

PAYER GUIDE

State & Health Plan EVV Compliance Report

A guide to exporting your data and understanding your compliance dashboard.

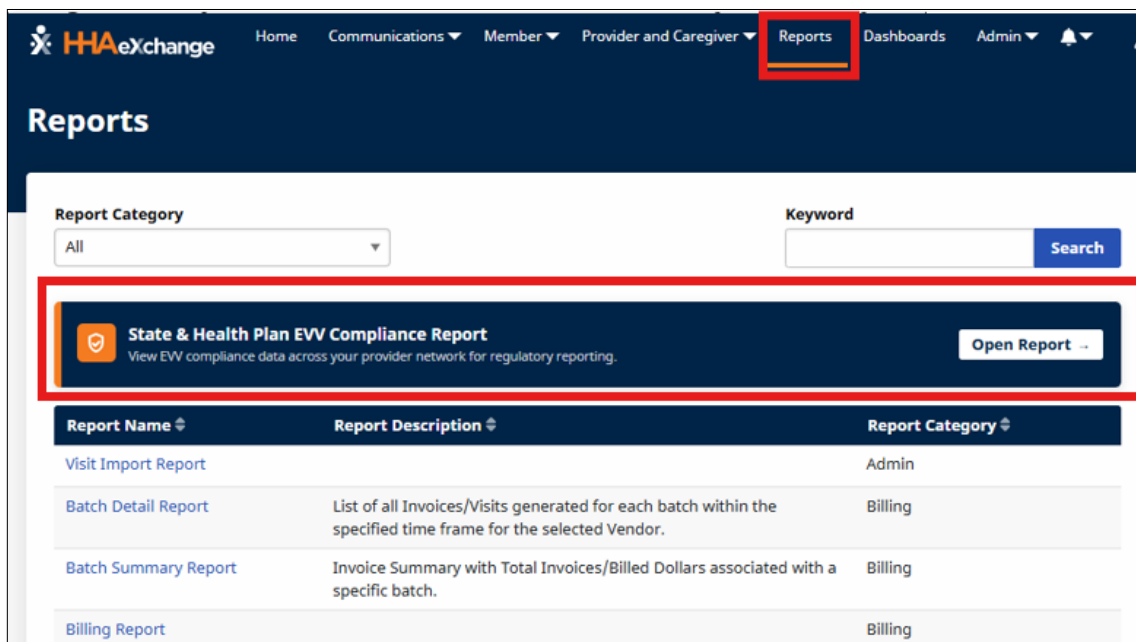
This guide introduces you to the State & Health Plan EVV Compliance Report. It covers:

1. [How to export your data and complete your submission to DOH](#)
2. [A Report Dashboard Overview — what you see and why it matters](#)

Important: Payers must submit their paid claims data to HHAeXchange on a monthly basis for the data on this report to be calculated accurately.

1. How to Export Your Data — Your Process at a Glance

1. Navigate to **Reports > State & Health Plan EVV Compliance Report**.



Report Category

All

Keyword

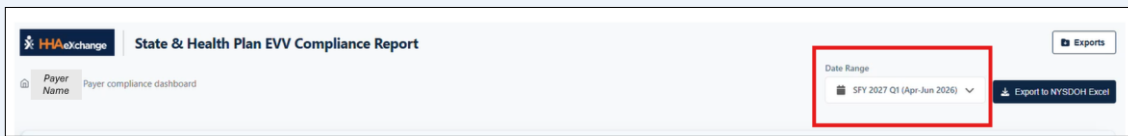
Search

State & Health Plan EVV Compliance Report
View EVV compliance data across your provider network for regulatory reporting.

