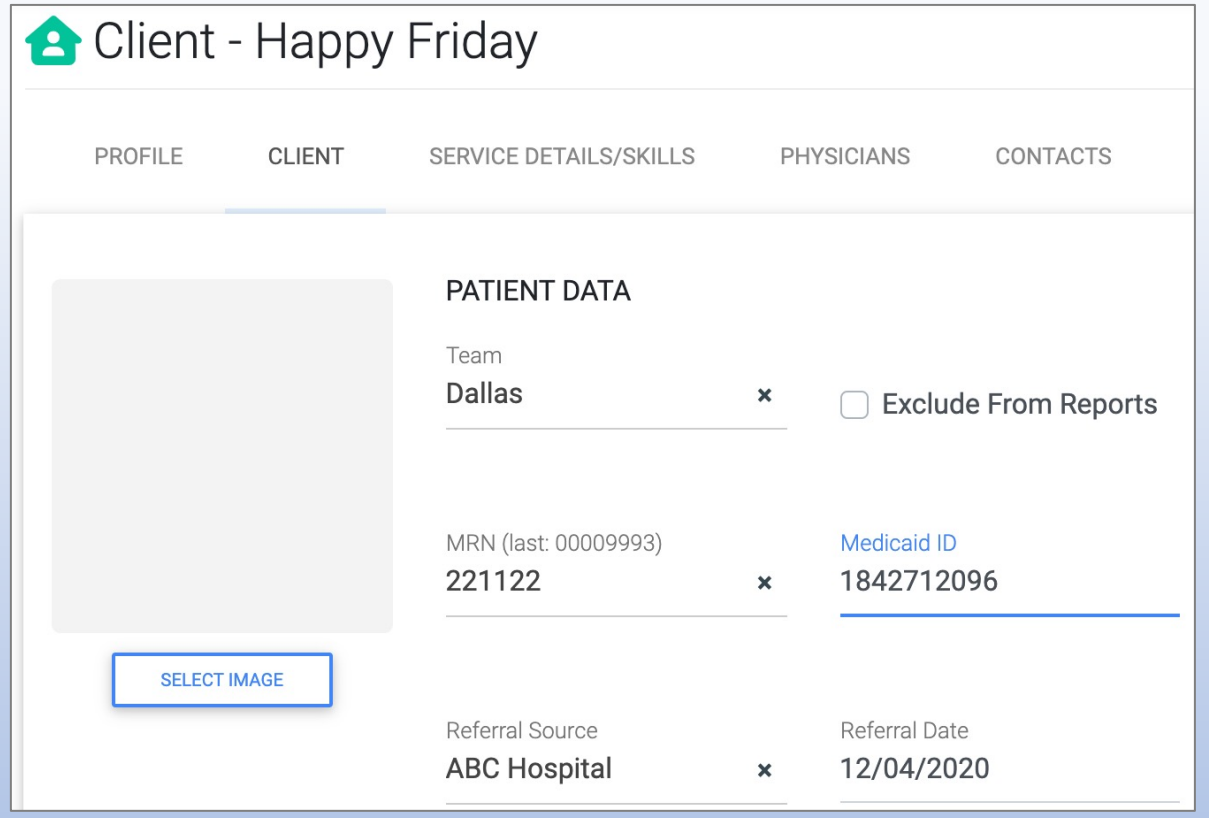
Patient Set Up

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



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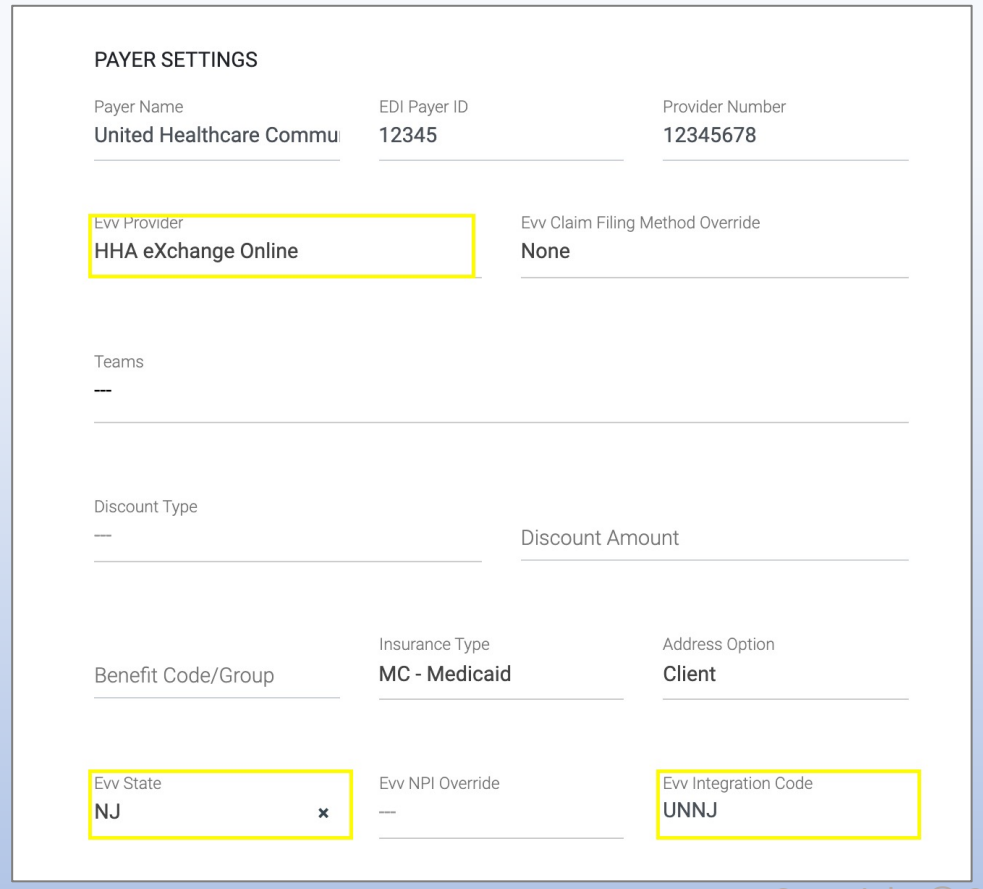
Payer Set Up

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.



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 assigments, 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.

