

Minnesota MCOs Agency Model – Provider Information Session

April 2023

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HHAeXchange Presenters



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Partner MCOs



- Blue Cross
- HealthPartners
- Hennepin Health (Home Health Only)
- Itasca Medical Care (IMCare)
- Medica
- PrimeWest Health
- South Country Health Alliance (SCHA)
- UCare
- United Healthcare



Agenda

- Key Takeaways
- HHAeXchange Mission & Purpose
- EVV Process & Benefits of HHAeXchange
- In Scope Services
- HHAeXchange System Functions
- Next Steps for Providers & System User Training Registration
- Questions



Info Session Takeaways

➤ Top 4 Takeaways from Today



○ Members & Authorizations

- How to review members & authorizations within HHAeXchange

○ Visit Confirmation

- Auto scheduling and confirmation from EVV clocking
- How to add and review visits in HHAeXchange

○ Training

- How to register users for **System User Training**
- Receipt of LMS Credentials

○ Next Steps

- Important Dates
- How to access Quick Start Guides and Support Articles

What Applies to Me?



As we walk through this presentation, you will see an indicator next to the HHAeXchange logo in the upper right-hand corner of your screen. This indicator will identify if that workflow applies to an HHAX user, an EDI user or both.

- **HHAX**

- The HHAX indicator applies to providers who will utilize the free HHAeXchange tools.
- An in-depth HHAX specific System User training will be provided separately. Please monitor your emails for training invites.

- **EDI**

- The EDI indicator applies to providers who utilize a 3rd party EVV system.
- An in-depth EDI specific training will be provided separately. Please monitor your emails for training invites.



Mission & Purpose

*An End-to-End Ecosystem
For Better Care*



MISSION & PURPOSE









Enable the most effective homecare ecosystem everyday

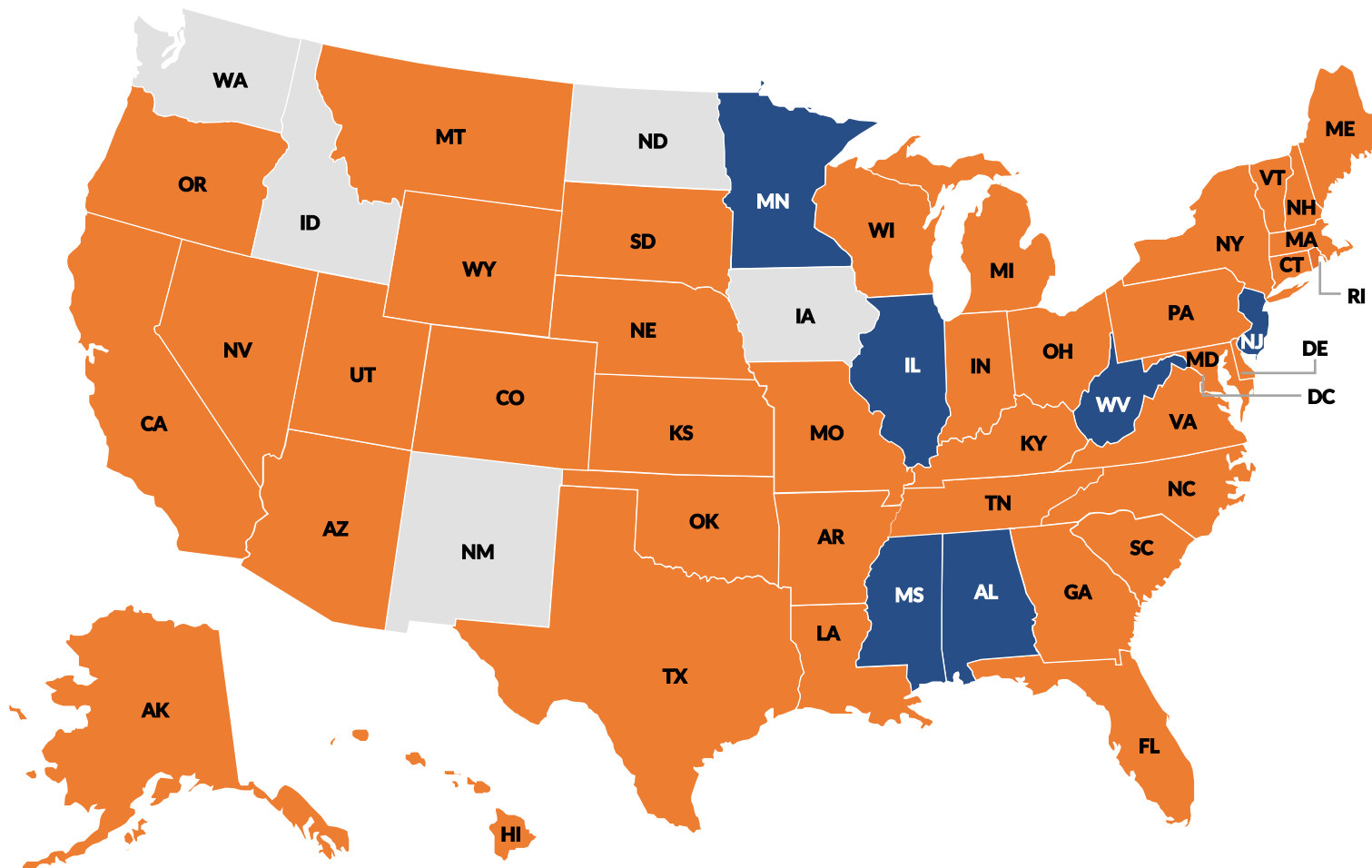
Empowering **simpler** and **better outcomes** for people who represent some of the most vulnerable and fragile members of our society. **HHaExchange** connects the dots among states, managed care payers, providers, members and caregivers.