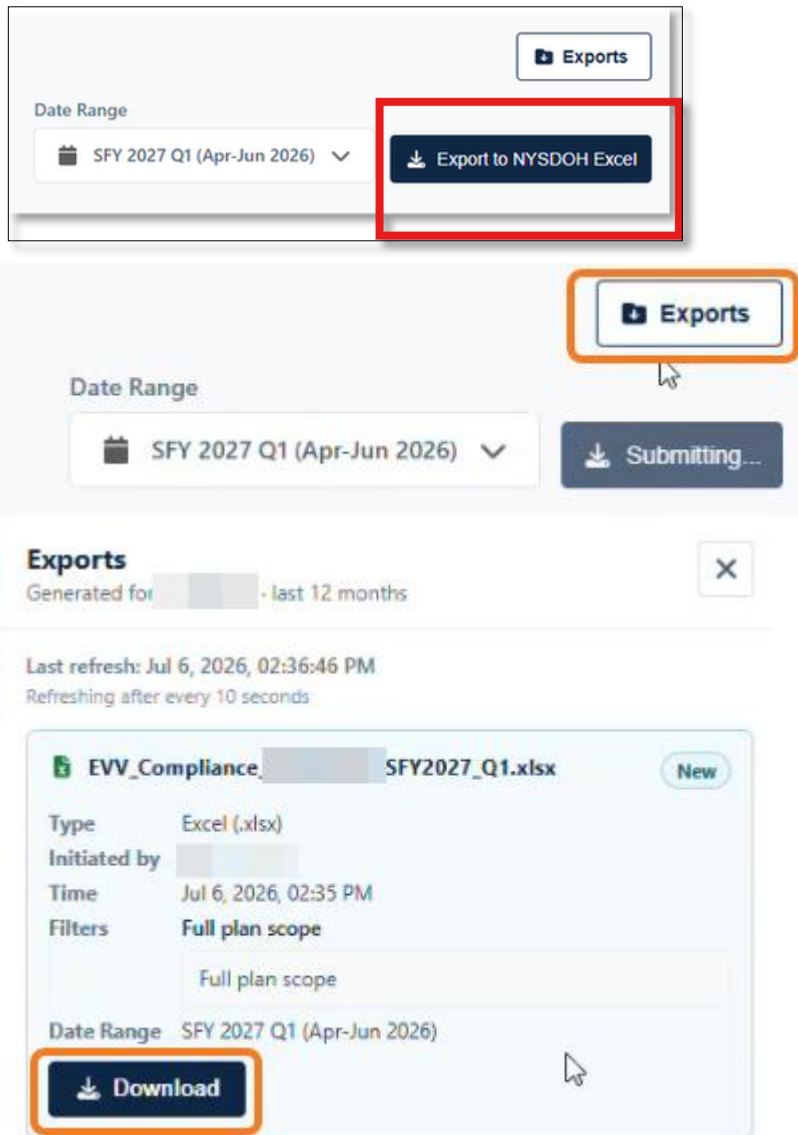
Open Report →

Report Name	Report Description	Report Category
Visit Import Report		Admin
Batch Detail Report	List of all Invoices/Visits generated for each batch within the specified time frame for the selected Vendor.	Billing
Batch Summary Report	Invoice Summary with Total Invoices/Billed Dollars associated with a specific batch.	Billing
Billing Report		Billing

- 2 Confirm the correct reporting window is set. The report automatically displays the current reporting period — no changes are needed.



- 3 Click "Export to NYSDOH Excel".



- 4 Once you open the Excel, review the tabs in the document. Complete the experiential questions found on the excel export.

- 5 Fill out the attestation form on the excel export.

- 6 After completing your review and making the necessary entries to the excel sheets in Steps 4 & 5, submit the report as directed by the New York State Department of Health (NYSDOH)

2. Report Dashboard Overview

The screenshot below shows your data report dashboard. The following sections explain the main data points on your dashboard — what the numbers mean and how they are calculated.

