![HHAeXchange logo]

Alabama: Free EVV Provider Information Session
December 2021

HHAeXchange Presenters
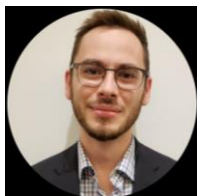
Ryan Nivens

Project Manager

- 8+ years healthcare and implementation project management experience

- Prior experience at HCA Healthcare and Parallon

Nemorio Carbajal

Sr. Implementation Specialist

- 7 years of healthcare IT experience focused on SaaS, PaaS and analytical platform implementations

- Prior experience at MedeAnalytics focused on Public Sector implementations and patient access solutions

Alabama Team Introductions

Welcome from Alabama Medicaid Agency

Monica Abron- Long Term Care Division Director

Antoinette Hardy- EVV Program/Project Manager

Srinivas Javangula - Associate Director, Medicaid Enterprise Systems

April Daniels- Modular Electronic Visit Verification (MEVV) Project Manager

Let's review the high-level information that will be covered today

Understanding the EVV Process

Provider Workflows In HHAeXchange

Billing

Next Steps for Providers

Questions?

Understanding the EVV Process and Your Options

Alabama and EVV

o Cures Act Mandate in effect as of **January 1st**, 2021

o Alabama is currently transitioning to an **Open Model State**

o Alabama providers must implement EVV by **February 1st, 2022**

o HHAeXchange has been selected **as the State Aggregator** and will collect all visit data, regardless of the EVV system being used

HHAeXchange EVV Solution Structure

State EVV Aggregator Platform

Benefits of HHAX Connection:
- Business Intelligence Tool
- EVV Cures Act Compliance
- System wide EVV Aggregation
- Enhanced Program Oversight
- Reduced F/W/A
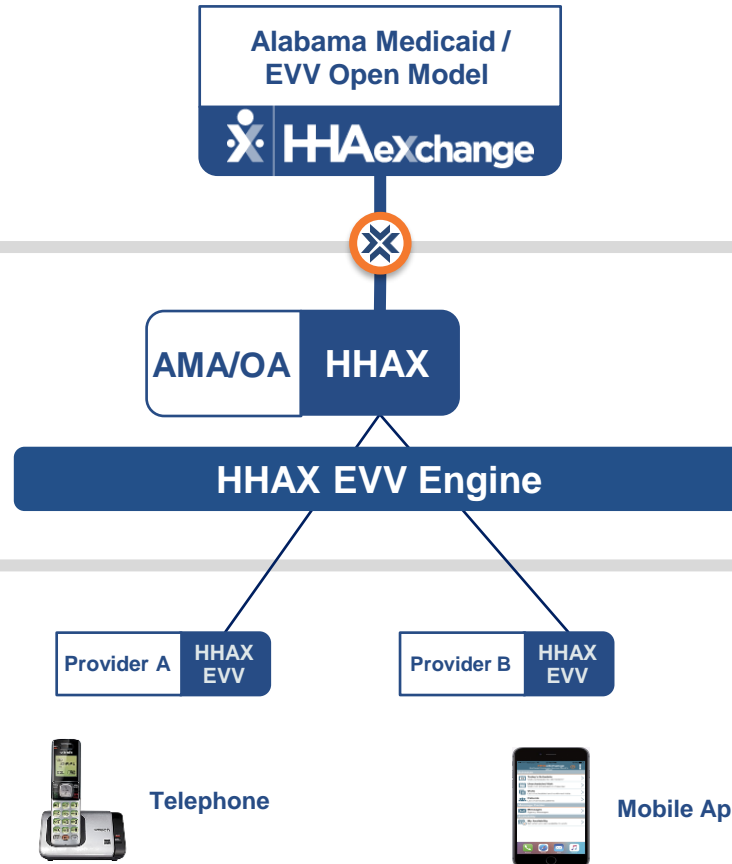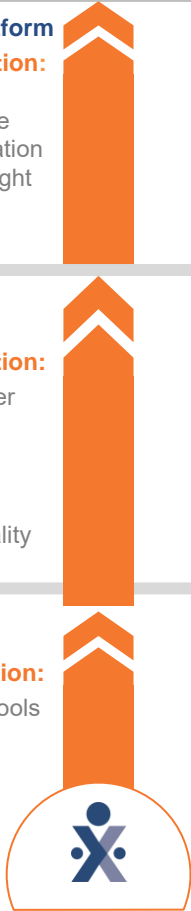- Improved Quality