Better Homecare, Better Health

HHAEExchange's National Footprint



<p>90+ PAYERS SERVED</p> 	<p>6 STATE AGGREGATOR CONTRACTS</p> 
<p>9,700+ HOMECARE AGENCIES</p> 	<p>720,000+ MEMBERS SERVICED</p> 
<p>305M ANNUAL VISIT CONFIRMATIONS</p> 	<p>\$20.3B ANNUAL PAYMENTS MANAGED</p> 
<p>747,000+ CAREGIVERS WORKING</p> 	<p>75,000 BACK-OFFICE USERS</p> 



- HHAEExchange Footprint
- HHAEExchange State Aggregator

February 2023



EVV Mandate and Benefits of HHAeXchange



Cures Act Mandated EVV

The Six Data Elements



Section 12006 of the 21st Century Cures Act requires states to implement an Electronic Visit Verification (EVV) system for Medicaid-funded Personal Care Services (PCS) by January 1, 2019, and for Home Health Care Services (HHCS) by January 1, 2023. Federal legislation delayed penalties for PCS implementation until January 1, 2020, and a Good Faith Exemption extended the deadline to January 1, 2021.

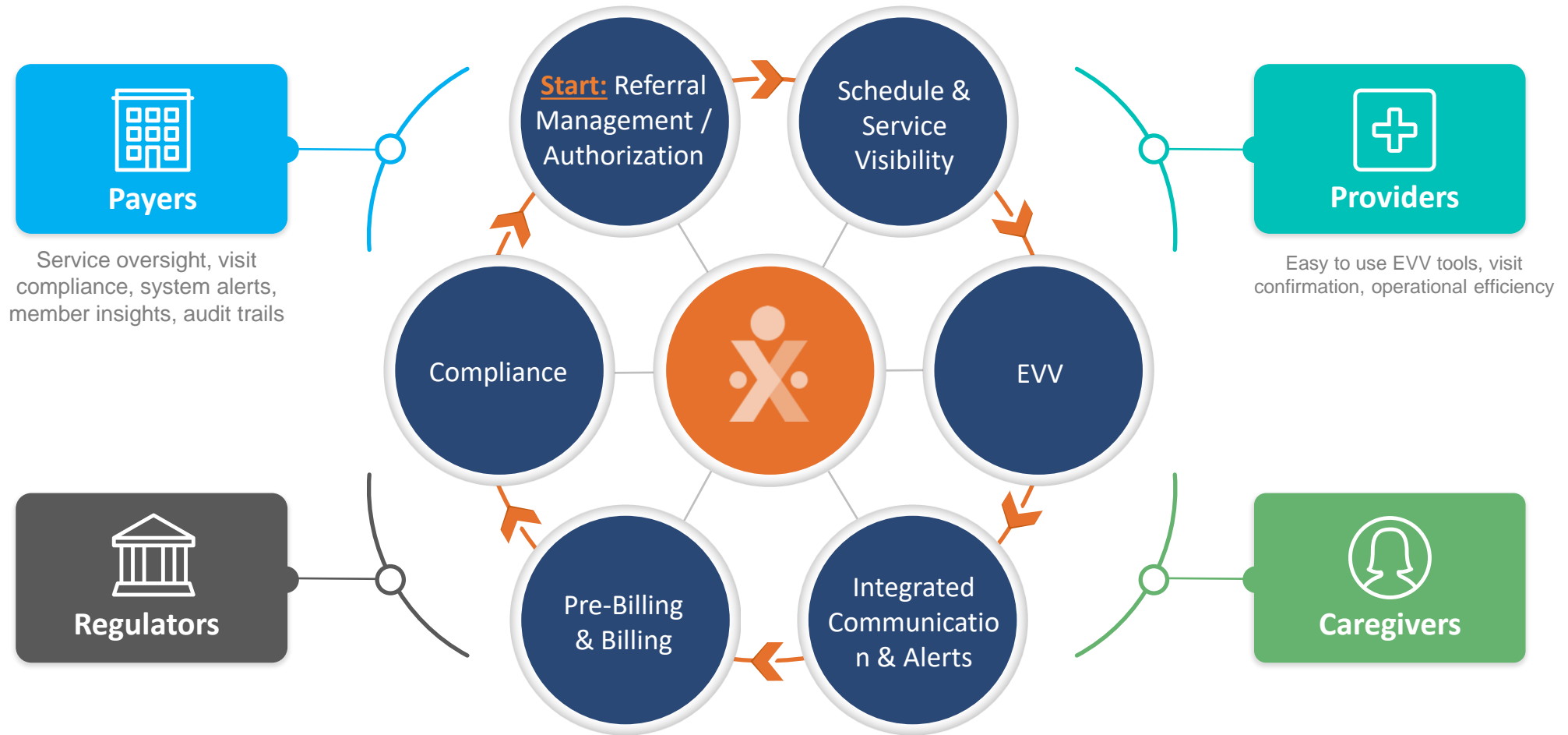
HHAeXchange will be implemented on June 5th, 2023, to ensure compliance with the Cures Act.

The six data elements
Required to be collected
to meet the CURES Act
EVV Requirement



HHAEExchange

The most comprehensive EVV platform for PCS and HHCS





Provider Landscape



Enterprise Providers

- Providers who have their own Enterprise HHAX portal as their agency management and EVV solution.
- You will be able to continue using HHAExchange, utilizing the system's enhanced Linked Contract functionality.

