Electronic Visit Verification (EVV)

HHAeXchange+ Mobile Application User Guide

for Home Help Individual Caregivers

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Policy Background

The Michigan Department of Health and Human Services (MDHHS) has implemented an Electronic Visit Verification (EVV) system to validate in-home visits for Medicaid clients. This EVV system ensures clients are receiving services as planned and authorized and improves the accuracy of payments for services provided.

Under Section 12006(a) of the 21st Century Cures Act, states are required to implement EVV for all Medicaid personal care services and home health services that require an in-home visit by a provider. The EVV system must verify the type of service performed, along with the date, time and location of the service, as well as the individual receiving and individual providing the service.

Michigan has partnered with HHAeXchange for a State-sponsored EVV system. The HHAeXchange EVV system collects all six required data elements. 2023 MDHHS Press Release.

Intention and Disclaimer

By using this document Home Help individual caregivers will be able to navigate and submit EVV data using the HHAeXchange+(plus) mobile application. This document is not intended to be used by those providers who are employed by a Home Help Agency or who perform EVV services under another Medicaid program.

If you are employed through a Home Help Agency, providers will need to contact their Agency for training and materials. Agencies are expected to train their providers on the EVV collection methods available.

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes but is not limited to, discrimination based on sexual orientation, gender identity, gender expression, sex characteristics, and pregnancy.

This document is subject to change at the discretion of MDHHS, revisions are noted in the revision table.

HHAeXchange+(Plus) Mobile Application

Overview

The HHAeXchange+ mobile application is used to Clock In and Clock Out for services requiring Electronic Visit Verification (EVV), review Patient and Visit information and perform other tasks. The mobile application is available for both iPhone and Android users.

This document covers mobile application functions and setup performed on the Home Help Individual caregiver's device. Refer to Help in the Mobile App for immediate questions or tap the link to contact support for further assistance.

Mobile App Data Retention

Caregivers have access to the following number of days of historical data on the Mobile App:

- Beneficiary List Includes Beneficiaries serviced during the past 30 days plus other Beneficiaries assigned to the Caregiver by the MDHHS Adult Services Worker (ASW).
- Patient Search – Up to 365 days (starting with 90 days at migration to the HHAeXchange+ mobile application).

Accessibility

The HHAeXchange+ mobile application adheres to W3C's Web Content Accessibility Guidelines (WCAG). The mobile application screens include color contrasts, button color changes, and icons or markings to achieve this.

Key Terms and Definitions

Refer to the HHAX Michigan Terms and Definitions Table for the specific Michigan terms and how they are used throughout the application and documentation.

Term	Definition
Beneficiary	Refers to the Member, Consumer, or Recipient. The patient is the person receiving the services.
Caregiver	Refers to the Aide Homecare Aide, Homecare Worker, or Worker. The caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MC), Contract, or Health and Human Services (HHS). The payer is the organization that manages patient Medicaid benefits and claim payments.
HHAX	Abbreviation for HHAeXchange.

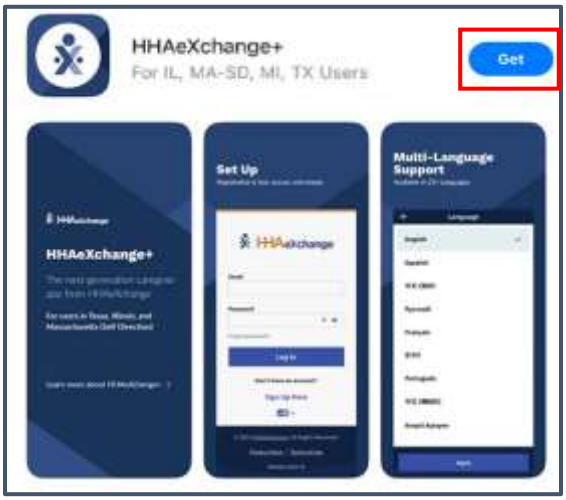
HHAX Michigan Terms and Definitions

The following table lists terms used in the HHAeXchange system and cross-references them to terms and definitions used in EVV policy in Michigan.