AMA and OA EVV Portals

Benefits of HHAX Connection:
- EVV Agnostic Data Transfer
- Scheduling
- Service Delivery
- Billing Integrity
- Network Compliance / Quality

Provider EVV Solution

Benefits of HHAX Connection:
- Worker user friendly EVV tools
- Two EVV methods
- Multiple language support

Alabama Medicaid / EVV Open Model

HHAeXchange

AMA/OA   HHAX

HHAX EVV Engine

Provider A   HHAX EVV

Provider B   HHAX EVV

Telephone

Mobile App

Business Intelligence tools delivers a single view for F/W/A, Quality of Services, Billing Audits, Reporting.

EVV Provider Portal enables improved efficiencies – EDI connections, Scheduling, Service Documentation, Billing Integrity
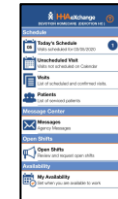
User friendly EVV data collection methods for workers in the home

HHAeXchange

HHAeXchange
The most comprehensive EVV platform for PCS and HHCS

Start Here

Alabama MES
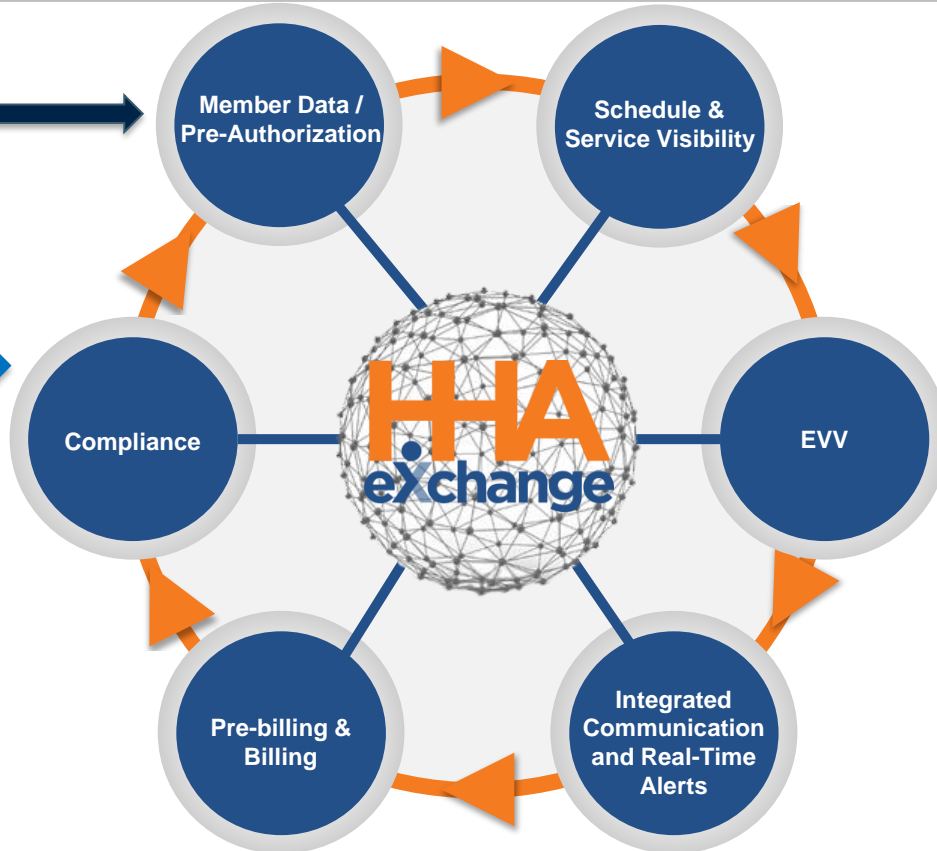Real-time service oversight, visit compliance, communicate, alerts, payment integrity, member insights, audit trails

