



GENERATIONS®

Homecare System




Presenter



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EVV - Exceptions, Reasons, and Resolutions

- Exceptions
 - ◆ What are they?
 - ◆ What Exceptions are available?
 - ◆ How can I watch for them?
 - ◆ What needs to be done with them?
- Reasons
 - ◆ What are they?
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 - ◆ What are they?
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- Summary

Exceptions - What are they?

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- Exceptions are essentially a way for Generations to tell you something that was supposed to happen didn't, like a missed login/logout or a missing CG/Client signature.
 - Currently, only State Medicaid Payors that are interfacing with Generations are requiring the use of Exceptions.
 - Based on the State Medicaid Interface specifications, Exceptions are automatically setup and triggered by Generations so there is nothing to set up on your end.
 - Exceptions must be "cleared" before the Confirmed Shift data will be sent on to the EVV Aggregator (Sandata, HHAX, Tellus, etc.). This involves selecting a "Reason" to explain what happened to trigger the Exception and a "Resolution", which explains what the Agency is doing about it. The Reasons and Resolutions are automatically set up in Generations once you have an Interface enabled.
 - Each Exception list is specific to the State so Generations will only set up the Exceptions that your State Medicaid Payors have established.
 - Exceptions can be found on the Exceptions tab on the schedule or in EVV Schedules. There's also an "Exceptions Alert" column that can be added to EVV Schedules so you can see at a quick glance which shifts need some extra attention.

Exceptions - Which ones are available?



- For the most part, the Exceptions are pretty consistent between States, but not ALL Exceptions apply to all States. Below is a list of all the possible Exceptions:
- ◆ Code 3 - Visits Without In-Calls - This Exception is thrown when a visit is recorded without an “In” call that began the visit.
 - ◆ Code 4 - Visits Without Out-Calls - This Exception is thrown when a visit is recorded without an “Out” call that ended the visit.
 - ◆ Code 08 - GPS Distance Exception - This Exception is thrown when the Caregiver clocks in/out from outside the GPS Distance parameter set up in Co. Settings->EVV->General Settings tab.
 - ◆ Code 15 - Unmatched Client ID/Phone - (Telephony only) - This Exception is triggered when the visit was recorded from a phone number that was not matched to a recipient of care in the EVV system.
 - ◆ Code 28 - Visit Verification Exception - This Exception is triggered when the Client indicates that the DURATION of the EVV visit does not reflect the amount of time that care was actually provided for. This is something that’s asked at the end of the shift when the Client is signing for the Time and Service provided.
 - ◆ Code 39 - Client Signature Exception - This Exception is triggered when a Client signature (voice or electronic) is required, but not completed.

- ◆ Code 40 - Service Verification Exception - This Exception is triggered when the Client indicates that the SERVICE recorded in the EVV Visit does not reflect the actual activity performed during that visit. This Exception is triggered in conjunction with Code 28 when A) the Caregiver fails to clock out or B) the Client is not available to sign at the end of the visit.
- These are the General Exceptions that just about all the State Medicaid Payors want to see. There are a couple of additional ones that are specific to a certain State, like:
- ◆ Code 18 - Late IN Call (AZ)
 - ◆ Code 20 - Short Visit (AZ)
 - ◆ Code 41 - Alternate Location (CO)

Exceptions - How can I watch for them?

- Exceptions can be monitored in 2 places:
- ◆ Calendar/Schedules - There's an Exceptions tab that will turn bold when an Exception has been triggered.
 - ◆ RECOMMENDED - EVV Schedules - Use Column Chooser to add the "Exception Alert" column. This will make it stand out when there's an Exception that needs to be acknowledged.

The screenshot shows the EVV Schedules interface. At the top, there are navigation tabs: Home, Dashboard, Clients, Caregivers, Schedule, Timesheets, Interfaces, EW, Reports, Admin, Caregiver Search, Call Center, and Help. Below these are various utility buttons like Column Chooser, Export, Font, Refresh, and Import. A filter bar shows the date range 10/19/2020-10/19/2020 and filters for (All Clients), (All Caregivers), Confirmed, and All. There are also checkboxes for Auto Refresh every minute, Show EVV ID, Show Color, Un-confirmed, Confirmed, Logged In, Available, and Cancelled. The main table has columns: Visit Alert, Task Alert, Exception Alert (highlighted in yellow with a red triangle), Confirmed, CG Screening, Client, Caregiver, Schedule Start, Schedule End, Login, Logout, Wrong In, Wrong Out, GPS Login, and GPS Logout. The data row shows a shift for Cabrera, Miguel, Johnson, Donald, on 10/19/2020 from 01:00 PM to 01:10 PM, with an Exception Alert icon.

