

PROVIDER GUIDE

State & Health Plan EVV Compliance Report

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

The State & Health Plan EVV Compliance Report provides a real-time view of the EVV compliance metrics your payer reports to the New York State Department of Health (DOH). This read-only dashboard allows providers to view the same compliance data their payer uses for DOH reporting, helping you monitor performance, identify opportunities for improvement, and understand how your EVV compliance is being measured. No additional reporting or submission is required.

Before You Begin

This guide is intended for providers working with **linked payers**.

If your organization submits EVV compliance data through a linked payer, use this guide to understand and monitor the State & Health Plan EVV Compliance Report.

If you report EVV compliance for unlinked (internal) payers, refer to the NY DOH Agency Report Guide instead.

- [Click here to view the NY DOH Agency Report Guide.](#)

1. Getting Started

Before reviewing your EVV compliance metrics, familiarize yourself with the information displayed at the top of the dashboard. These settings help you understand which data you're viewing and when it was last updated.

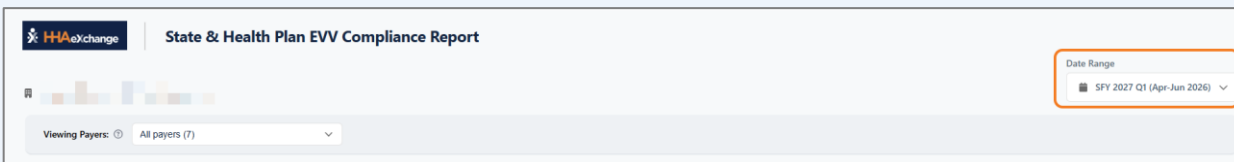
1 Access the Report

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

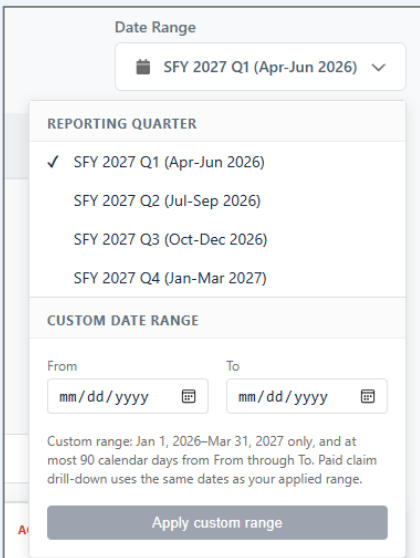
The dashboard opens to the current reporting period and displays your EVV compliance metrics for the selected payer(s).

2 Date Range

The **Date Range** is automatically set to the current reporting period. In most cases, you do not need to change this setting.



If you want to review historical data, select a different reporting period using the **Date Range** drop-down menu in the upper-right corner of the dashboard.

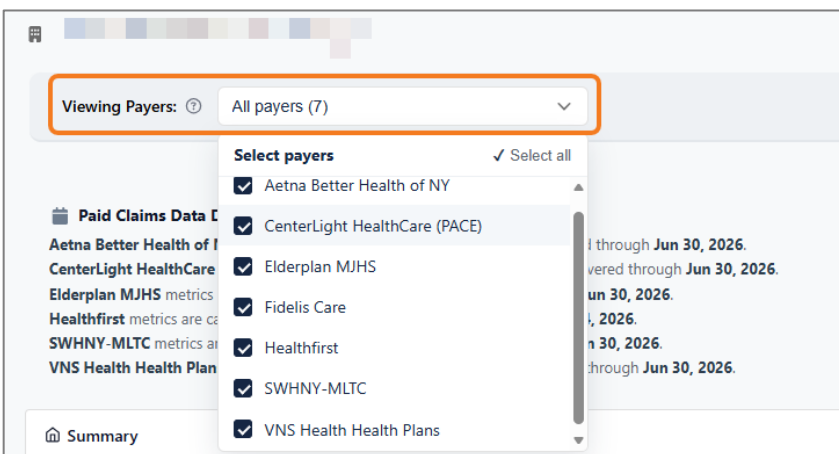


3 Viewing Payers

The **Viewing Payers** filter allows you to choose which payer's data is displayed on the dashboard. By default, the dashboard displays **All Payers**, providing a consolidated view of your EVV compliance across all **in-scope payers**.

