Electronic Visit Verification (EVV)
Frequently Asked Questions

Why do I have to verify home health visits electronically?

As stated in the Statewide Medicaid Managed Care Policy Transmittal 2021-14, providers who deliver personal care services and home health services must validate the delivery of such services via an Electronic Visit Verification (EVV) system.

Who is Molina Healthcare of Florida's (Molina) EVV vendor?

HHAeXchange (HHA) is Molina's EVV vendor. You can access HHA at www.hhaexchange.com/info-hub/florida-smmc. There you will be able to access information session, training opportunities, forms, and other helpful information.

What if I have an EVV system that I'd like to keep?

It's simple to connect your existing EVV system to the MCOs through the HHAeXchange Portal. Ensure that you've completed the HHAeXchange Portal Configuration Questionnaire, which can be found on HHA's website listed above. The HHAeXchange Integrations Team will coordinate with you to create an interface to process your existing EVV visits and claims.

How can I improve my office's EVV Compliance Rate?

Medicaid policy requires providers who deliver personal care services and home health services to validate each visit **in real time**. Providers should **NOT** adjust the visit time manually after it has been clocked in and out via the EVV system. Doing so will negatively impact the **EVV Compliance Rate** for the provider.

Providers should use Molina's Electronic Visit Verification (EVV) vendor, HHAeXchange to:

1. Validate each visit **in real time** via the EVV system (no manual adjustments)

2. Bill directly through the free **HHAeXchange Portal** at https://app.hhaexchange.com/hhax/Login.aspx\

Providers who are working with a third-party vendor for EVV (visit clock in/out) purposes and whose compliance rate is being negatively affected because the third-party vendor is manually entering and/or modifying visit clock in/out times should submit a ticket to HHAeXchange and their EDI vendor for further assistance.

Why are my claims denying for "N821 Electronic Visit Verification System visit not found"?
As stated in the Molina provider communication, "EVV Verification Requirements Reminder", effective 7/1/2024, all manually submitted home health claims will be denied.

Are there any allowed exceptions?
Molina will only honor exceptions submitted due to the use of a temporary provider that is filling in for the assigned attendant/staff or due to service interruption resulting from a natural disaster or State declared emergency.

How do I clock in and out when I am performing multiple services to the same member in the same visit?
Providers should clock in at the start of the visit and enter all of the services that will be performed during that visit. Once all services have been completed, the provider can clock out. There is no need to clock in and out multiple times within the same visit.

How can my visit be verified if the GPS system does not pick up the member's address?
If clock in occurs within the GPS geo access area for the member's location, the visit will be verified.

Where can I find additional information regarding adding members, authorizations, EDI, and more?
Please visit the FAQ tab at www.hhaexchange.com/info-hub/florida-smmc for Florida specific information.

For any additional questions, please contact Molina at (855) 322-4076 or via email at MFLProviderServicesManagement@molinahealthcare.com.

Thank you for your continued care to our members!

Molina Healthcare of Florida