Existing EDI Providers:

- Providers who have their own HHAX portal which is used to integrate confirmed and billed visit data with their third-party EVV system
- EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration

Existing Free EVV Providers:

- Providers who have their own Free EVV HHAX portal which is used to manage EVV and billing to ensure compliance with linked payers

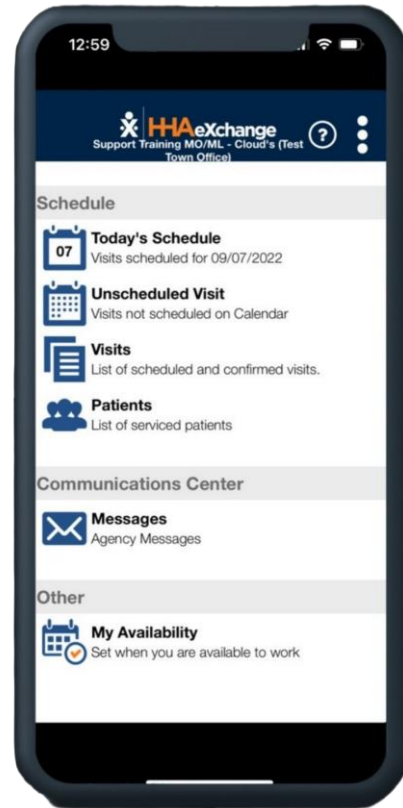
New Providers:

- Providers who do not have an existing HHAX provider portal (including CHHA's). These providers have two options for this implementation:
 - **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed and billed visits to Healthfirst
 - **Free EVV:** Use a Free EVV HHAX portal to confirm and bill visits

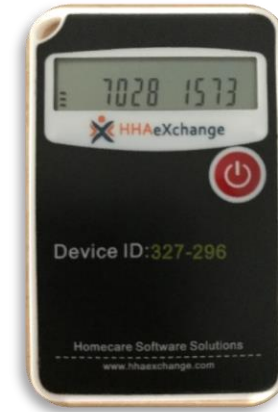
HH AeXchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device



