



WEBINAR

EVV Excellence: Training Your Team for Compliance

May 2024

CLOCK IN

CLOCK OUT



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Housekeeping

- This webinar is being recorded. **We will email the recording and slides after the session.**
- Your camera and mics are turned off.
- Q&A at the end. Please submit your questions in the Q&A box.
- Post session survey— we'd love your feedback!



Agenda



- About HHAExchange & Introductions
- About Nevvon
- EVV: What It Is, and Why It Matters
- How To Get Your Caregivers EVV Compliant
- Q&A

Our Mission

Enable caregivers, families, providers, and payers to deliver the best care in the home.

Our Vision

To build the software platform that sets the standard for efficient workflows and insightful data for providers and payers who strive to improve the health outcomes that caregivers can achieve in the home.

AS THE LEADER IN HOMECARE TECHNOLOGY, WE AIM TO:



Empower caregivers as active members of the care team



Engage families with clear information about their loved ones' care



Enable payers to ensure their members' needs are met



Help providers streamline their operations and grow their business



Our Speakers



Annemarie Hale

Account Executive



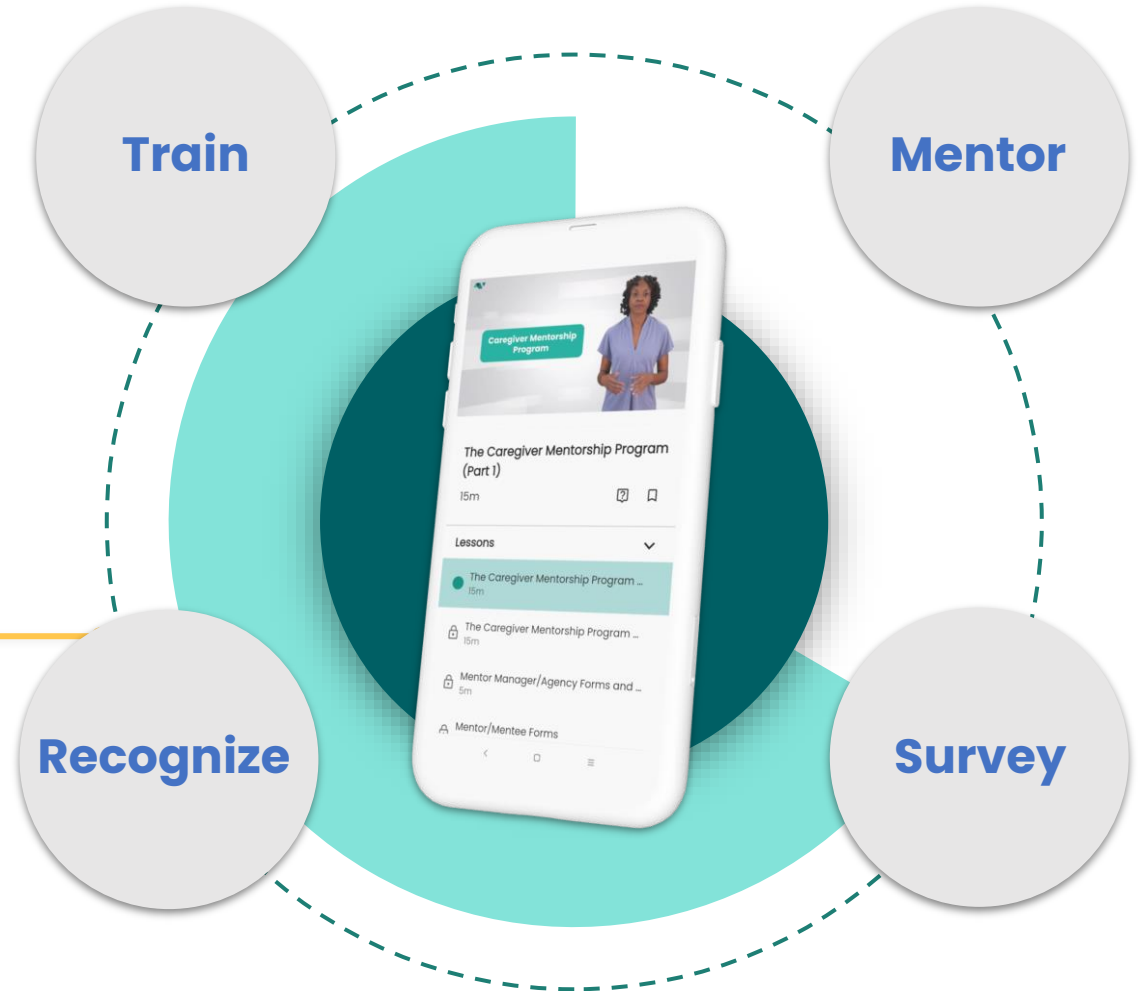
Hailey Ben-Izhak

Enterprise Account Executive



Better Training, Better Care

- Nevvon is an **education & employee engagement** technology business based out of New York, Tel Aviv and Toronto
- We **train, survey,** and **encourage** caregivers
- Caregivers learn through our **simple, user centric** mobile and web **application**
- Our platform simplifies and streamlines **regulatory compliance** for Home Care and Home Health Agencies





Electronic Visit Verification (EVV) *What It Is and Why It Matters*

> EVV: What It Is and Why It Matters



In 2016, the 21st Century Cures Act was passed, which mandated that **all states must implement Electronic Visit Verification (EVV) for Medicaid personal care services and home health care services that require an in-home visit by a provider.**

To be compliant, EVV must capture 6 data points:

- Type of service performed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Time service begins & ends
- Individual providing the service