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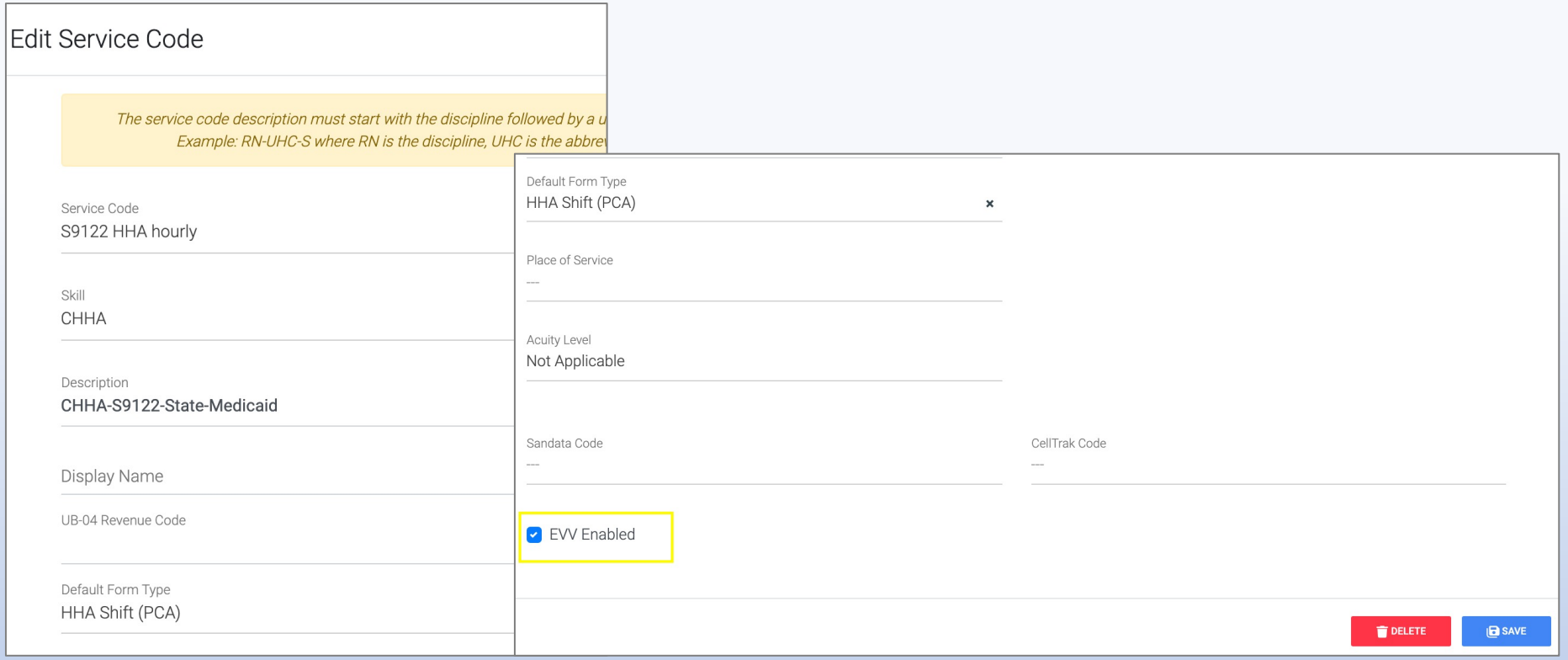
Payer Set Up

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



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

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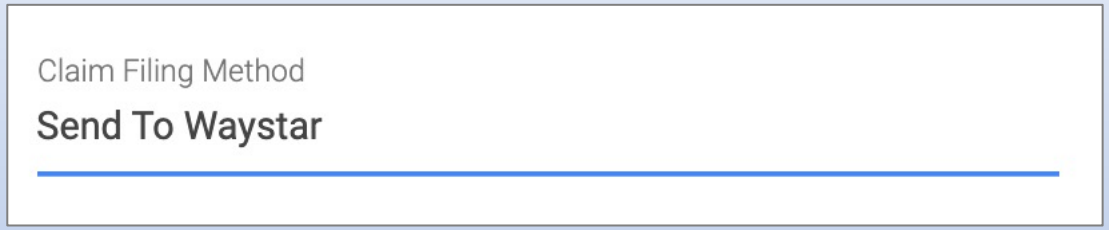
Payer Set Up

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.'



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

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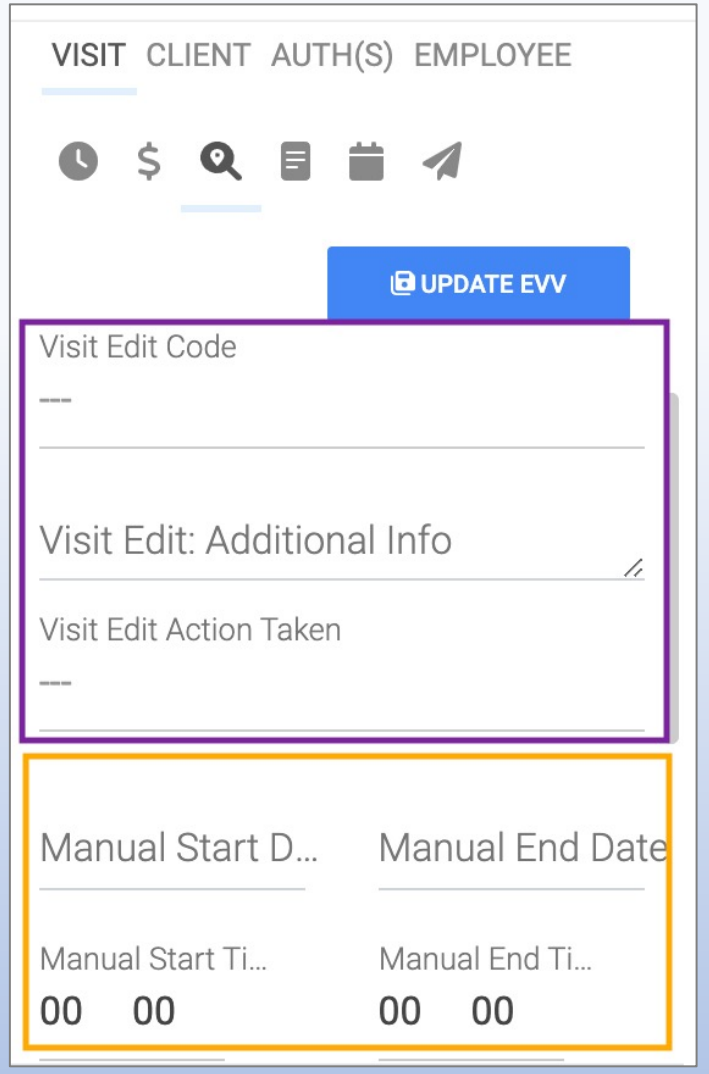
Electronic Visit Verification