Providers
Easy to use **EVV tools**, schedule, communicate, billing, payment, operational efficiency

Member Data / Pre-Authorization

Schedule & Service Visibility

EVV

Integrated Communication and Real-Time Alerts

Pre-billing & Billing

Compliance

An EVV "**Single Source of Truth**"

Provider Options

o Option 1: HHAeXchange Free EVV Tools
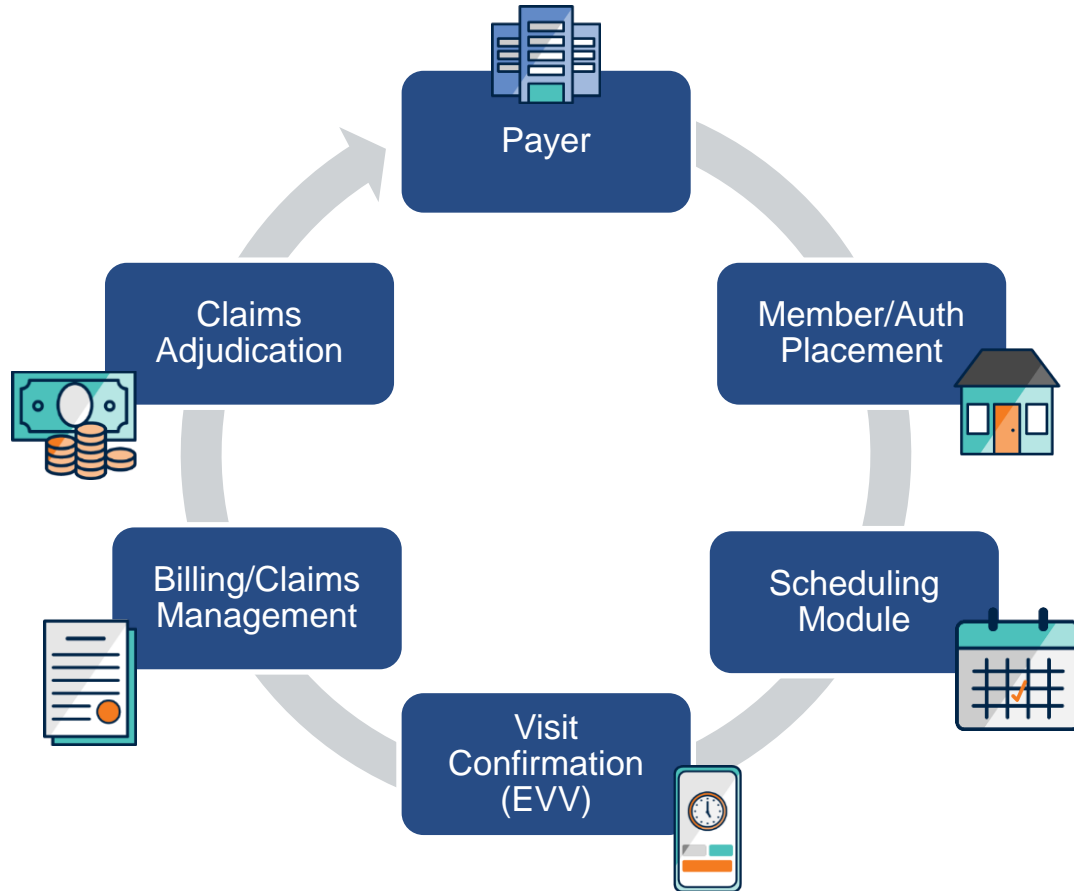   - Providers who do not already have their own EVV system are able to use HHAeXchange's EVV tools with Alabama Medicaid members

o Option 2: Integration with 3rd Party EVV System
   - Providers who plan to utilize a different EVV system can continue to use that system. HHAeXchange will work with you and your vendor to have your data transferred to HHAeXchange via an EDI integration

Provider Workflow in HHAeXchange

Homecare Solution Suite Workflow

Payer

Member/Auth Placement

Scheduling Module

Visit Confirmation (EVV)

Billing/Claims Management

Claims Adjudication

Member & Authorization Management

o Providers will be receiving members and authorizations directly into provider portals from the Operating Agencies ahead of the go-live date

o Placements will be sent as confirmed to the provider portal in HHAeXchange. Providers who have multiple locations will have offices for each location inside their provider portal based on unique Tax ID and NPI.

o If an authorization times out, a provider can request additional time by reaching out to the Operating Agency via a communication note

o Providers will not be able to change the member demographics as this will be handled by the Operating Agency

Member Disenrollment

- o Members are terminated by ending of the authorization.