The screenshot shows the Edit Schedule form. At the top, there are tabs: Schedule, Edit Task, Wellness Questions, Client QA, Visit Notes, Other Expenses, Charging, Time / Task Signature, **Exceptions**, and Screening. The Exceptions tab is highlighted in bold. Below the tabs, there are fields for Date (10/19/2020), Start (01:00 PM), and End (01:10 PM). There are also dropdown menus for Client (Cabrera, Miguel), Service Order, Payor (Exceptions), Service (Personal Care), Caregiver (Johnson, Donald), and Pay Item (Hourly Rate 2). There are checkboxes for Require Wound Notes, Require Care Notes, Care Note, Confirmed, and Cancelled Shift. At the bottom, there are buttons for Add Manual Login, Add Manual Logout, Caregiver Search, Delete Schedule, Audit Trail, Update, and Cancel. A red arrow points to the bolded Exceptions tab.

Bold text on the tab indicates this is a tab to look at

Click on the red triangle under the Exception Alert Column to go straight to the Exceptions tab so you can see why this shift has Exceptions.

Click on the Exception Alert column header to sort by that column, allowing you to group all shifts with an Exception Alert together.

What needs to be done with the Exceptions?

- What needs to be done with the Exceptions depends on the Exceptions themselves - fix or acknowledge. For example, if the Exception is code 4 - Visits without OUT calls, then you need to add a Manual Logout with a Reason that it happened along with a Resolution. That would be considered a fix Exception.
- Once you see an Exception listed, click on the pencil to the left of that Exception and select the right Reason/Resolution Codes in their respective drop-downs in order to acknowledge it.
- If you're using an Interface from Generations to the State Medicaid EVV Data Aggregator (Sandata, HHAX, Tellus, etc.) and an Exception is triggered, you MUST fix/acknowledge that Exception with a valid Reason and Resolution in order for the final Confirmed Shift data to be sent.
- Some States (like Ohio) require additional Exceptions be triggered once the original Exception has been acknowledged. Again we'll use code 4 (no logout) as our example and in Ohio, that would trigger 3 additional Exceptions. In addition to the missing logout, it would also trigger code 28 (Visit Verification Exception), code 39 (Client Signature Exception), and code 40 (Service Verification Exception). Since the Caregiver didn't clock out, they were not able to have the Client confirm the time the shift occurred (code 28), confirm the Service that was provided (code 40), or sign for the shift (code 39).

The screenshot displays the 'Edit Schedule' interface with the 'Exceptions' tab selected. A table lists exceptions, with one entry for 'Missing Login'. A red arrow points from this entry to a dialog box titled 'Acknowledge Exception'. The dialog box contains the following fields:

- Reason Code:
- Resolution Code:
- Notes:

Buttons for 'OK' and 'Cancel' are at the bottom of the dialog box.

Home Dashboard Clients Caregivers EVV Reports Alerts 11 Notifications 137 Active Users 1 Help

EVV Reasons

1 to 8 of 8 Records

Reason Code	Reason Description	Note Required
1	Telephony - caregiver forgot to Log in or out	<input type="checkbox"/>
10	Caregiver Error	<input type="checkbox"/>
15	TESTING	<input type="checkbox"/>
2	Telephony - client refused use of phone	<input type="checkbox"/>
3	Telephony - client was using phone	<input type="checkbox"/>
4	GPS - device malfunction	<input type="checkbox"/>
5	GPS - Location Issue	<input type="checkbox"/>
6	Other	<input checked="" type="checkbox"/>

State required, added automatically with Interface

Manually added

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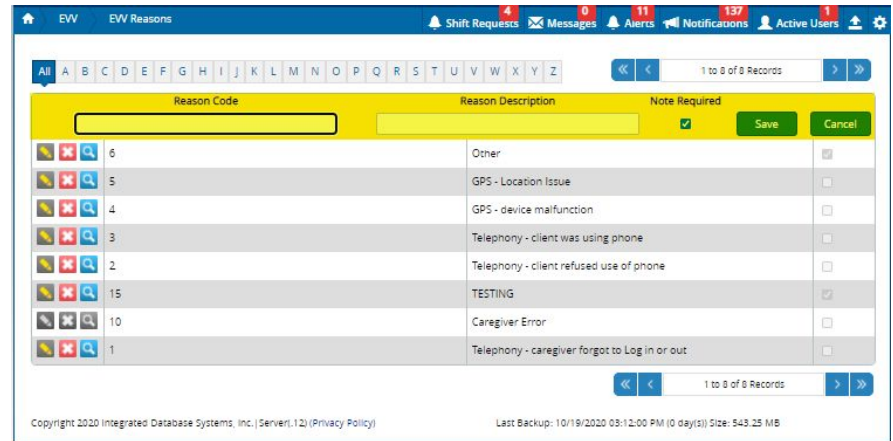
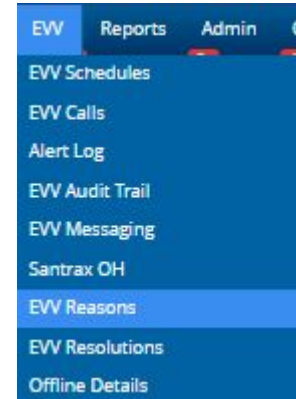
Reasons - what are they?

