

EVV Issue Investigation Steps: How to Resolve Missing Participants or Service Authorizations in HHAeXchange System

Updated: 1/1/26

This guide is to help you identify why participants/service authorizations are not showing up in the HHAeXchange EVV system. Using these steps will help you resolve issues faster and who you may need to contact to resolve. From what we currently understand, there are three categories to investigate:

Missing MI Choice Agency (The Senior Alliance) in your Provider Portal

1. Contact TSA's Beth Wright, letting them know what Federal ID/NPI you are seeing in your Provider Portal
 - a. The Federal ID/NPI may not match and could need to then be updated by TSA OR you haven't onboarded with HHAeXchange with the Federal ID/NPI used for business with TSA.
 - b. If the HHAeXchange info is incorrect, the provider needs to contact HHAeXchange to resolve. TSA cannot resolve this issue for you.
2. Note: If the Federal ID or NPI was recently changed with TSA, the system currently isn't sending updated provider information. This also means that service authorizations will also not be found. Development is in process, and we'll let you know when that is fixed.

Missing Participants or Service Authorizations in the Provider Portal

1. See step 1 if you do not see any participants or service authorizations from TSA
2. Review your Service Authorization Summary Notice in Vendor View. EVV is only enabled for some Participants, with a Medicaid ID, for certain service types.
 - a. For MI Choice Waiver EVV, the following will be true,
 - i. Review the Fund Source field, it should be 100
 - ii. Review the Service field, it should be H2015 or S5150
 - b. Review the Medicaid ID next to the participant's name. If it is missing, TSA has yet to receive an ID from MDHHS and will add it. This situation currently cannot be resolved but should not delay services.
 - c. Note: If we have added a Medicaid ID to a person already receiving services, the HHAeXchange system currently isn't sending that service authorization information. Development is in process, and we'll let you know when that is fixed.
 - d. Note: If the participant is already established with the provider agency and assigned to a caregiver, the caregiver will be able to complete clock-ins/outs without having an authorization. However, the visit will "sit" in the HHAeXchange system until the authorization comes through. If the participant is not associated to the provider

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agency or the caregiver, there is an option to complete a visit on the mobile app for a participant not yet associated to the caregiver under the "Patient not in list" option.

For 10/7/24 "Soft Launch": Agency providers should complete training and preparing their caregivers to ensure they are *ready* to use EVV tools for clocking in and out; however, there are no financial penalties if EVV information is not reported through the state's EVV or other third-party EVV system until a date to be identified by MDHHS. Agency providers and their caregivers should use the soft launch period to review training tools, get used to the EVV system, and troubleshoot problems. MDHHS will provide the CMHSP, WA, ICO, and network providers with guidance on the end of the soft launch and the start of tying payments to EVV at a later date.

Regarding Steps 3-5 during "Soft Launch": They are listed here for future reference but may be quite commonplace as the EVV system troubleshooting and development is ongoing. It is important at this time that participants be established with your provider agency and assigned a caregiver.

3. If you have not received a Service Authorization Notice in Vendor View but are expecting one for EVV, please send a Vendor View Message to the Participant's Supports Coordinator.
4. If there is an issue with the Service Schedule, units, tasks from the Vendor View Service Authorization Notice or how it is reflected in the HHAeXchange System, please send a Vendor View Message to the participant's Supports Coordinator.
5. If you have received a Service Authorization Notice in Vendor View but have not received the companion authorization in the Provider Portal,
 - a. Please wait 24 hours, the Service Authorization file is sent to HHAeXchange from TSA nightly. The participant and authorization should appear the next morning.
 - b. After 24 hours, the participant and authorization have not appeared, and you have confirmed that everything is correct with the participant's Supports Coordinator, please contact your assigned TSA Biller.

Missing Service Authorizations in IVR/Mobile Application, HHAeXchange+

1. First check the above situations as those would cause this issue too
2. If using mobile application, make sure the caregiver can log in
3. Check the participant's address – you need to have the actual address in the Provider Portal for where they are providing the service (issue could be that it may not match what CHAMPS has). You should just add an additional address if it's missing rather than updating the current. You may want to verify the address initially to make sure they match so they don't have a problem with EVV to start with.
4. For IVR (telephone clock in/clock out):

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- a. Caregiver must use the participant's landline; cell phone is not allowed
- b. Check to see the participant's home phone number is added to HHAeXchange
- c. Make sure the caregiver is using:
 - i. The correct IVR Phone Number to call
 - ii. The correct IVR Number (aka Caregiver Number)
 - iii. The correct Time and Attendance PIN
5. Check to see that the specific caregiver who's missing the authorization:
 - a. Is associated to the participant (it could be an issue where the provider can see it, but the caregiver cannot because the caregiver association is missing)
 - b. Has the correct disciplines assigned that associate to the service code being provided
 - c. If using the mobile app, they must have mobile app access enabled in HHAeXchange
 - d. If none of above are the issue, the provider needs to contact HHAeXchange. TSA cannot resolve this issue for you.