In Scope Services

Services Types



Services Types Included in the Program

Personal Services

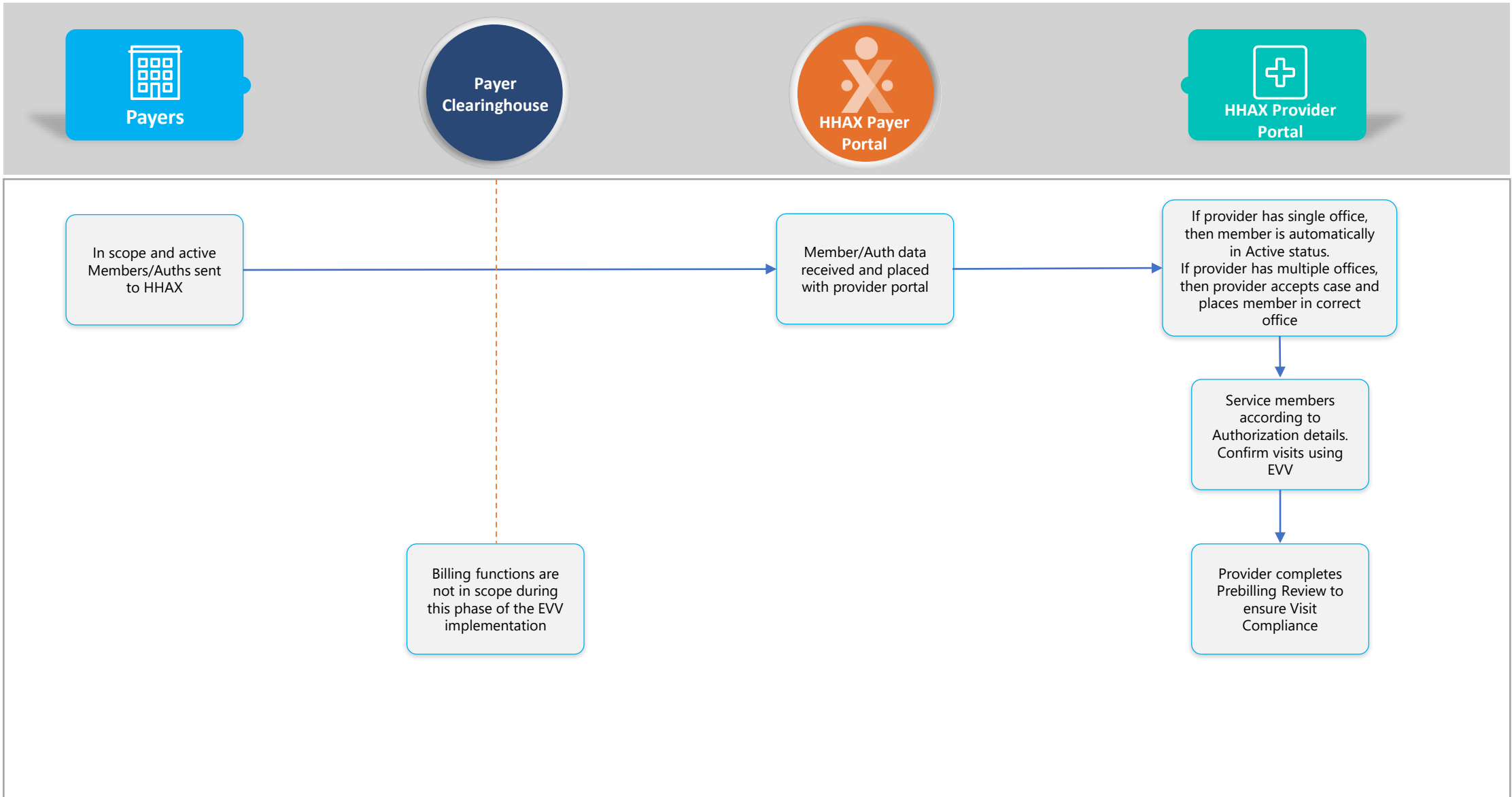
Personal Care Assistant

Homemaker

Homecare and Community Support Services

Respite

End to End Process





HH AeXchange System Functions



Member & Authorization Management

- Placement with Authorizations
 - Members and Authorizations will be sent to your provider portal prior to the go-live date
 - Placement Acceptance will be based on your HHAX office configuration
 - Multiple HHAX offices (locations) – Providers must accept and assign placement to the desired office