- o Providers will receive an automatic notification directly in HHAeXchange

Communication

o Ability to communicate directly in HHAeXchange with the Operating Agencies

o You will be required to enter a person-centered note for any communication with the Operating Agencies
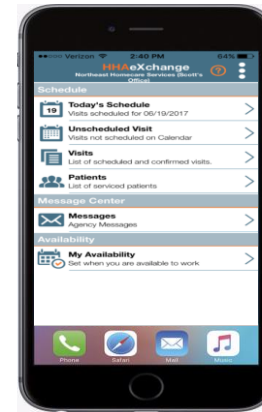
Scheduling

o Simplify schedule management with the ability to create recurring shifts or one-off visits
  - Masterweek Functionality

o Schedulers and coordinators can easily create and manage member schedules based on authorizations, plans of care, and special needs, while validating each visit to eliminate complications at billing

EVV Methods

Telephony

Caregiver Mobile App

Devices - Tablets

o Providers who chose the Free EVV option, will have the option to use a state supplied tablet at no cost.

o Providers will have the option to opt-out of using the state free device.

o Caregivers (workers) will need to continue to use their current method of capturing EVV until devices are delivered.

o State issued devices will be distributed after go-live.

o Further information will be released by the state, regarding devices.

Visit Confirmation

o   Visits will be confirmed by clocking in and out through an EVV method. As Free EVV providers, the visit confirmation will be done via the HHAXexchange system.

o   Manual Visit Confirmation is required when a Caregiver (Worker) cannot be linked to the appropriate visit or member

o   Manual visit confirmations and EVV edits requires a reason and action taken response

o   During audits, providers will be expected to provide documentation to validate services

o   For missed visits, providers are required to indicate the missed visit reason and action taken

o   Caregiver (Worker) will be required to enter all performed tasks during the visit.

Billing

Submitting Claims

o Billing through HHAeXchange will apply to all services in-scope for Alabama Medicaid starting 2/1/22

o Authorizations are required for billing through the HHAeXchange platform
- Authorizations are sent from each Operating Agency to HHAeXchange
- Provider to use appropriate service codes for scheduling services

o Providers are required to resolve all pre-billing issues before billing
- HHAeXchange runs each invoice through a series of common billing error rules prior to the claim being released

o Re-billing will be done using HHAeXchange in the event anything needs to be corrected on the claim

Submitting Claims Cont.

o For denied claim issues or clarification, providers should continue to contact the appropriate Operating Agency claims team for clarification

o The HHAX provider portal will facilitate any required re-billing and correction to a claim

o **Claim Resolution:**

o For claims resolution, please continue to follow the same process of contacting the Operating Agency

o For additional system usage assistance, re-billing and correction to claims within the HHAeXchange platform, please e-mail HHAX at Alsupport@hhaexchange.com

Next Steps for Providers

Provider Onboarding Steps – Free EVV Providers

- Onboarding Letter
  - Survey Completion
- Attend Information Sessions: Attend One Session
  - December 9
  - December 16
- Welcome Packet
- New Provider System Access
- System User Training (To be held in January 2022)
  - LMS System Access (HHA E-Learning Module)
  - Webinar Week
- Contract Linking
- **Go-Live: *2/1/22***

Contact Us

Contact Information

ALsupport@hhaexchange.com

HHA Help Desk Number: 855.590.2421

Info Center Page: https://hhaexchange.com/alabama/

Contact Us

State Contact Information

Antoinette Hardy - Associate Director/EVV Project Manager
Long Term Care Division
Hardy, Antoinette Antoinette.Hardy@medicaid.alabama.gov

Monica Abron - Division Director
Long Term Care Division
Abron, Monica (Monica.Abron@medicaid.alabama.gov)