HHAX Mobile App Term	Michigan Home Help Program Term	Definition
Caregiver	Home Help Individual Provider	The person who provides an EVV service to a Beneficiary and is enrolled with Michigan Medicaid.
HHAX	HHAeXchange Electronic Visit Verification Vendor for the State of Michigan	Acronym for HHAeXchange.
Beneficiary	Client	A Medicaid beneficiary receiving personal care services through the Home Help program.
	ASW	MDHHS Adult Services Worker approves and authorizes care for the client.
EVV Call In	EVV Clock In	Time is captured by the EVV system using the electronic verification method (mobile application or home phone landline/IVR) that the service provider uses to indicate the beginning of a service delivery visit.
EVV Call Out	EVV Clock Out	Time is captured by the EVV system using the electronic verification method (mobile application or home phone landline/IVR) that the service provider uses to indicate the end of a service delivery visit.
Service Delivery Location	Service Location	Location where EVV services were provided other than the beneficiary's home. A valid value is Community.

Downloading the HHAeXchange+ Mobile Application

The HHAeXchange+(plus) mobile application is available for download through the App Store for iPhone devices or the Google Play Store for Android devices. Caregivers are responsible for downloading and installing the HHAeXchange+ mobile application onto their mobile devices. To locate and download the App, enter the keyword HHAeXchange+ in the search bar of the App Store or Google Play.



***Caution**: Be sure to download the HHAeXchange+ app, not the older HHAeXchange mobile app.*

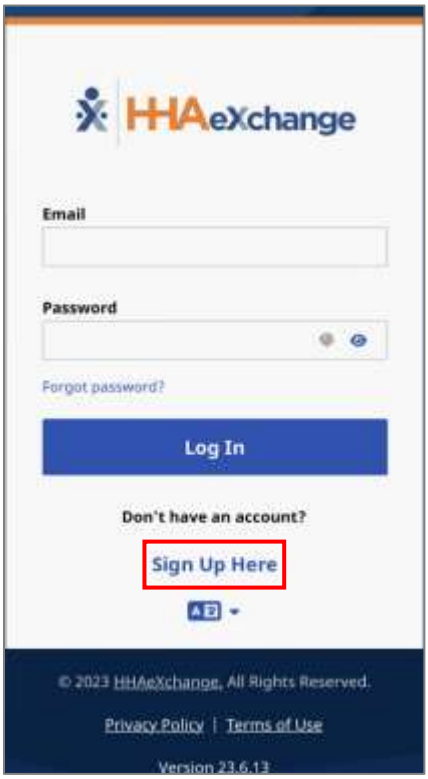
After installing the mobile application, Caregivers must use the app to Sign Up and connect to the State of Michigan to use the mobile application.

Sign Up Here

Note: The first time you open the mobile application, you must select your preferred language and tap Apply.

To sign up for and log in to the Mobile App,

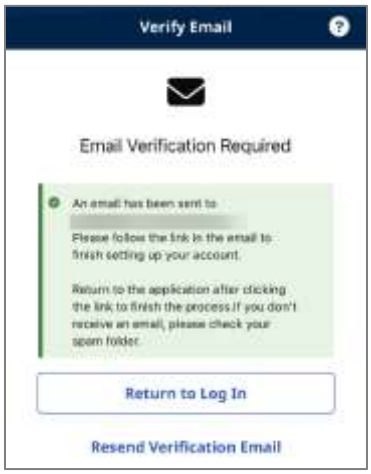
1. From the Login Page, tap Sign Up Here.



2. On the Sign-Up page, type the same email address within your CHAMPS provider enrollment information and a strong Password.
    a. Tip: Tap the eye icon to see your Password entry.
3. Type your password again in Confirm Password, and then tap Sign Up.