- Reasons answer the question, “Why did this Exception happen?”
- Some States have a very specific list of acceptable Reasons. If you’re using an Interface from Generations to an EVV Data Aggregator (HHAX, Sandata, Tellus, etc.), we will populate your list of Reasons with the ones your State wants.
- You can add your own Reasons to the Master List by looking under the EVV drop down (blue bar across the top) for the “EVV Reasons” option. When you get to that Master List, you might notice that some Reasons are grayed out. If you have Reasons that are grayed out, those are the ones that are specific to the State EVV Interface you have enabled on your database. Those Reasons CANNOT be changed as they are required by the State.

Code	Reason	Is A Note Required?
10	Individual - Provider not associated properly at time of visit	No
11	Phone number / Individual not associated at time of visit	No
12	Direct care worker / Non-agency provider - provider not associated properly at time of visit	No
16	Direct care worker / Non-agency provider forgot ID	No
18	Direct care worker / Non-agency provider EVV entry issue	No
17	Direct care worker / Non-agency provider selected wrong individual	No
18	Direct care worker / Non-agency provider selected wrong service	No
21	Direct care worker / Non-agency provider forgot to call in	No
22	Direct care worker / Non-agency provider unable to call in (require free text explanation)	Yes
26	Direct care worker / Non-agency provider forgot to call out	Yes
27	Direct care worker / Non-agency provider unable to call out (require free text explanation)	Yes
30	Direct care worker / Non-agency provider didn't record individual	No
31	Individual didn't agree with time	No
32	Individual didn't agree with service	No
33	Individual refused service - no explanation	No
34	Individual not available (require free text explanation)	Yes
35	No verification collected	No
38	Verification attempt failed	No
51	Service location unknown (require free text identification of location at time of call in or call out as applicable)	Yes
52	Service Location - Individual not associated in EVV at time of visit	No
53	GPS location issue	No
71	Direct care worker / Non-agency provider forgot service entry	No
72	Direct care worker / Non-agency provider couldn't enter service (require free text explanation)	Yes
80	Device not charged	No
81	Device missing	No
82	Device malfunction	No
83	EVV/MVV not available (require free text explanation)	Yes
84	Device Ordered / Not Received	No
85	Individual denied access to personal phone (landline or cell)	No
86	No cell coverage	No
87	No phone service	No
91	Individual is homeless (Homeless individuals will not have devices.)	No
92	Retrospective eligibility determination	No
93	Split visit - overtime	No
94	Geotagging not available	No
95	Other (require free text explanation)	Yes

Reasons - Where do you set them up?

- If you're using a State EVV Interface to Sandata, HHAX, Tellus, etc., Generations will set up all the required Reasons for you.
- If you want to add some additional Reasons for any other Payors for things like missed logins/logouts, you can set those up in the EVV Reasons Master List, which is found under EVV->EVV Reasons.
- Any Reasons that are grayed out are ones that are specific to the State and CANNOT be edited.
- To add new Reasons to the Master List, click on the green and white "+New" button. Enter whatever Reason Code you want (Code # can be used to put them in order in the Master List), add a description, decide whether or not you want a note to accompany the Reason/Resolution, and click Save.



Resolutions - what are they?



- Resolutions answer the question, “What did you do to resolve the Reason/Exception?”
- Just like with the Reasons, most States have a specific list of acceptable Resolutions. Most of the acceptable Resolutions lists only consist of a couple of items. “Written Documentation Maintained” is the main Resolution that every State accepts. In some States (Ohio for example), “Written Documentation Maintained” is the ONLY acceptable Resolution.

