



March 17, 2023

Dear provider,

UCare 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 21<sup>st</sup> 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. Providers must use an electronic verification method to record who received services, who provided services, location, when services begin and end, date and type of service performed.

The Minnesota Department of Human Services (DHS) has selected a hybrid EVV model. With the hybrid model, providers may select either the State provided system or an EVV system that works best for their business. If providers choose another EVV system, it must be able to submit data to the state EVV vendor.

To ensure we comply fully with the federal law, UCare will use the DHS sponsored EVV vendor, HHAeXchange (HHAX). UCare requires all personal care service providers to connect to and use the HHAX system by the Provider Go-Live date, projected to be in June. We understand 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.

Please note: if you are contracted with multiple health plans in Minnesota, you will be receiving a similar welcome letter.

### **What You Need to Know about the HHAeXchange EVV Portal**

All UCare providers must choose one of these two options:

- Providers without an EVV solution: You may set up and use the free EVV tools from HHAX provided by the State.
- Providers who use a different EVV system: You may use your existing EVV system and send your visit data to the HHAX system using electronic data interchange.

### **Action Needed: Take the EVV Portal Enrollment Survey Today**

Providers must complete the HHAeXchange enrollment form by April 28, 2023. If you receive the welcome letter from multiple MCOs, the enrollment form only needs to be completed once. The form link: [info.hhaexchange.com/mnmcoenrollmentform](https://info.hhaexchange.com/mnmcoenrollmentform).

### **Mandatory Information Session for All Providers**

Providers **must** attend one of the following 90-minute online information sessions that will include health plans, DHS and HHAX. HHAX will send registration links to the people who complete the HHAX provider enrollment form. Once you have registered, you may share the link with other staff at your agency. Sessions are scheduled:

- 2:00 PM CST Tuesday April 18<sup>th</sup>
- 10:00 AM CST Thursday April 20<sup>th</sup>
- 12:00 PM CST Friday April 21<sup>st</sup>

**Questions?**

Contact UCare at [providercontracts@ucare.org](mailto:providercontracts@ucare.org). For questions or help with the HHAeXchange system, email [Support@HHAeXchange.com](mailto:Support@HHAeXchange.com) or visit the project website at <https://hhaexchange.com/mn/>.

Sincerely,

UCare