The **Viewing Payers** list only includes payers that are available for your organization to report on. If you work with additional payers that do not appear in the list, those payers are not currently included in this dashboard.

To review data for a specific payer, select that payer from the drop-down list.



Tip: Selecting All Payers combines compliance metrics across all available payers. Selecting an individual payer displays metrics only for that payer.

4 Paid Claims Data Delivery

The **Paid Claims Data Delivery** section displays the most recent paid claims file received from each payer. These dates indicate the claims file used to calculate the compliance metrics currently displayed on the dashboard. For example, if a payer's paid claims file was delivered through June 30, the dashboard metrics for that payer reflect paid claims received through that date.


Paid Claims Data Delivery

Aetna Better Health of NY metrics are calculated based on paid claims delivered through **Jun 30, 2026**.

CenterLight HealthCare (PACE) metrics are calculated based on paid claims delivered through **Jun 30, 2026**.

Elderplan MJHS metrics are calculated based on paid claims delivered through **Jun 30, 2026**.

Healthfirst metrics are calculated based on paid claims delivered through **Jun 24, 2026**.

SWHNY-MLTC metrics are calculated based on paid claims delivered through **Jun 30, 2026**.

VNS Health Health Plans metrics are calculated based on paid claims delivered through **Jun 30, 2026**.

Why is this important?

If you're comparing your records to the dashboard, remember that the metrics are only as current as the most recent paid claims file received from each payer.

2. Understanding Your Compliance Metrics

The Summary dashboard provides a high-level view of your EVV compliance for the selected reporting period using paid claims data received from your payer. These metrics represent the same information your payer uses to monitor EVV compliance and prepare reporting to the New York State Department of Health (DOH).

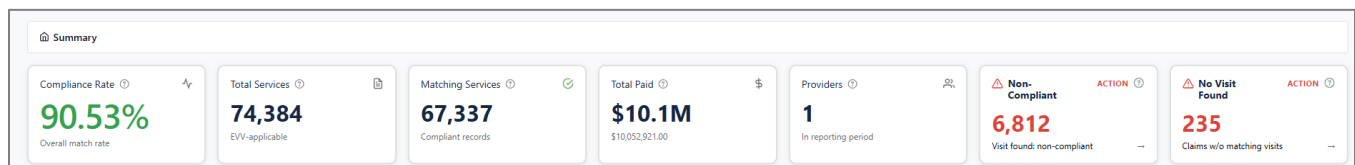
Understanding the Compliance Indicators

Throughout the dashboard, compliance percentages are represented using color indicators to help you quickly identify areas that may require attention.

These indicators appear consistently across the Summary dashboard, detailed breakdowns, charts, and individual record views.

● Green Compliance Score of 90 and above	● Orange Compliance Score of 80-89	● Red Compliance Score of 79 and below
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Understanding these metrics can help you identify trends, investigate compliance issues, and proactively address records that may impact your overall compliance rate



Data Point	What It Means
Compliance Rate	The percentage of EVV-applicable services that have a compliant EVV record.
Total Services	The total number of EVV-applicable services included in the reporting period.
Matching Services	Services that have a compliant EVV record and count toward your compliance rate.
Total Paid	The total dollar amount for all EVV-applicable services included in the reporting period.
Providers	The number of providers included in the report for the selected reporting period.
Non-Compliant	Services where an EVV visit was found, but the visit does not meet EVV compliance requirements.
No Visit Found	Services where no matching EVV visit was found.