 - Single HHAX office – Cases will be placed with no additional action required
 - Authorizations in HHAX can be used to facilitate plan of care and visit confirmations that align with services authorized



Member & Authorization Management

- Placement without Authorizations

HHAX Providers

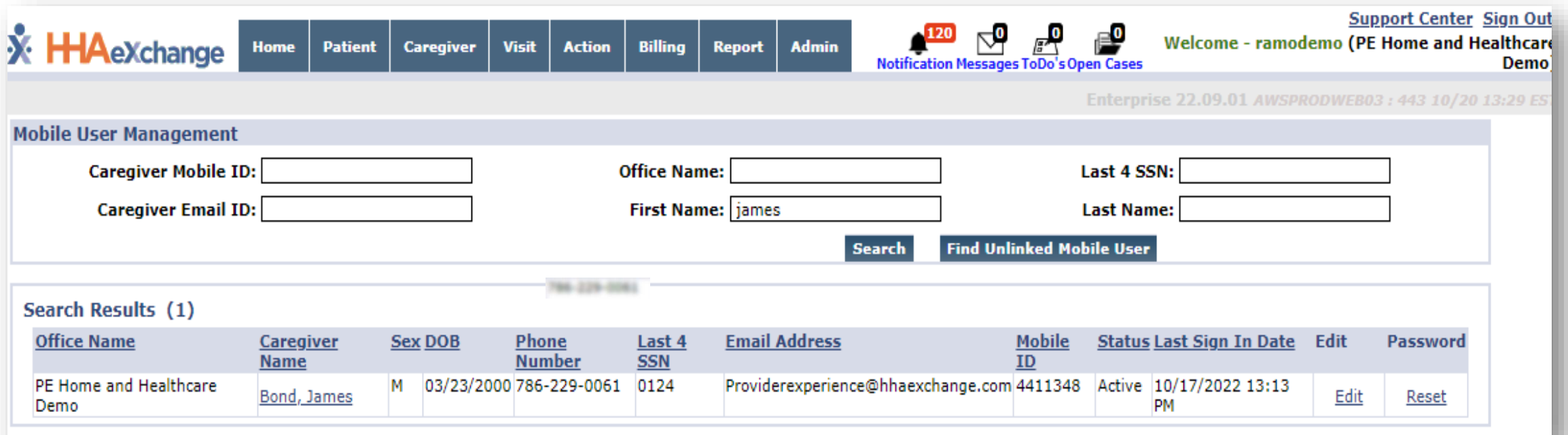
- Providers will add members as needed
- Provider selects payer contract and completes auto placement
- Payer portal validates member information and sends confirmed placement