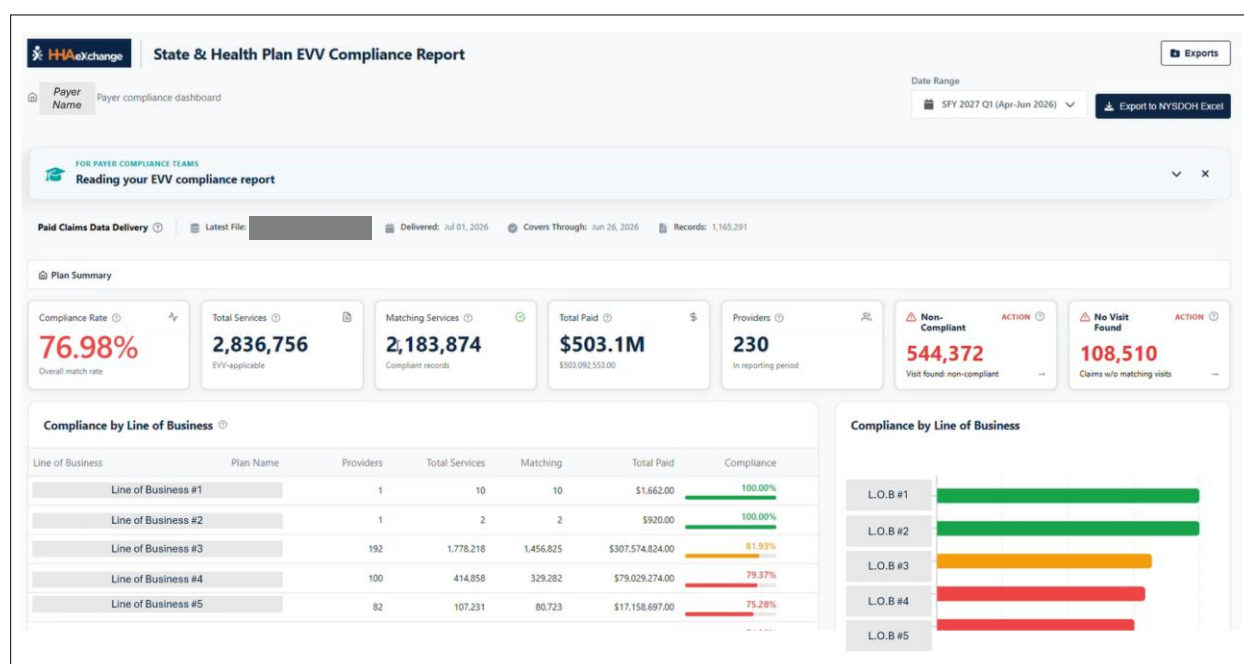


Figure 1 — Full Report Dashboard

Section 1 — Date Range

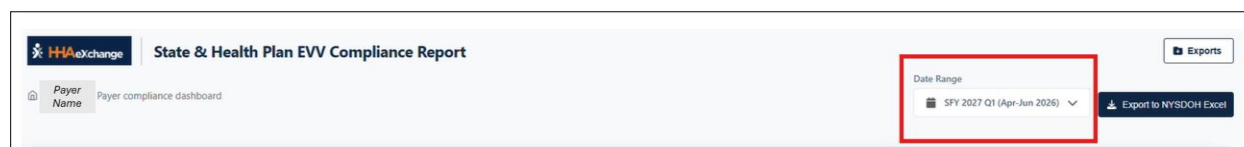


Figure 2 — Date Range selector and reporting quarter options

The date range on your dashboard is automatically set to the current reporting period. You do not need to modify it to pull your data.

You may use the drop-down menu (shown below) to navigate different reporting periods if you want to view data outside of your current period.

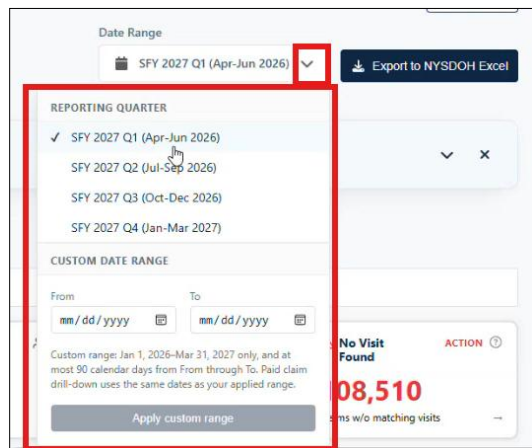


Figure 3 — Date Range selector and reporting quarter options

Section 2 — Paid Claims Data Delivery

This area shows the most recent paid claims file submitted to HHAeXchange — the file from which the current data set is being calculated.

Note: Payers must submit paid claims data to HHAeXchange on a monthly basis to ensure this report reflects accurate data. Failure to do so will result in inaccurate reporting.