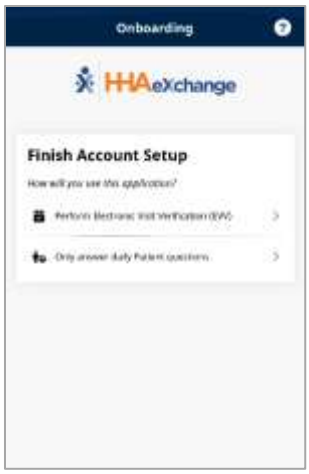


4. On the Email Verification Required page, follow the instructions to open the verification email sent to your email address and then follow the instructions in the email to proceed with the mobile application setup.

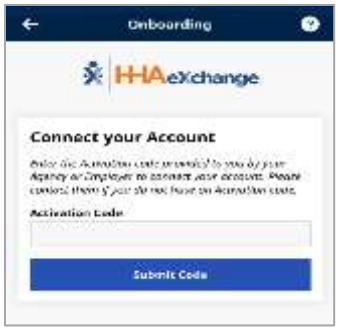


Note to HHAeXchange Services Portal users: If you sign up for the Services Portal before signing up for HHAeXchange+, you must still enter your Email Address and Password to sign up for HHAeXchange+. If you sign up for HHAeXchange+ first, after you verify the Email Address, you can use the same credentials to log into the Services Portal as well.

5. When the Finish Account Setup page is displayed, answer the question: "How will you use this application?" tap Perform Electronic Visit Verification (EVV).



6. When you tap Perform Electronic Visit Verification (EVV):
    a. On the Connect your Account page, type the Mobile Activation Code (valid for 7 days) sent by HHAeXchange via email to your CHAMPS Provider Enrollment email address and tap Submit Code.



    b. On the Complete Registration page, complete all required fields (marked with*) and then tap continue.



Note: You must respond to an email verification of your Primary Phone Number before you can continue.

You are logged in, and the Schedule page will display.

Log In Page

From the Log In page, caregivers can perform the following tasks:

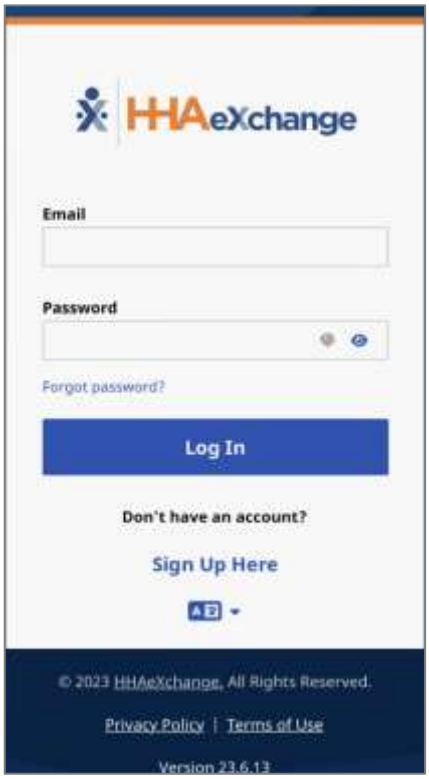
- Log In to the Mobile App.
- Sign Up Here to use the Mobile App if you have not already been set up to use the Mobile App.
- Change the Mobile App User Password with the Forgot Password function.
- Change the language in which the Mobile App and Mobile App Help are displayed by tapping the Select Language icon.

Note: From the Log In page footer, caregivers can access the Mobile App's Privacy Policy and Terms of Use.

Log In

To log in to the Mobile app,

From the Log In page, type your valid Email Address and Password, and then tap Log In.



You are logged in, and the Schedule landing page is displayed.



If caregivers log in before the Sign-Up process has been completed, caregivers will be returned to the Sign Up Page.

Tip: To see the characters typed in Password, tap the eye icon in the Password Field.

Note: Caregivers can tap an enabled fingerprint icon in the Password field to use a Biometric Log In (Fingerprint or Facial ID).

Biometric Log In

Caregivers can log in with Fingerprint Authentication or Facial Recognition if the capability is enabled on the device.