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:

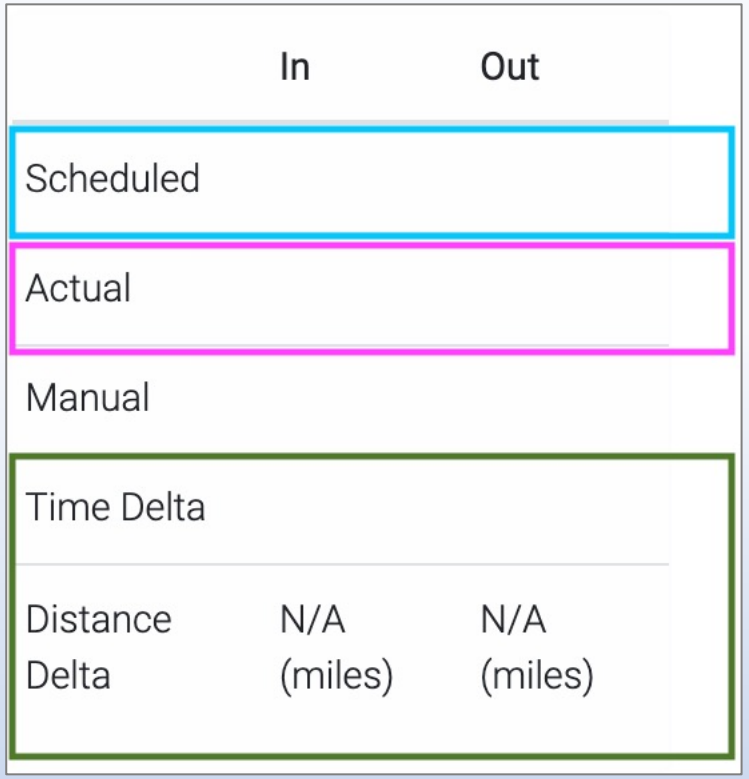
-options to add reason codes, actions, & notes, when needed

-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



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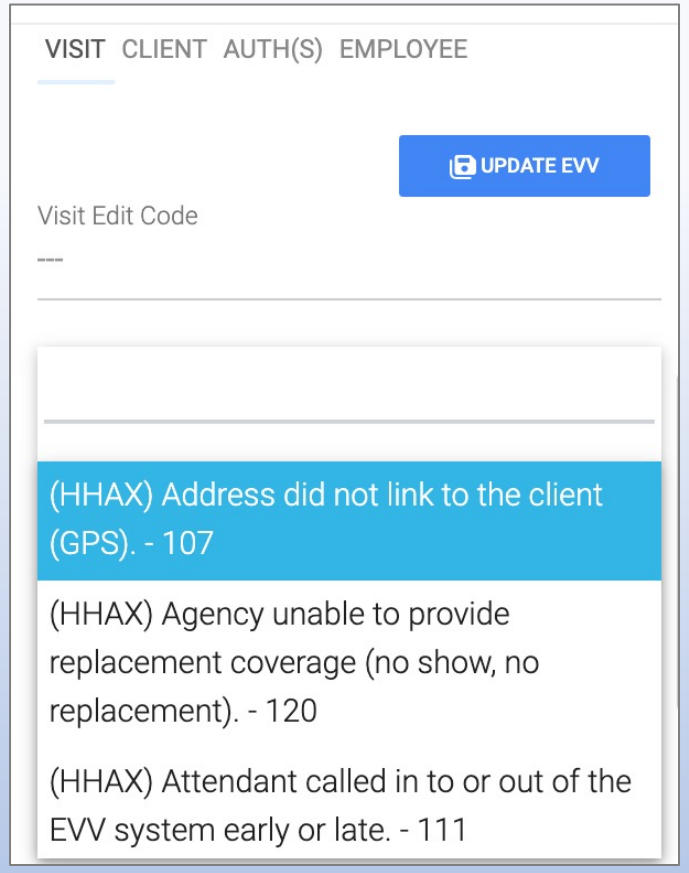
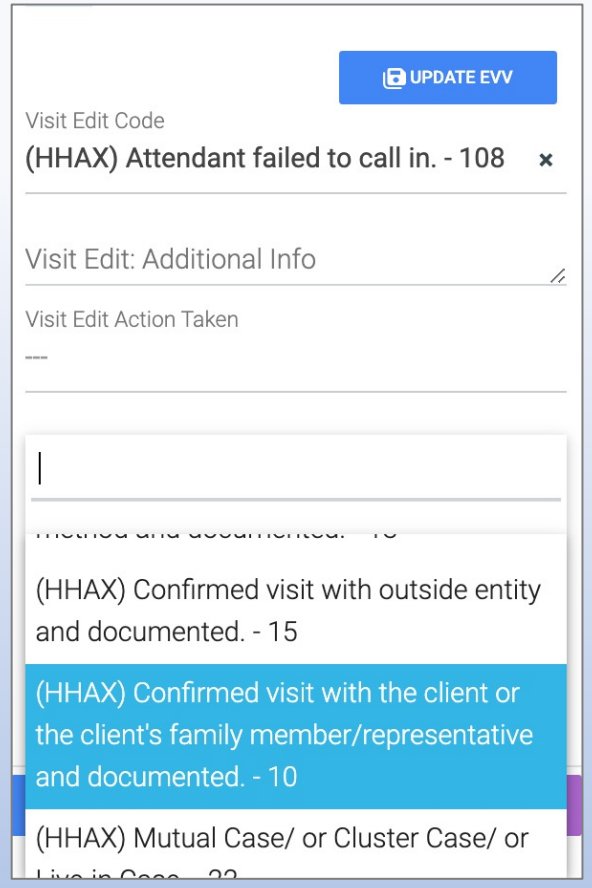
Reason Codes & Action Codes