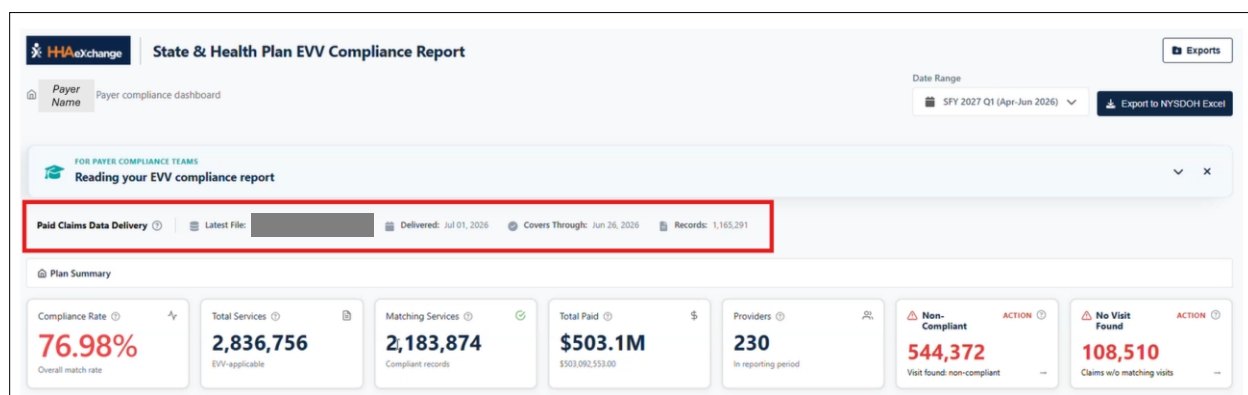


Figure 4 — Paid Claims Data Delivery row highlighted

Section 3 — Your Plan Summary

The following table explains the most relevant data points in your Plan Summary.