For Biometric Log In to be available, caregivers must have logged into the Mobile App using Email and Password credentials at least one time. After the initial log in, users can tap the fingerprint icon at the right of the Password Field to access the device's fingerprint authentication or facial recognition biometric page.

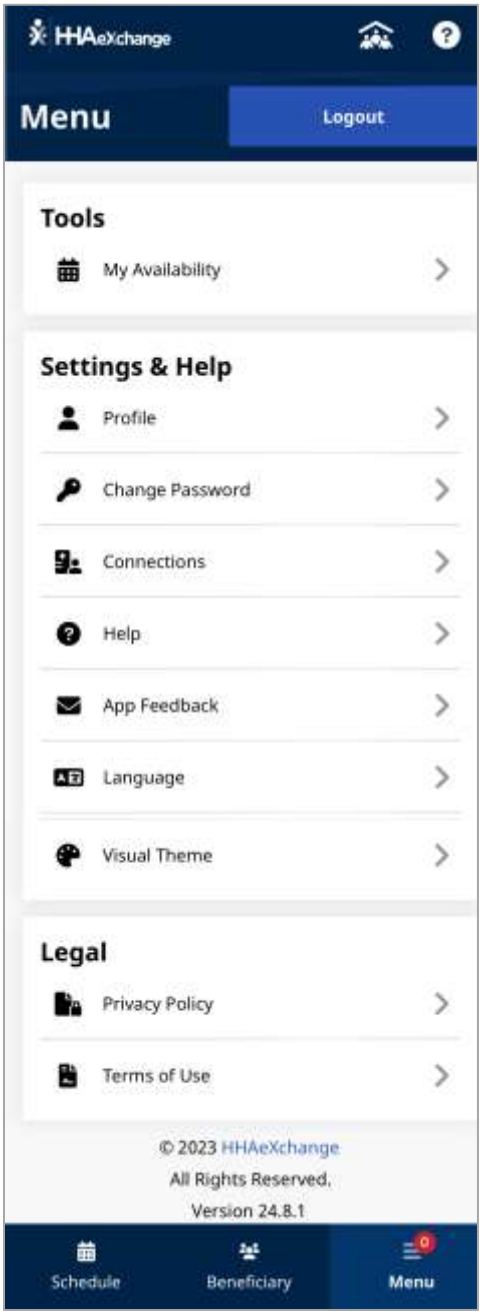
After providing a matching fingerprint or facial scan, caregivers are allowed access to the Mobile App.

Note: If caregivers change or reset the password, the Biometric Log In option is reset. Caregivers must log into the Mobile App using Email and Password and log out at least once time before the Biometric Log In option becomes available again.

Menu

Using the Mobile App, caregivers can keep track of completed visits, view beneficiary details, and Clock In and Out of Visits.

The Menu is divided into three sections (Tools, Settings & Help, and Legal) with a navigation Bar displayed at the bottom.



Settings & Help

Profile

Used to maintain your Caregiver information.

To edit your Profile information, tap Profile from the Settings & Help section of the Menu.



On the Profile page, tap Edit, make any changes, and then tap Save.



Note: The SSN, Date of birth, and email address cannot be updated in the mobile app. Home Help individual caregivers will need to update, change, or modify these pieces of information in their CHAMPS Provider Enrollment information. Instructions can be found on the Home Help website CHAMPS Instructions & Information (michigan.gov).

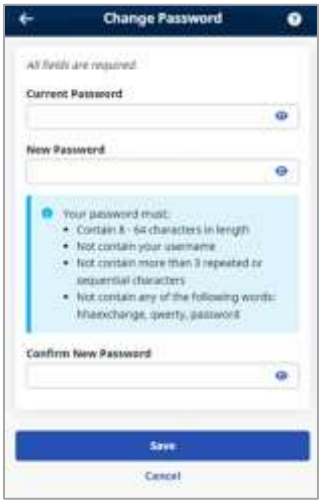
A confirmation text is sent to the phone when the Primary Phone Number is added or changed. The user must respond to the confirmation text to use the phone number to reset a password.