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





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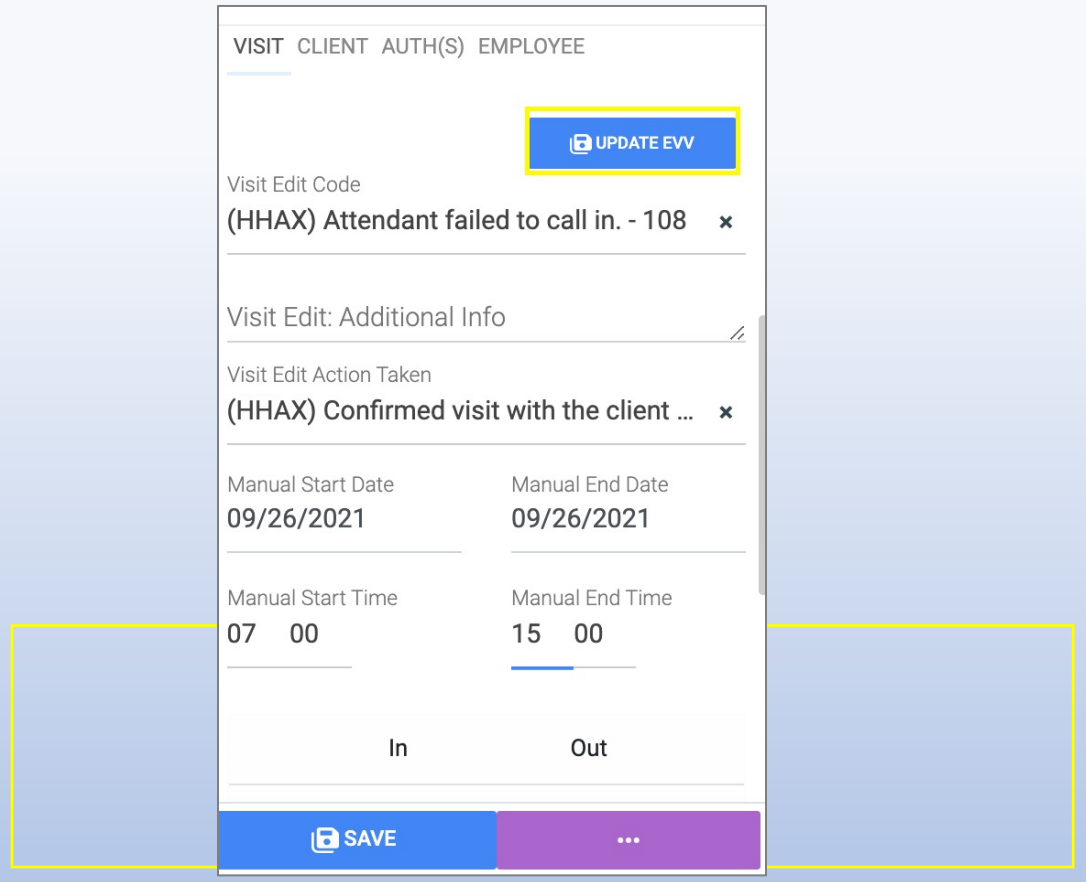
Manual Override

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.



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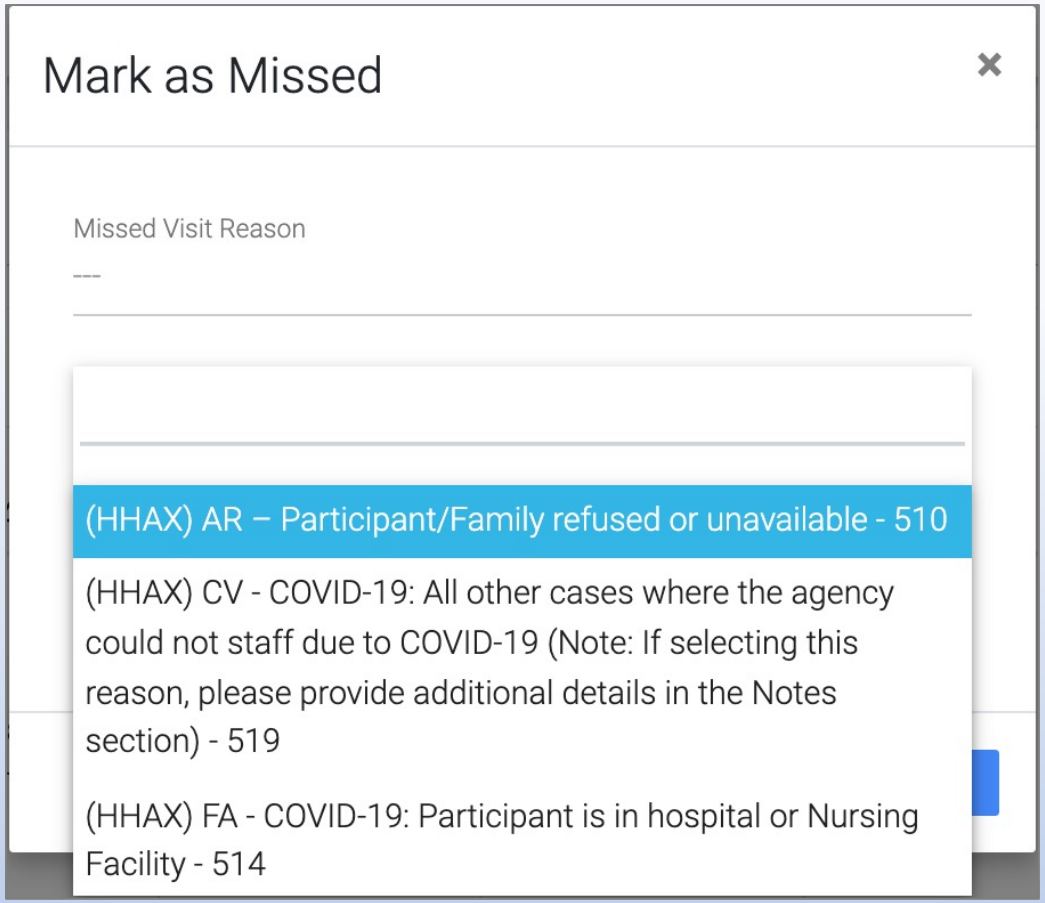
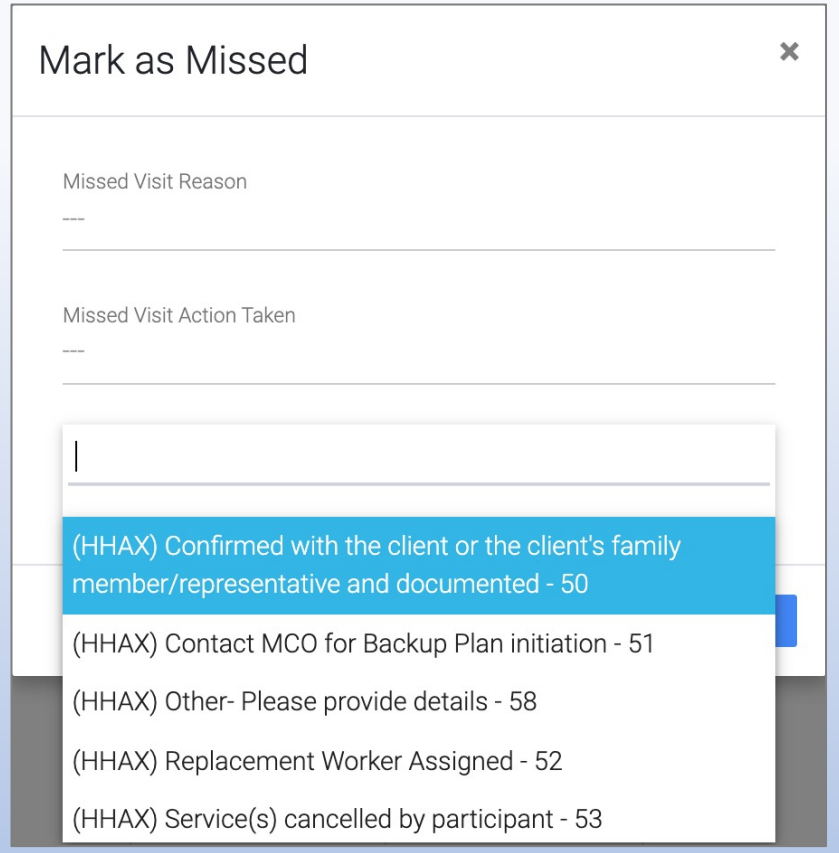
Missed Visit Codes



