Electronic Visit Verification (EVV)

DHS EVV Team

DEPARTMENT OF HUMAN SERVICES

- Explain what electronic visit verification (EVV) is

- Clarify when EVV applies to providers

- Describe Minnesota's EVV system options

- Key information to enroll for EVV

- Identify where to go when you are ready to enroll

- How to use an EVV system

- Caregiver workflows or mobile apps

- Detailed EVV policy interpretation

- Billing or claims submission

- Compliance enforcement processes

What Is Electronic Visit Verification (EVV)?

- EVV is an electronic system used to verify service delivery

- EVV confirms when and where services are provided

- EVV supports services delivered in homes and community settings

- EVV does not create a barrier to where services can be provided.

- Services can be provided:

  - At the person's home

  - In the community

- Required by the 21st Century Cures Act

- Federal requirement implemented by Minnesota

- Applies to certain personal care and home health services

- Supports accountability while allowing service flexibility

- Ensure people are receiving services as planned and authorized.

- Improve the accountability of caregiver services.

- Type of service performed

- Individual receiving the service

- Date of the service

- Location of service delivery

- Individual providing the service

- Time the service begins and ends

- EVV is required for certain:

  - Personal care services

  - Waiver services

  - Home health services

- Not all services in these categories require EVV.

- Providers are responsible for knowing whether EVV applies to the services they provide.

Review the following link for a detailed list of
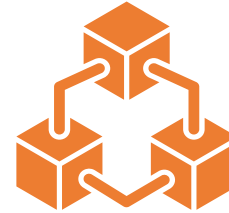[Required Services for EVV](#)

- Minnesota uses an open EVV model which means providers choose the EVV system that works for their organization

- DHS selected HHAeXchange as the EVV system and data aggregator

  - All EVV data flows through HHAeXchange to DHS

- EVV systems and devices must meet DHS requirements

- DHS EVV policy requirements apply regardless of system choice

Third-Party EVV Vendor

- The state-selected EVV system available at no cost.

- Providers may need to spend time and resources to implement EVV and to meet compliance.

- Providers are responsible for the costs of third-party system.

- Providers can obtain or continue to use a third-party EVV system.

- Third-party system must connect to the state's HHAeXchange data aggregator and meets state requirements.

- EVV visits are verified using approved electronic methods.

- Verification may include:

  - Mobile devices

  - Telephony

  - Other DHS-approved methods

- Device and method requirements are defined in EVV policy

- Live-in caregivers are not exempt from EVV but have an exception

- Real-time EVV verification is not required

- Enter the required EVV data at least once per day

- Providers may require real-time EVV use

- Additional details and live-in caregiver requirements review the EVV Live-in Caregiver policy

Safe at Home: Provider Awareness

- Safe at Home protects address confidentiality

- Participants in the program can be either a person receiving services, a caregiver, or both.

- Telephony is the only method allowed for verification

- The Safe at Home PO Box is used for EVV location data

- Providers must follow Safe at Home EVV requirements when applicable

Safe at Home address:
   LOT ###
     PO BOX 17370
     SAINT PAUL MN 55117-0370

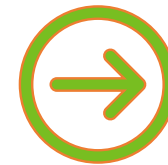**For all services delivered, regardless of location, the Safe at Home PO Box will be used for the location.**

- DHS monitors EVV compliance regularly

- Providers receive a monthly compliance report from HHAX

- Compliance expectations apply after enrollment with DHS is complete

- Providers are expected to enroll with HHAeXchange, regardless of system and payer, after they receive their confirmed NPI or UMPI from DHS

- Compliance details are addressed through separate guidance and training

- [CBSM- DHS EVV Policies Main Page](#)

- [EVV Compliance](#)

- [Live-In Caregiver](#)

- [Devices](#)

- [Verification Methods](#)

- [Safe at Home](#)

Providers may create additional policies for EVV to meet their business needs by using the DHS requirements and policies for EVV.

Next Steps After DHS Enrollment

Step 1:

Choose EVV system (such as HHAeXchange or another vendor).

Step 2:

Complete [HHAeXchange Provider Enrollment Form](#)

*Note: Both HHAeXchange providers and 3rd party vendor providers must complete this step.

Step 3:

HHAX portal setup, system connections, and training.

Step 4:

Submit EVV data

Note: API means Application Programming Interface. HHAeXchange uses this term when working with third-party systems.

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Information You Need to Complete this Form:

- **Company information:** company name, address and phone number

- **Contact information:** administrator and technical person contact information

  (name, email address and phone number)

- **Agency identification:** tax ID and NPI(s) or UMPI(s)

- **Electronic visit verification (EVV) system:** Third-party EVV vendor name and

  vendor point of contact information

- **Census:** approximate number of members your agency services today

- **Caregivers:** number of caregivers employed by your agency

- **Office Staff:** number of office staff employed by your agency (non-caregiver staff)

Note:
- If your agency will be submitting EVV visits under more than one NPI or UMPI, ensure you are providing each NPI or UMPI on the Enrollment Form.
- If your agency has multiple tax IDs, complete a separate enrollment form for each with the associated NPI/UMPI(s).

- HHAX system users will have access to the HHAX Learning Management System (LMS) and guides in their Provider Portal.

- Third-party system users will have access to HHAX LMS to assist with integration and to review the data being sent to the state

- Third-party system users need to work with their vendor to ensure they have proper training in their system.

- Providers are responsible to train caregivers and members to ensure they feel comfortable with the providers chosen EVV system.

HHAeXchange Training Webinars

2024

Training Session	Links
DHS Provider Lunch and Learn	Recording | Slide Deck
Know Your Number Report	Recording | Slide Deck
Provider Lunch & Learn	Recording | Slide Deck
Provider Town Hall	Recording | Slide Deck
Getting Started with EVV Townhall	Recording | Slide Deck

2025

Training Session	Links
Linked Contracts 101	Recording | Slide Deck
Boost Your EVV Compliance in MN	Recording | Slide Deck
Get Ready for EVV Compliance	Recording | Slide Deck
MN Market Adoption Webinar	Recording | Slide Deck
EDI Provider Information Session	Recording | Slide Deck

HHAeXchange

- **HHAX Minnesota Provider Info Center**

- **Knowledge Base**

- **Client Support Portal**

mn DEPARTMENT OF HUMAN SERVICES

- **MN DHS EVV website**

- **DSD Contact Form**

MHCP Provider Resource Center
- Assistance with Tax ID(s) and NPI or UMPI(s)

- DHS is committed to engagement from all partners impacted by EVV.

  - eList announcements

  - Provider news updates

  - Webpage updates

  - EVV team mailbox

  - Webinars and Trainings with HHAX

- EVV is required for certain DHS-covered services. Provider are responsible for knowing what services they provide require EVV.

- Providers chose which system works best for their organization.

- EVV requirements and policy applies regardless of system choice

- Providers must ensure they have the correct information when completing the HHAeXchange enrollment form
  - Cannot complete the enrollment form with out NPI or UMPI(s) and associated tax ID(s).

- Resources are available to support enrollment and compliance

21st Century Cures Act, EVV: **Section 12006(a) of the 21st Century Cures Act (PDF)**

Minnesota EVV Statute: **Minnesota Statutes, 256B.073**

Safe at Home: **Minnesota Statutes, Chapter 5B** and **Minnesota Rules, Chapter 8290**

DHS Electronic visit verification (EVV) Community-Based Services Manual-MN EVV Policies.

Thank You!

MN DHS EVV Team

DSD Contact Form

Electronic visit verification