Change Password

Used to change your Mobile App Login password.

To change your Mobile App password:

1. From the Menu, tap Change Password.
2. On the Change Password Page, type the Current Password and New Password. Type the new password again in Confirm New Password.
3. When finished, tap Save to change the password and return to the Menu.



Reset Password

To rest your Mobile App password:

1. From the Login page, tap forgot password?
2. On the forgot password page, type the email address associated with the account.
3. Select that you want HHAX to send you a Password Reset Code or that you have an existing active Password Reset Code you have not used yet. Tap Continue.



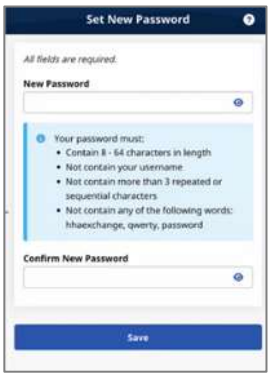
4. If you request HHAX to send you a Password Reset Code, check you email account for the HHAX email message containing a unique six-digit numeric code.
5. On the next Forgot Password page, when prompted to Enter Code, type the six-digit numeric Password Reset Code and tap Submit.



6. When the Set New Password page is displayed, type and confirm your new password and tap Save.

Account Locked

After ten (10) failed login attempts, you are locked out of the Mobile App. A message advises you to use the Forgot Password function (described above) to reset your password.



Select Language

Used to change the language in which the Mobile App and Mobile App Help are displayed. The mobile app offers language options designed to accommodate caregivers with a preferred language when using a mobile device.

When logging in, if the Mobile App login page is displayed in an unfamiliar language, tap the Language Selector icon at the bottom center of the login page to select a different language.

To change language settings from the Menu,

1. Tap Select Language.
2. From the list of available languages, select the new language. When selected the displayed page is translated into the new language.

3. Tap Apply at the bottom to save the language of choice.



A variety of languages are supported by the Mobile App. Tap Select Language from the Menu to see the most current list.

Note: Maps are displayed in the new language after the Mobile App is restarted.

Help

Used to access the Mobile App Help table of contents. Context-sensitive Help is available from most Mobile App pages by tapping the Help icon (question mark) in the upper right corner.

Visual Theme

Used to change the Mobile App display from the default Standard to a Dark or High Contract theme.

Navigation Bar

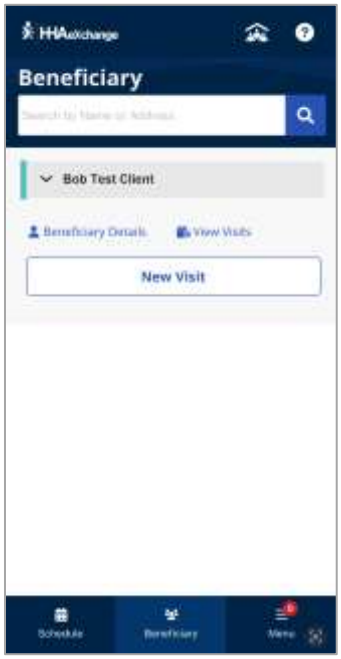
Schedule

Used to Clock In and Out. Create an Unscheduled Visit for any beneficiary to whom you have access from the Schedule page by tapping +New Unscheduled Visit.

Beneficiary

Used to view a list of all clients you can access. Caregivers can create an Unscheduled Visit for any beneficiary who has been approved by the MDHHS Adult Services Worker (ASW).

The Beneficiary page lists clients the caregiver has been approved to provide services for or has created a visit for in the past.



Select a listed beneficiary, or type part of a beneficiary name, and tap the Search icon (magnifying glass) to look up a Beneficiary you are authorized to visit. When you select a Beneficiary, caregivers can view Beneficiary Details and View Visits.