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



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

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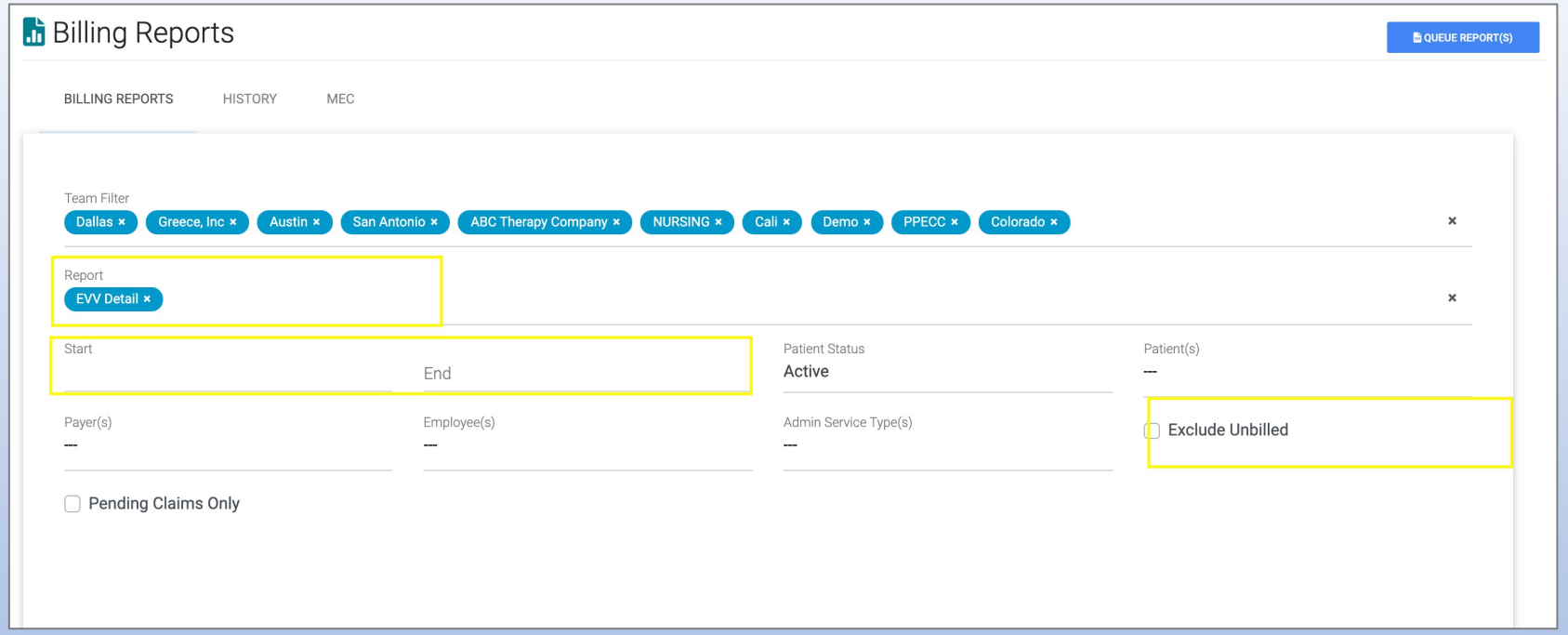
EVV Detail Report

