

PROVIDER BULLETIN

PROVIDER INFORMATION



April 3, 2023

Electronic Visit Verification Requirements for Personal Care Service Providers

Blue Cross and Blue Shield of Minnesota and Blue Plus including Bridgeview (Blue Cross) will begin to use an Electronic Visit Verification (EVV) for personal care services and home health services later this year as required by the federal 21st Century Cures Act. The law defines personal care services as those that support activities of daily living or instrumental activities of daily living and require an in-home visit. Affected providers should have received either a letter in the mail or an email with the information contained in this bulletin.

Information about EVV, including the specific services affected, is available on the DHS website at:

<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/long-term-services-and-supports/evv/>

The law requires providers to use an electronic verification method to record member information, individual provider information, location of the services, beginning and ending times of the services, along with the date and type of service performed.

Blue Cross is using a hybrid EVV model. With the hybrid model, providers may select either the Blue Cross provided system or an EVV system that works best for their business. Blue Cross is using the state-selected system, HHAeXchange, as our EVV vendor. If providers choose another EVV system, the system must be able to submit data to HHAeXchange's system. Blue Cross will not charge providers to access HHAeXchange's system. It is understood that providers might need to spend time and resources to make this change and comply with the law in cooperation with Blue Cross.

Blue Cross requires all personal care service providers to connect to the HHAeXchange system by the Provider Go-Live date. Blue Cross projects, in coordination with DHS, that the Provider Go-Live date will be in the June timeframe, but we will set and communicate that date as our implementation progresses. On that date, providers must be connected to the HHAeXchange system and use their selected EVV system for services specified in the law. Blue Cross understands it will take time for EVV use to become routine for direct support workers and people who use services and for providers to comply fully.

Providers that are contracted with multiple MCOs in Minnesota will be receiving a similar welcome letter. All necessary enrollment steps will only need to be completed once for all MCOs.

HHAX platform options

HHAeXchange offers a free EVV solution and free data-integration options for providers who already have an EVV solution. Provider agencies play a vital role in the success of the EVV project. All Blue Cross personal care service providers must choose one of these two options:

- Providers without an EVV solution may set up and use the free EVV tools from HHAeXchange provided by Blue Cross.
- Providers who use a different EVV system may use their existing EVV system and send visit data to the HHAeXchange system using electronic data interchange.

HHaEXchange Enrollment Form

Providers must complete the HHaEXchange enrollment form no later than April 28, 2023, to allow time for HHaEXchange to configure their provider portal. The enrollment form link is located at:

<https://www.cognitofrms.com/HHaEXchange1/MinnesotaMCOHHaEXchangeProviderEnrollmentForm>

Please fill out the enrollment form if you are a new provider to HHaEXchange in Minnesota. Providers currently enrolled with HHaEXchange must update their enrollment form to indicate all managed care organizations (MCO) with whom you work.

Information Sessions

All Providers are required to attend an online information session. Information sessions are scheduled for 90 minutes. Information sessions will be held jointly with all Minnesota MCOs and are not plan-specific. HHaEXchange will send registration links to the people who complete the HHaEXchange provider enrollment form. Once registered, providers may share the link with other staff at the agency. Recommended attendees include owners, office managers and supervisors.

Scheduled Sessions

- 2:00 PM CST Tuesday, April 18th
- 10:00 AM CST Thursday, April 20th
- 12:00 PM CST Friday, April 21st

Products Impacted

- Minnesota Senior Care Plus (MSC+)
- Minnesota Senior Health Options (MSHO)

Questions?

Contact Blue Cross at MHCPProviders@BlueCrossMN.com. For questions or help with the HHaEXchange system, email Support@HHaEXchange.com or visit the project website at <https://hhaexchange.com/mn/>