Methods

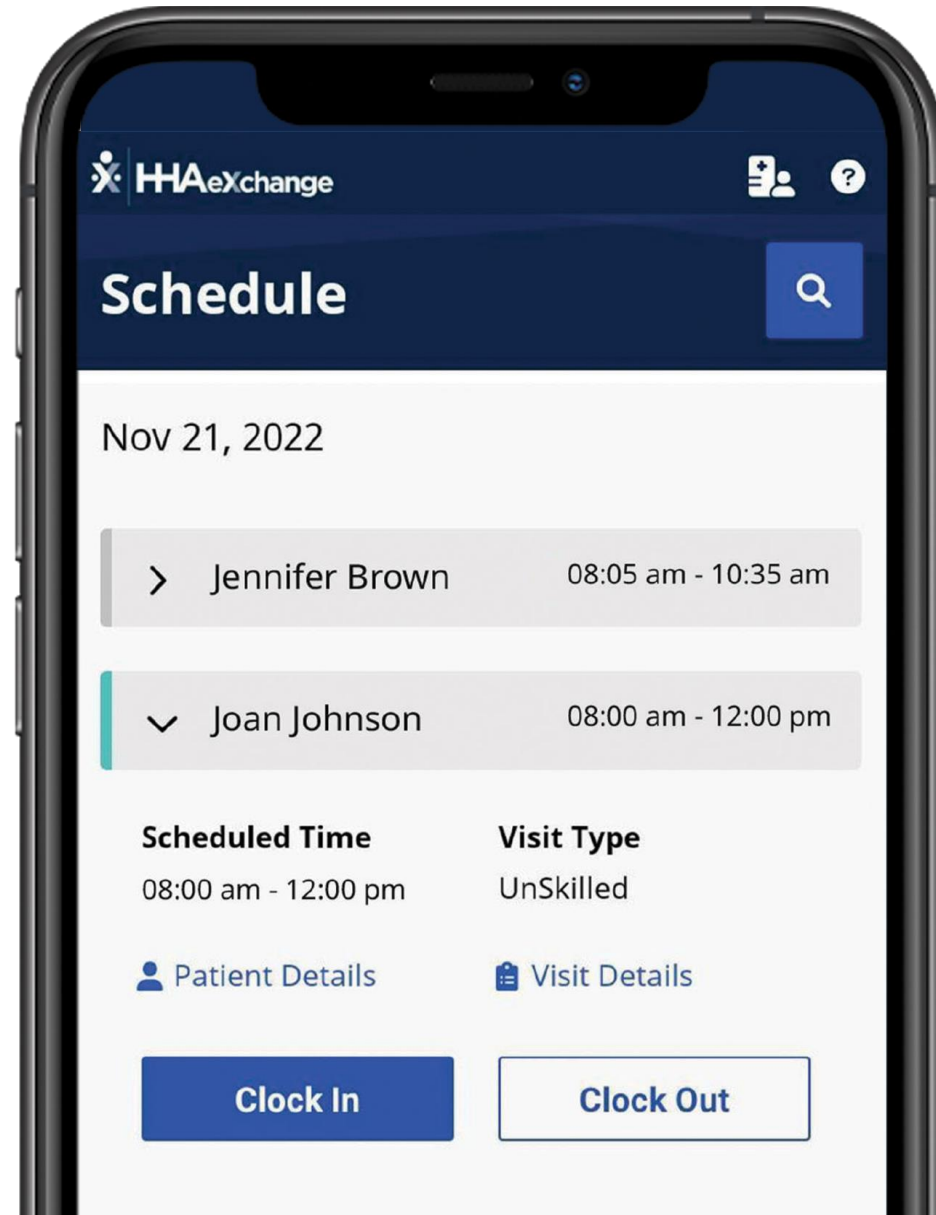


All EVV Methods

- Interactive voice response (IVR)
- FOB Devices
- GPS-enabled mobile apps

EVV in the Mobile App

- GPS functionality that only allows clock-in/out at the patient's home
- Quicky verify visits
- Log plans of care
- Virtually accept new cases
- Communicate with the agency
- Provide feedback about the patient's health and well-being



> Compliance Crackdown



States are implementing stricter EVV compliance percentages for providers.

A Few Examples:

- WV & FL: 85% EVV compliance threshold
- PA increased requirement from 50% to 85% by January 2025

Benefits of EVV Compliance

- Reduce fraud, waste, and abuse
- Avoid financial penalties
- Streamline the entire administrative process
- Improve patient outcomes





How To Get Your Caregivers EVV Compliant



Understanding Your Caregiver Profile



You should determine...

- How your caregivers use technology today
- What appeals to your caregivers
- Where they are in the caregiver lifecycle





EVV Training: Onboarding


EVV Training: Onboarding

- Require caregivers download the mobile app during orientation
- Tech Literacy: Meet your caregivers where they're at
 - Send a EVV instruction video or PDF
 - Step-by-step in-office EVV training
- Set expectations, and check in
- Use an EVV training module
- HHAeXchange customers can take advantage of free EVV mobile app training

HHAeXchange

HHAeXchange Mobile App

Download the Caregiver Mobile App & Get Paid Faster

 **Scan this QR Code**

or open the App Store or Google Play Store to download the HHAeXchange Caregiver Mobile App

"Once I learned how to use the HHAeXchange app, I cannot stop using it. It is awesome and fast."

Ruth Salvador, Caregiver
Friends & Family Home Care Services

Join the thousands of homecare professionals using HHAeXchange to be more efficient and create better patient experiences.

Benefits	Mobile App	Traditional Methods
Get Paid Faster	✓	X
Clock In & Out in Seconds	✓	X