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



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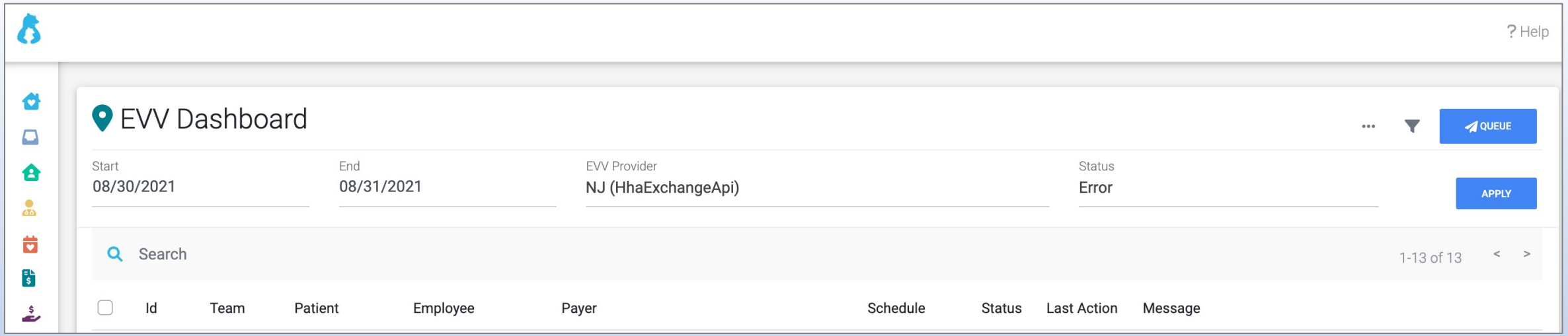
EVV Dashboard

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



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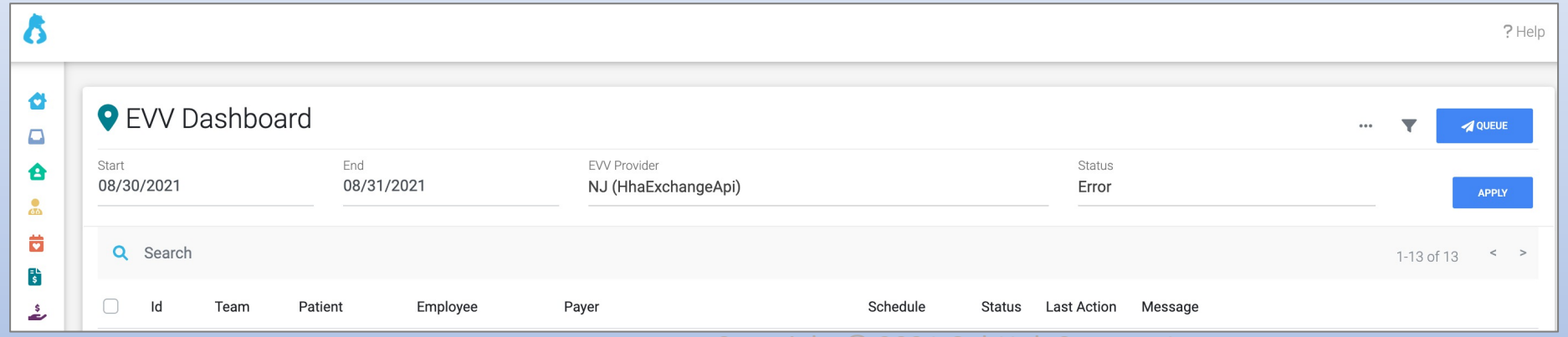
EVV Dashboard: Overview

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



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

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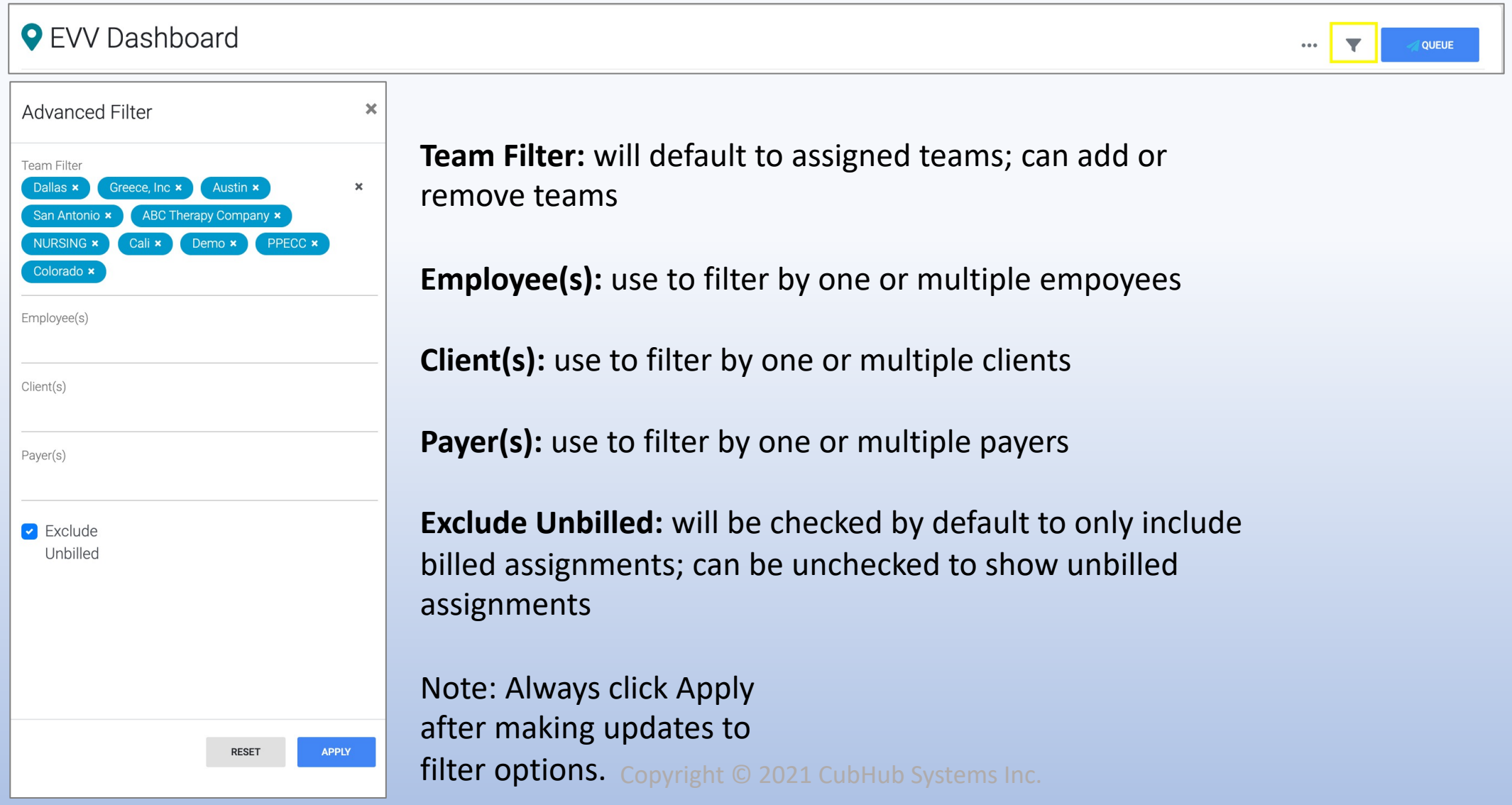
EVV Dashboard: Overview