HOW THESE NUMBERS ARE CALCULATED

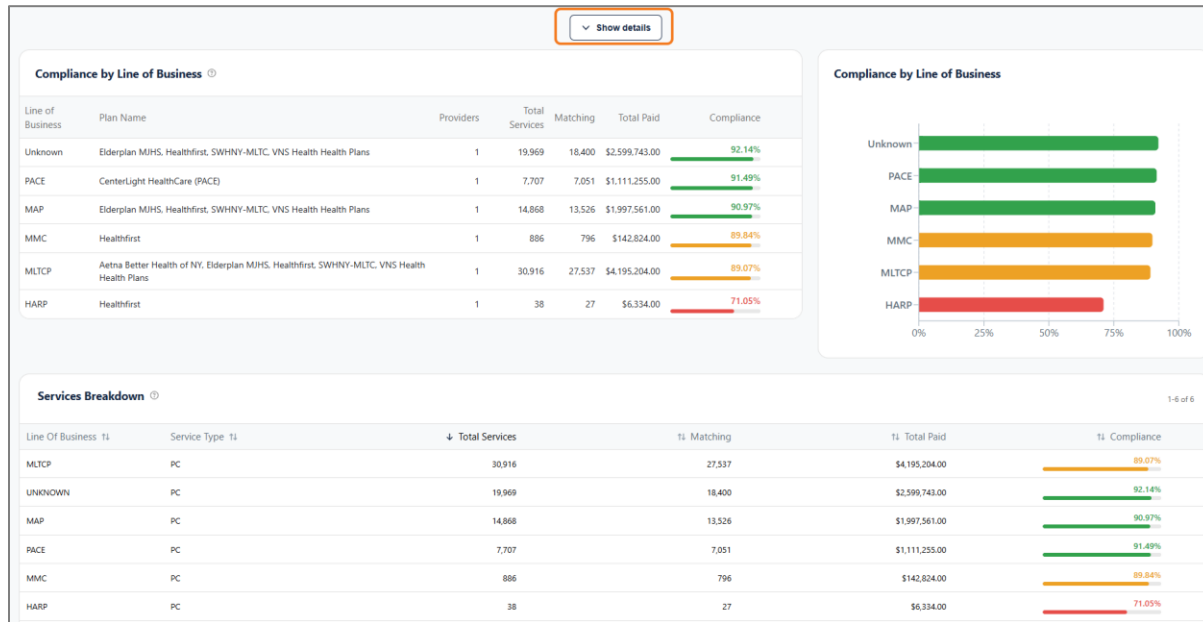
Compliance Rate

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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Note: Selecting **Show Details** expands the dashboard to provide additional insights into your EVV compliance. These views help you identify trends across your Lines of Business and Service Types before reviewing individual claim records.



Compliance by Line of Business

This section summarizes compliance across each Line of Business included in the report. Use it to compare compliance performance and identify areas that may need additional review.

Use this view to:

- Compare compliance across Lines of Business.
- Identify which Lines of Business have the greatest opportunity for improvement.
- Review the total services, matching services, paid amount, and compliance percentage for each.

Services Breakdown

Shows compliance by **Line of Business** and **Service Type**.

Use this table to:

- Identify which service types are contributing to your compliance rate.
- Compare compliance across services.

- Locate the group of records you'd like to investigate further.

Tip: Select any row in the Services Breakdown table to view the individual claim records associated with that Line of Business and Service Type.

3. Explore Your Non-Compliant or No Visit Found Data

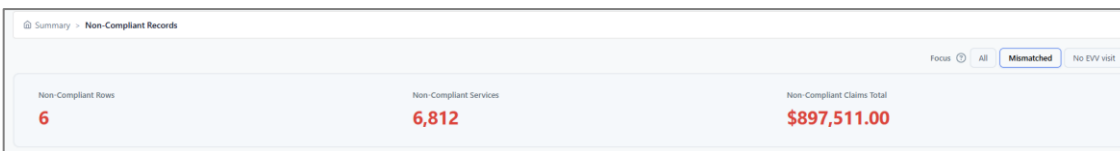
If you want to better understand what is contributing to your compliance rate, click either the **Non-Compliant** or **No Visit Found** card from the Summary dashboard.

This opens a detailed view that helps you understand where compliance issues are occurring and which records are contributing to those totals.

1 Summary Metrics

The summary cards at the top of the page provide a quick overview of the selected records. They display:

Metric	Description
Non-Compliant Rows	The total number of non-compliant record groups displayed in the table below.
Non-Compliant Services	The total number of non-compliant services included in the selected reporting period.
Non-Compliant Claims Total	The total paid claim amount associated with the non-compliant services.