Beneficiary Details include the Beneficiary Name, Admission ID, Phone Numbers, and Addresses. Details cannot be edited and are sent to the HHAeXchange system

Caregivers can select New Visit from the Beneficiary page to create a new Unscheduled Visit.

Menu

Returns the caregiver from any point in the Mobile App to the Menu.

Clock In/Clock Out

From the Schedule page, you can Clock In and Out of a Visit by creating a new Unscheduled Visit.

Unscheduled Visit

You can select + New Unscheduled Visit from the Schedule page to create a new Unscheduled Visit. You can create an Unscheduled Visit for any Beneficiary to whom you have been approved and authorized by the MDHHS Adult Services Worker (ASW).

Note: A New (Unscheduled) Visit can also be created from the Beneficiary Page.

To create an Unscheduled Visit from the Scheduled Page:

1. Tap +New Unscheduled Visit.



2. On the New Visit page, select the beneficiary from the list of approved beneficiaries.



3. On the Electronic Visit Verification page, select GPS. The location will appear.
   - Service Delivery Location can be changed to reflect when services are provided in the community.
   - When finished, tap continue.



4. The Visit Details page is displayed.

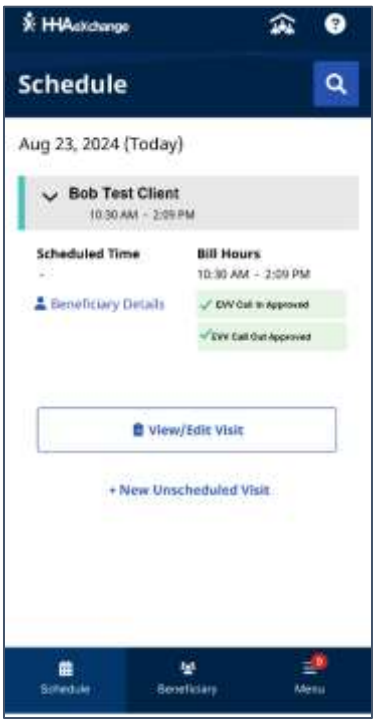


- To add a note about the visit, tap Add Note. This is optional and not required.

5. When finished, tap EVV Call Out at the bottom of the page.



6. On the Electronic Visit Verification page, update GPS settings if needed and tap Continue to clock out of the visit.



Offline Mode

The mobile application has an offline mode that allows caregivers to use the mobile app when there is no cellular or internet connectivity. When the cellular or internet connection is restored, the mobile app automatically synchronizes with HHAeXchange.

When in Offline Mode, you can log in with the last used email and password, view your existing Patients/Consumers, Start and End Visits/Shifts, and view Help. Unavailable features in the Navigation Bar are marked with a white exclamation mark in a red circle.

As outlined in MDHHS policy bulletin MMP 24-21, the data stored in the mobile application is time-sensitive and requires the caregiver to ensure access to a cellular or internet connection within seven(7) calendar days of service delivery.





Selecting a feature or function that is unavailable offline results in a message explaining the limits of offline use.

Additionally, during clock in and clock out the GPS map will show as blank and a message will display to indicate the GPS location is not able to be captured.



Connections

The Connections page is used to switch between Agencies/Offices connected to the caregiver. For the Home Help program, if a caregiver performs services for both a Home Help Agency and an Individual caregiver, the MI Home Help Portal will need to be added by the caregiver as a connection.

To change Connections:

1. From the Menu, tap Connections.
2. On the Connections page, select from the list of Connected Connections and tap Change Active Connection to open the Select a Connection page.



To add a Connection: (If the Connection you want is not shown on the Connections page.)

1. From the Menu, tap Connections.
2. Tap Connect with a New Connection.
3. On the Connect a New Connection page, enter the Connection's Mobile Activation Code and tap Submit Code.



4. Finish Connection Account as explained in the Sign Up Here help topic.

Document Revisions

Revisions to this document are noted below along with the revision date.

Version Date	Revision Description	Addition/Removal
1	Created	September 3, 2024