Advanced Filter Options: Evv Dashboard> Filter Icon



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

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

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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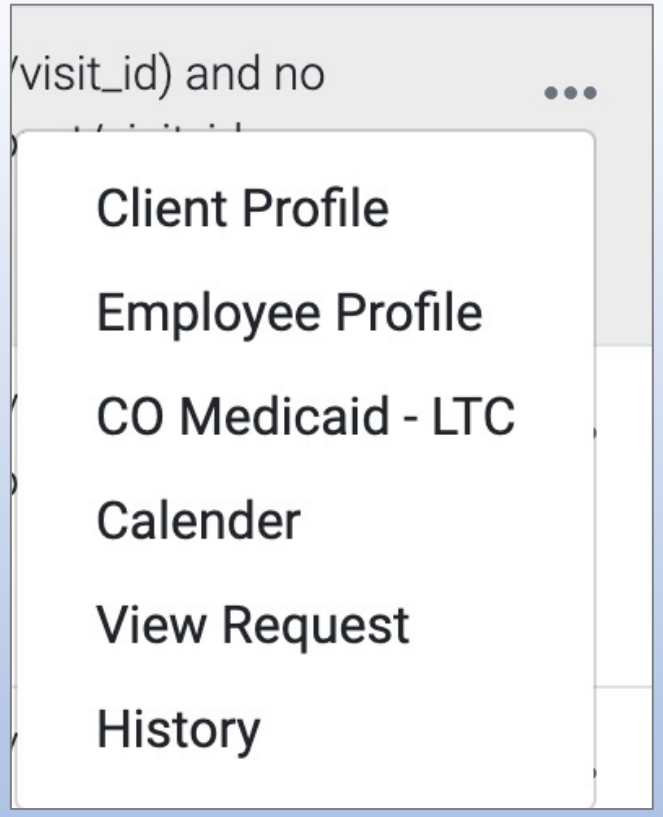
EVV Dashboard: Errors

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

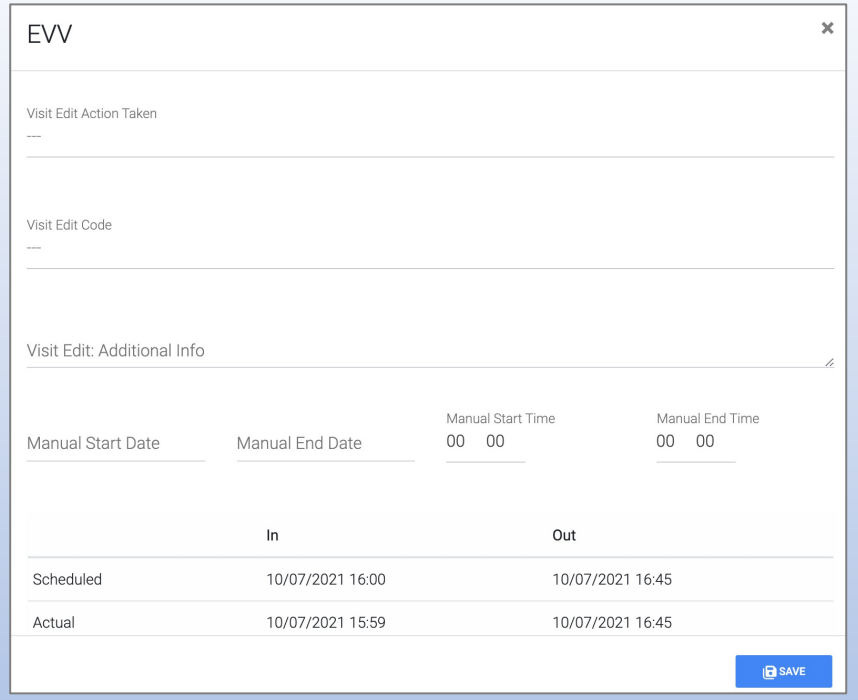
Billing> EVV Dashboard> Action ellipsis beside assignment



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



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EVV Dashboard: Queue Assignments

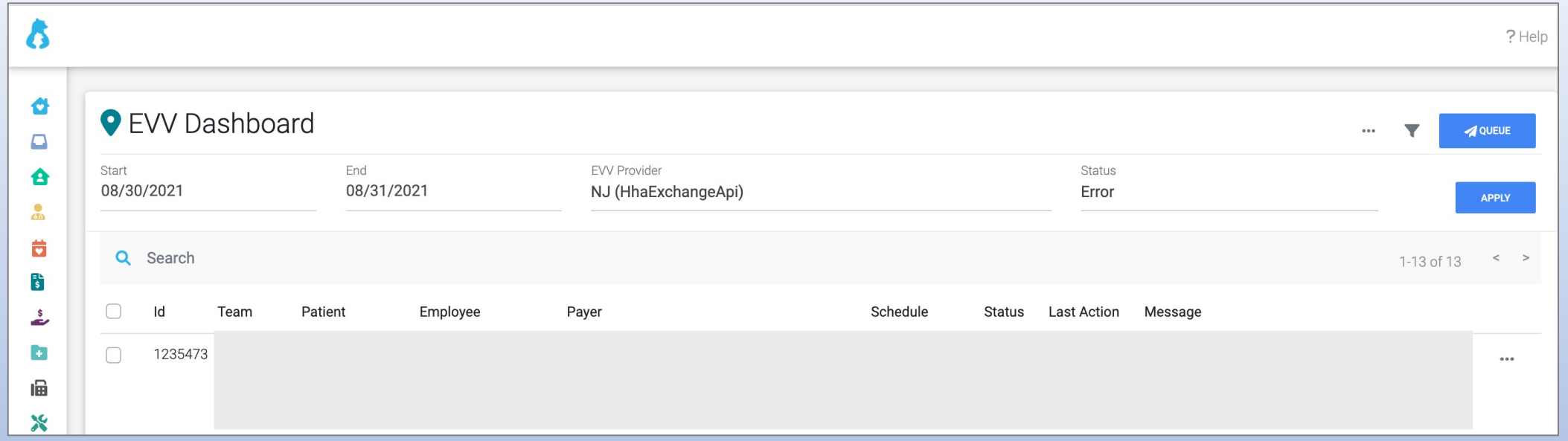
Once an assignment is ready to be sent again, it can be queued.