Summary > Non-Compliant Records		
Focus ⓘ All Mismatched No EVV visit		
Non-Compliant Rows	Non-Compliant Services	Non-Compliant Claims Total
6	6,812	\$897,511.00

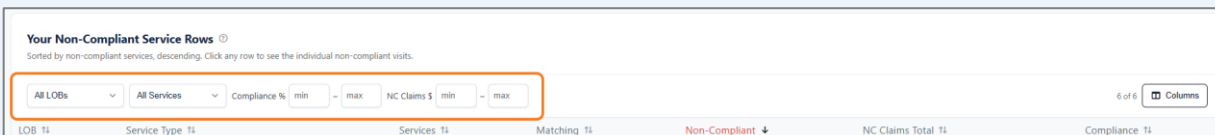
2 Filter Your Results

Use the available filters to narrow the results and focus on the data that matters most.

Available filters include:

- Line of Business (LOB)
- Service Type
- Compliance Percentage
- Non-Compliant Claims Total

These filters allow you to quickly isolate specific groups of services for further review.



Your Non-Compliant Service Rows ⓘ						
Sorted by non-compliant services, descending. Click any row to see the individual non-compliant visits.						
All LOBs	All Services	Compliance %	min	-	max	NC Claims \$
			min	-	max	
LOB T1	Service Type T1	Services T1	Matching T1	Non-Compliant ↓	NC Claims Total T1	Compliance T1

3 Review Compliance by Line of Business

The table summarizes your compliance by Line of Business and Service Type.

For each combination, you'll see:

Column	Description
LOB	The Line of Business associated with the services.
Service Type	The EVV service type being reported.
Services	The total number of EVV-applicable services.
Matching	The number of services with matching EVV records.
Non-Compliant	The number of services that do not meet EVV compliance requirements.
NC Claims Total	The total paid claim amount associated with the non-compliant services.
Compliance	The compliance percentage for that Line of Business and Service Type combination.

LOB T1	Service Type T1	Services T1	Matching T1	Non-Compliant ↓	NC Claims Total T1	Compliance T1
MLTCP	PC	30,916	27,537	3,234	\$402,553.00	89.07%
UNKNOWN	PC	19,969	18,400	1,542	\$210,895.00	92.14%
MAP	PC	14,868	13,526	1,342	\$184,746.00	90.97%
PACE	PC	7,707	7,051	593	\$83,190.00	91.49%
MMC	PC	886	796	90	\$14,534.00	89.84%
HARP	PC	38	27	11	\$1,593.00	71.05%

1 - 6 of 6 per page

4 Review Individual Visits

Select any row in the table to drill down into the individual visits that contribute to that compliance metric. This allows you to review the specific records affecting your compliance rate and better understand where compliance issues are occurring.

Non-Compliant Visits — HARP - PC

HARP - PC - 11 non-compliant out of 38 - \$1,593.00 in non-compliant claims

Showing a representative sample of 1-11 records out of 11 records in this slice. Sampling preserves the compliant/non-compliant ratio.

CODE/MOD

EVV STATUS

SERVICE DATE

PAID AMOUNT

All codes

All statuses

mm/dd/yyyy

mm/dd/yyyy

Min

Max

11 of 11 shown

Columns

ID T1	Claim Number T1	Service Date ↓	Member (CIN) T1	Code/Mod T1	Paid Amount T1	EVV Status T1
>		Jun 12, 2026		T1019 UI	\$148.00	No out call
>		Jun 05, 2026		T1019 UI	\$148.00	No out call
>		May 29, 2026		T1019 UI	\$148.00	No out call
>		May 22, 2026		T1019 UI	\$148.00	No out call

Key Takeaways

The **State & Health Plan EVV Compliance Report** helps you stay informed about your EVV compliance performance. Regularly reviewing the dashboard can help you better understand your compliance metrics, identify opportunities for improvement, and stay aligned with the information your payer uses for DOH reporting.

Need Help?

If you have questions about the report, need help understanding your compliance metrics, or believe your data may be incorrect, please contact **HHAeXchange Technical Customer Care**.

For questions related to your organization's compliance strategy or payer-specific requirements, reach out to your **Customer Success Manager**.