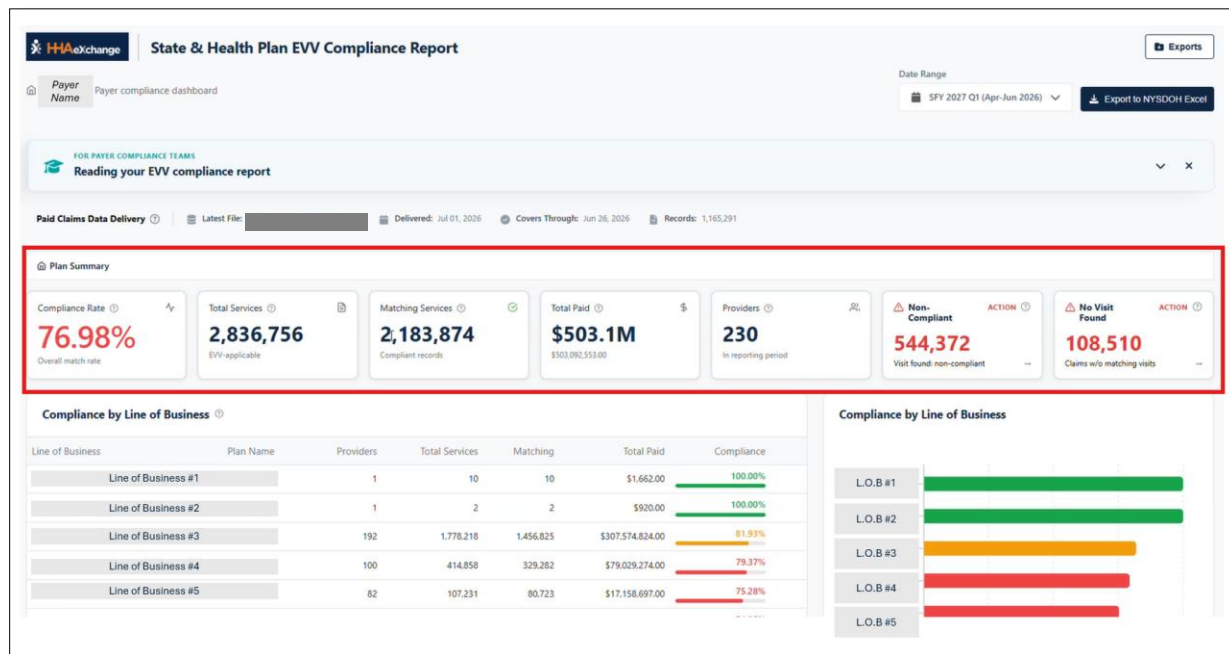


Figure 5 — Plan Summary section highlighted

Data Point	What It Means
Compliance Rate	The portion of total paid claim services that were matched to fully compliant EVV records.
Total Services	All EVV-applicable services submitted for the selected time range.
Matching Services	Services that were successfully matched to compliant EVV records — in other words, paid claims with fully validated EVV records.
Total Paid	The total dollar value of the Total Services included in the reporting period displayed in the report.
Providers	The number of unique providers included in the reporting period.
Non-Compliant	The difference between Total Services and Matching Services. These are paid claims where EVV records were found but do not meet compliance requirements.
No Visit Found	Paid claims for which no associated EVV visit has been found.

HOW THESE NUMBERS ARE CALCULATED

Compliance Rate

Compliance Rate	=	Matching Services	÷	Total Services	×	100
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Total Services

Total Services	=	Matching Services	+	Non-Compliant	+	No Visit Found
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Tip

Click into the **Non-Compliant** or **No Visit Found** fields to review detailed information about the records that are affecting the compliance score. You can add filters to explore specific data sets and identify where action is needed.

Note: You do not need to modify any columns to generate your DOH report — the export is pre-configured. Column options are provided to help you investigate and take action on your data.

Section 4 — Compliance by Line of Business

Use this section to review compliance across each line of business. The color coding indicates each line's standing relative to the compliance threshold.

● Green Compliance Score of 90 and above	● Orange Compliance Score of 80-89	● Red Compliance Score of 79 and below
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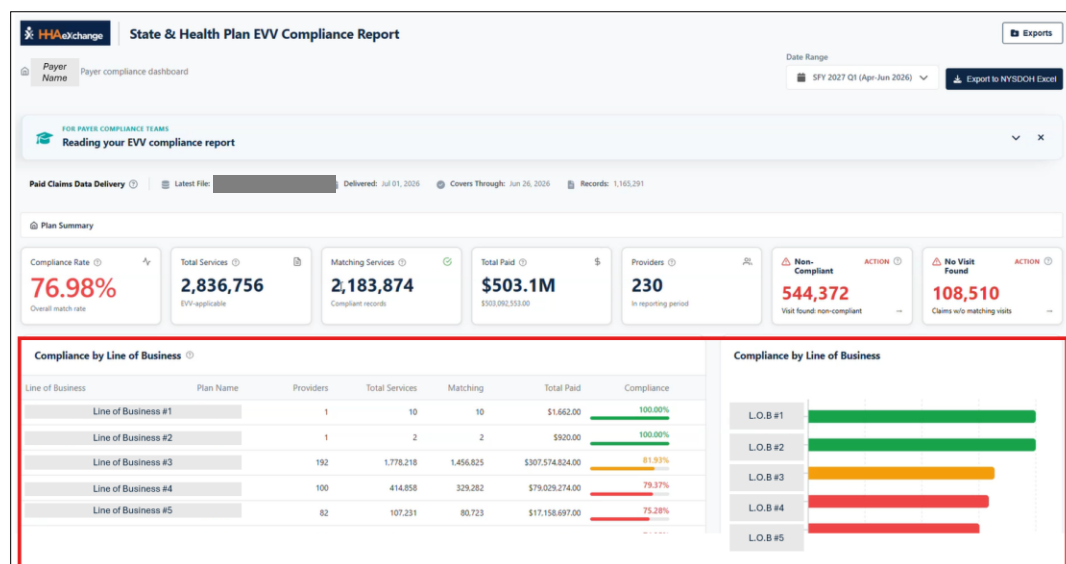


Figure 6 — Compliance by Line of Business

Key Takeaways

The State & Health Plan EVV Compliance Report is more than a monthly reporting requirement—it is a tool for identifying trends and focusing improvement efforts. Reviewing this report regularly helps you understand where compliance challenges exist and prioritize outreach with providers.

Need Help?

For support and questions about the report please contact Customer Success.