EDI Providers

- Provider sends through interface file
- System validates contract for auto placement
- Payer portal validates member information and sends confirmed placement

Mobile User Management

- Mobile User Management allows you to manage your caregivers mobile access for EVV clocking



The screenshot shows the HHAeXchange web application interface. At the top, there is a navigation menu with tabs for Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. To the right of the navigation menu, there are notification icons for messages (120), open cases (0), and other alerts (0). The user is logged in as 'ramodemo' and is viewing the 'Mobile User Management' page. The page contains several input fields for searching a caregiver: Caregiver Mobile ID, Caregiver Email ID, Office Name, First Name (pre-filled with 'james'), Last 4 SSN, and Last Name. There are 'Search' and 'Find Unlinked Mobile User' buttons. Below the search fields, there is a 'Search Results (1)' section with a table containing one entry for 'PE Home and Healthcare Demo'.

Office Name	Caregiver Name	Sex	DOB	Phone Number	Last 4 SSN	Email Address	Mobile ID	Status	Last Sign In Date	Edit	Password
PE Home and Healthcare Demo	Bond, James	M	03/23/2000	786-229-0061	0124	Providerexperience@hhaexchange.com	4411348	Active	10/17/2022 13:13 PM	Edit	Reset

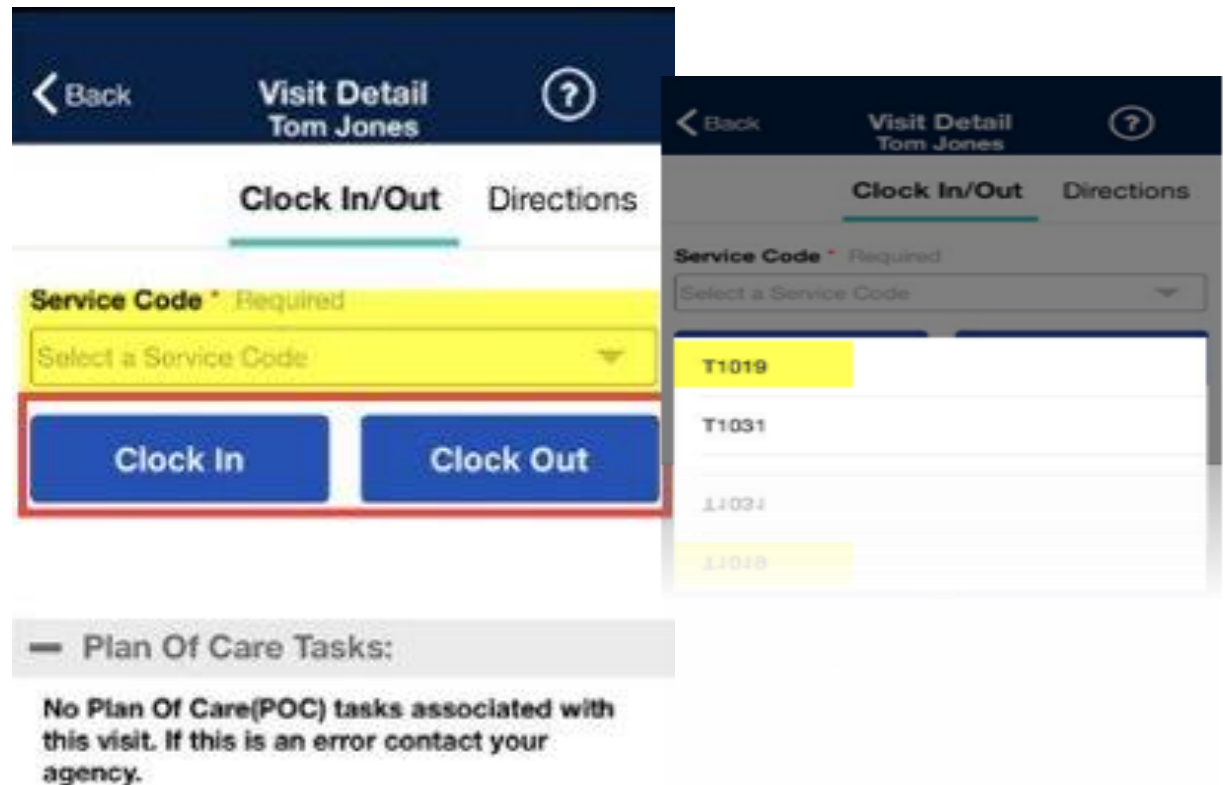
Visit Confirmation

- Visits will be confirmed using the Free HHAX EVV tools or a 3rd-party EVV system
- Manual visit confirmation is required when a caregiver fails to clock utilizing EVV or EVV cannot be linked to the appropriate visit.

Unscheduled Visit Confirmation



- Caregivers will have the ability to confirm unscheduled visits using our HHAeXchange Mobile application.
- Caregivers will have the ability to select the service being performed and complete clocking to automatically create the schedule and complete visit verification.



Billing & Claims

- Please Note: Billing functions are not in scope during this phase of the EVV implementation
- Billing and claim activities will continue to be performed outside of the HHAeXchange system
- Please contact MN MCOs directly for any billing and claim questions

Communications

Member Notes and Payer Communications

MN MCOs will not utilize the HHAeXchange Communication Module.

Please utilize the communications already established for assistance related to authorizations, payment and member eligibility.