View Patient Details & Plan of Care Instructions	✓	X
View & Manage Schedule On-the-Go	✓	X

Easy-to-Use | Privacy Guaranteed | Available in 19 Languages



EVV Training: Existing Caregivers

EVV Training: Existing Caregivers



Set-up EVV specific training sessions



Motivate, motivate, motivate!



Conduct field visits to troubleshoot EVV technology on the spot



Use the EVV training module (it also works outside of onboarding!)

Regularly check-in and monitor their progress



Congrats: you clocked in & out. How'd it go?



Motivating Caregivers To Use EVV

Motivating Caregivers To Use EVV



SELL EVV ADOPTION TO YOUR CAREGIVERS

"If you don't use the mobile app, you'll miss out on opportunities to pick up more shifts."

"Using paper time sheets can result in pay delays. Clocking in and out with the mobile app or phone means we can process your pay more accurately and efficiently."

"Things have changed for the better since these tools became available. Using these tools will help your clients lead healthier lives."

➤ Motivating Caregivers: Caregivers are Altruistic



80%

of caregivers indicated that the impact they have on patient health and well-being is their number one motivator.

> Motivating Caregivers: Rewards & Recognition



- Rewards and recognition programs keep caregivers motivated and engaged.
- There are tools that automate training and EVV compliance like our mutual partner Caribou.
 - Caregivers can earn points towards downloading the mobile app or points towards checking in for EVV





Measuring Success

Measuring Success



- The HHAeXchange Platform has a Visit Verification Compliance report that shows agencies their EVV compliance percentage.
 - View at the agency level, the caregiver level, and the client level
 - Spot red flags and correct behavior that may appear fraudulent.

- When it comes time to submit a clean claim, our pre-billing function will catch any non-compliant claims before they get submitted.





Q&A