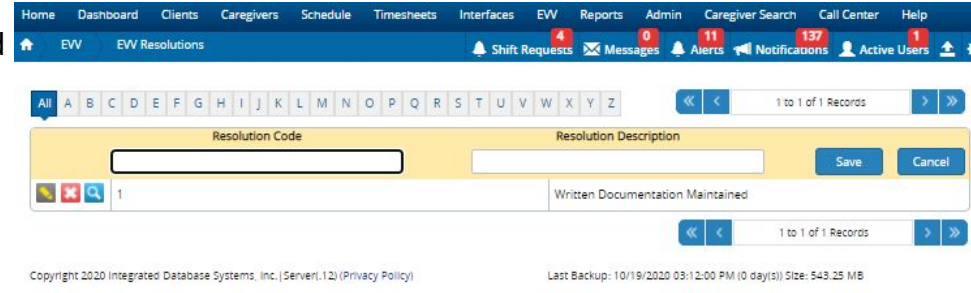
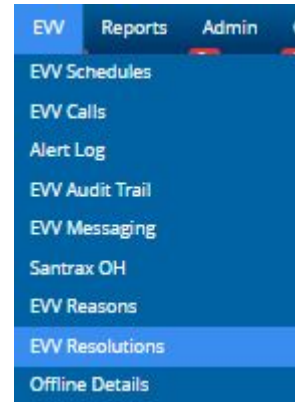
The screenshot displays the GENERATIONS Homecare System interface. The top navigation bar includes links for Home, Dashboard, Clients, Caregivers, Schedule, Timesheets, Interfaces, EW, Reports, Admin, Caregiver Search, Call Center, and Help. A secondary bar shows notification counts for Shift Requests (4), Messages (0), Alerts (11), Notifications (137), and Active Users (1). The main content area is titled 'EVW Resolutions' and features a table with the following data:

Resolution Code	Resolution Description
1	Written Documentation Maintained

At the bottom of the interface, there is a footer with the text: 'Copyright 2020 Integrated Database Systems, Inc. | Server: 12 | (Privacy Policy)' and 'Last Backup: 10/19/2020 03:12:00 PM (0 day(s)) Size: 543.25 MB'.

Resolutions - Where do you set them up?

- If you're using a State EVV Interface to Sandata, HHAX, Tellus, etc., Generations will set up all the required Resolutions for you.
- If you want to add some additional Resolutions for any other Payors for things like missed logins/logouts, you can set those up in the EVV Resolutions Master List, which is found under EVV->EVV Resolutions.
- Some other Payors might also want to know what you did to resolve the Reason/Exception and they may want something more than, "Written Documentation Maintained" so you can manually add any Resolutions you want to the EVV Resolutions Master List.
- To add new Resolutions to the Master List, click on the green and white "+New" button. Enter whatever Resolution Code you want (Code # can be used to put them in order in the Master List), add a description, and click Save.











Summary

- Exceptions are set up and trigger automatically so there's no Master List to build or maintain.
- Use the Column Chooser button in EVV Schedules to add the "Exception Alert" column to keep a close eye on those Exceptions that will inevitably come up.
- If you're using the Generations Interface for your State's EVV Data Aggregator, your required Reasons and Resolutions will be added to your database automatically once we enable the Interface for you.
- In the Master List, Reasons that are grayed out are specified by the State (required) and you cannot edit them.
- "Written Documentation Maintained" seems to be a universally accepted Resolution, but make sure you do have that written documentation maintained!

Edit EVV Schedule

Schedule Scheduled Tasks Wellness Client QA Visit Notes Other Expenses Charting Time/Task Signature Exceptions Screening

	Exception Code	Description	Acknowledged	Call	Reason	Resolution
 	39	Client Signature Exception	<input checked="" type="checkbox"/>	LogOut	Caregiver Error	Written Documentation Maintained
 	40	Service Verification Exception	<input type="checkbox"/>	LogOut		
 	28	Visit Verification Exception	<input type="checkbox"/>	LogOut		
 	4	Visits Without Out Calls	<input checked="" type="checkbox"/>	LogOut	Caregiver Error	Written Documentation Maintained

Add Manual Login

Add Manual Logout

Audit Trail

Confirm Schedule

Update

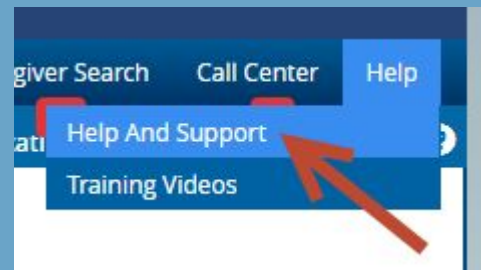
Close

Need assistance?

Contact support using Live Chat (M-F 9-5 EST)

- Available from the Help area in Generations, or from
- www.idb-sys.com OR www.homecaresoftware.com
- Email: support@idb-sys.com
- Phone: 989-546-4512

For emergency after-hours support - reach our on-call staff at 989-546-4512 x1





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