

PROVIDER BULLETIN

PROVIDER INFORMATION



November 1, 2023

Electronic Visit Verification Requirements for Home Health Agencies

Blue Cross and Blue Shield of Minnesota and Blue Plus including Bridgeview (Blue Cross) are using an Electronic Visit Verification (EVV) for personal care services and home health services as required by the federal 21st Century Cures Act. The law defines applicable services as those that require an in-home visit. Home Health 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 home health care providers to connect to the HHAeXchange system by the Provider Go-Live date. The Provider Go-Live date was October 16, 2023, which was communicated by the Minnesota Department of Health Services (DHS) in a letter dated September 22, 2023. On that date, providers were to be connected to the HHAeXchange system, using 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.

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 home health and 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 survey. The enrollment form link is located at: <https://www.cognitofrms.com/HHaEXchange1/MinnesotaMCOHHaEXchangeProviderEnrollmentForm>

Providers must complete the enrollment form if new 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.

Products Impacted

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

Questions?

Email 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/>