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.



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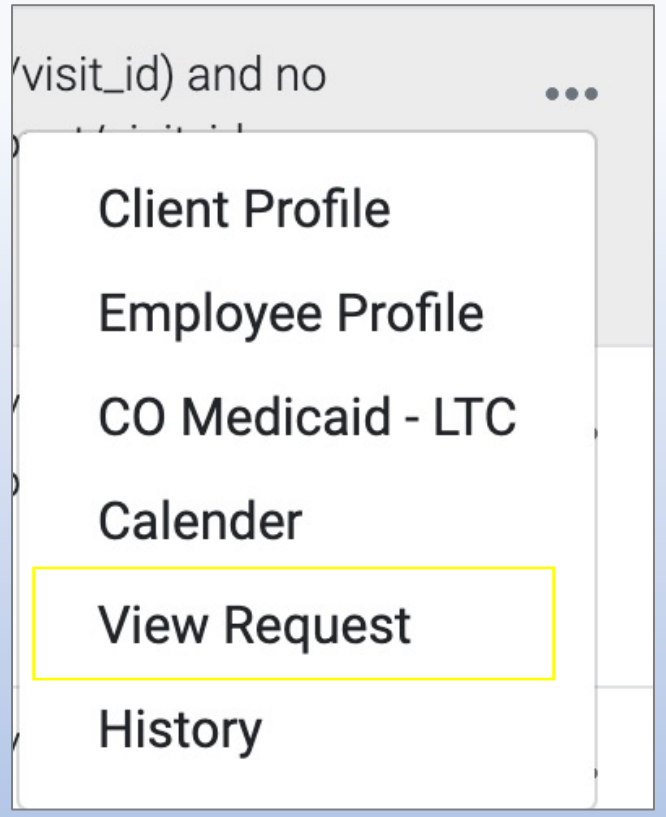
EVV Dashboard: JSON Request & Transaction ID

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



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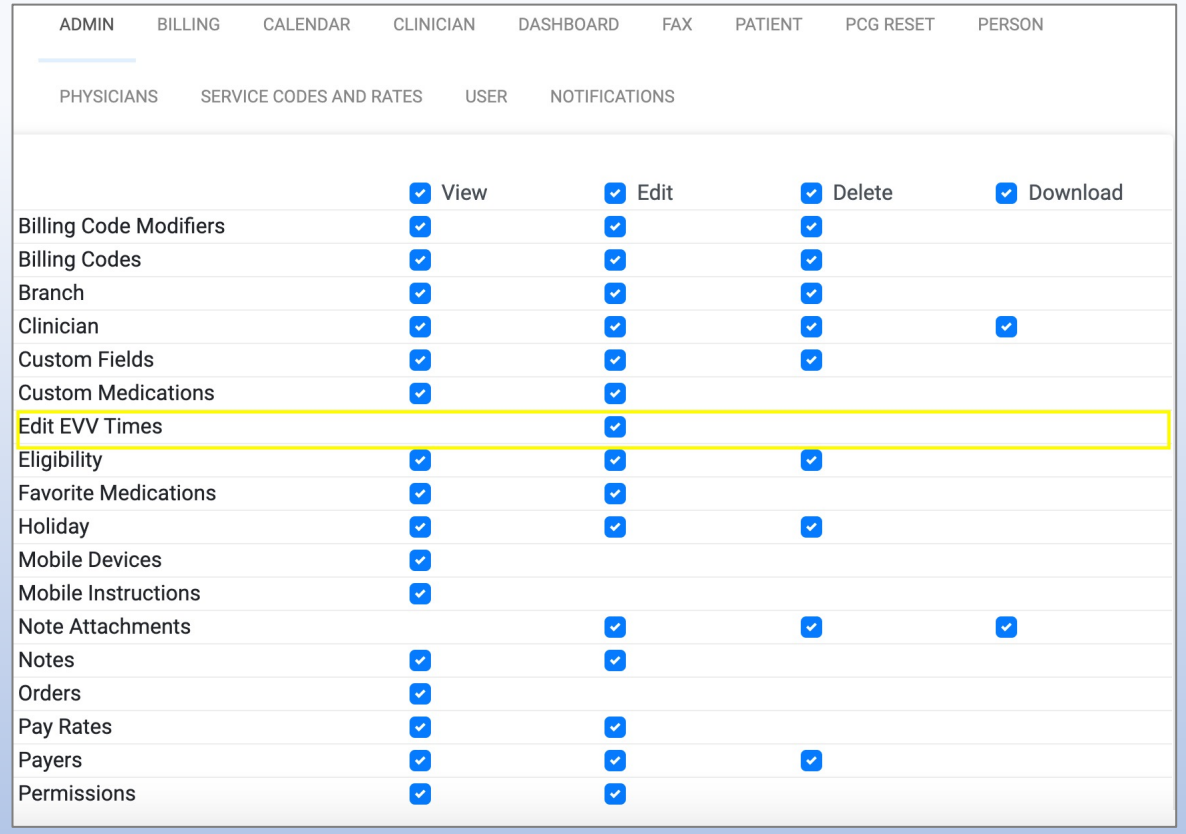
Edit EVV Times

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> Permissions> Double click permission group> Admin> Check box for Edit EVV Times> Save

The permission allows users in this group to:

-receive notification of assignments kicked back from the aggregator

-go into the assignment and manually override the EVV time

-change the visit times after payroll and billing

-access the evv dashboard

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