Next Steps for Providers

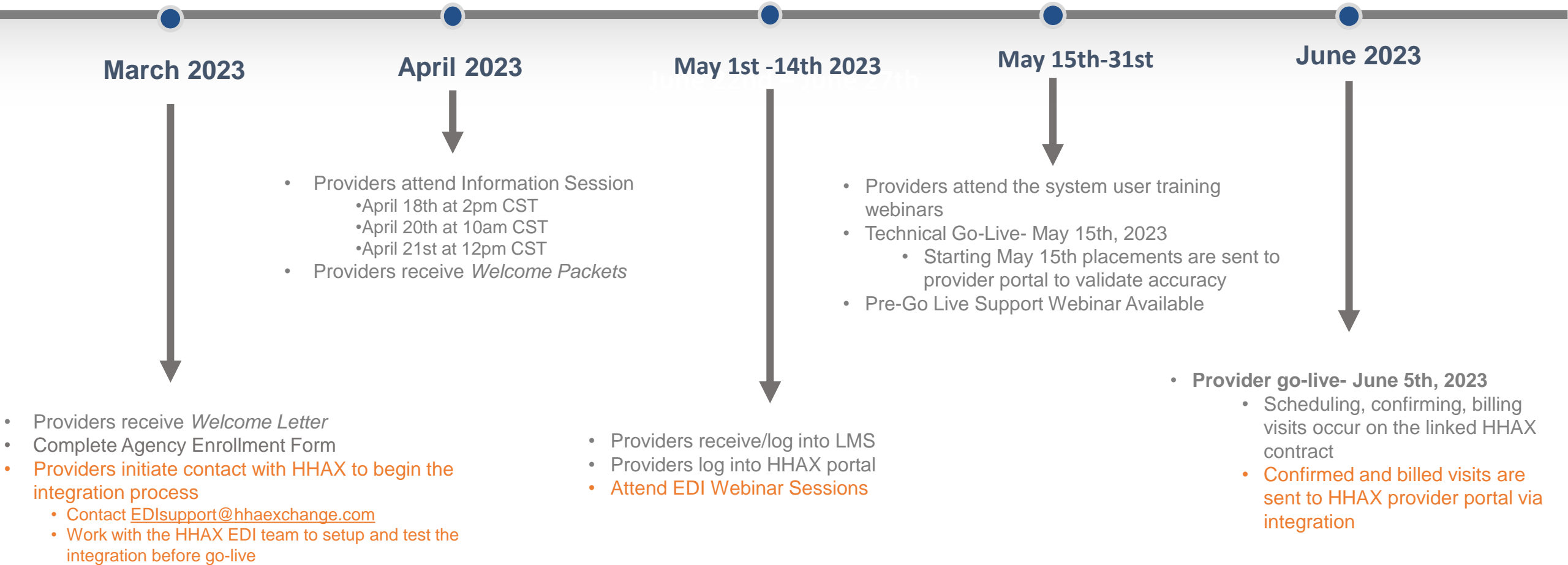
Project Plan Review

Provider Onboarding Milestones:

Free EVV & New Providers

EDI Providers

All Providers





Register Team Members for Training



Team Training

Signup to Receive Invite

- Open your browser and go to: hhaexchange.com/train-reg
- Select MN as your market and All Payers as your payer
- Register each of your team members to receive an invite to our System User Training
- Multiple users can be submitted on one form by clicking “Add Additional User”
- Once all users have been added click submit
- Please advise your team members to look for a webinar training invite from HHAeXchange and to register for an upcoming training session once received



Free Portal Provider Training Registration

New Payer Implementation Provider System User Training

Market * Payer *

Past implementations are not available for training.

Agency Tax ID Agency Name * Agency Phone *

**No hyphens or spaces.*

System Utilization Type *

Agency User(s)

⊗ User 1

User Name *

User Email * User Role

+ Add Additional User

Submit



Onboarding Links



- **EDI Providers:**
 - Contact EDIsupport@hhaexchange.com with the subject line of “Minnesota MCOs” to initiate the integration process with your third-party EVV vendor
 - [Register](#) for *EDI Onboarding*
 - [Register](#) for the *System User Training Webinar Week*
- **New Providers + EVV Providers**
 - [Complete](#) the *Provider Portal Enrollment Survey*
 - [Register](#) for the *System User Training Webinar Week*



State Info Hub



Register for Training



**Register for EDI
Onboarding**



Support Resources

State Info Hub

- To ensure you stay up to date on all the information for this project, please visit our State Info Hub

- The State Info Hub will be your primary source of information throughout this implementation

- The website also contains all documents such as welcome packets and training links

www.hhaexchange.com/info-hub/minnesota

HHAeXchange Solutions Partner Connect Resources State Info Hub Company Login Request Your Demo

Provider Info Center

Homecare providers: here is your go-to source for the most up-to-date training, forms, EDI processes, FAQs, and contact information.

Search by Title Filter by State

- ALABAMA**
Alabama Provider
Go to Info Hub →
- ARKANSAS**
Arkansas State Medicaid PASSE
Go to Info Hub →
- FLORIDA**
Florida SMMC Information Center
Go to Info Hub →
- HAWAII**
Ohana HP Provider Information Center
Go to Info Hub →
- MINNESOTA**
Minnesota Provider Information Center
Go to Info Hub →
- NEW JERSEY**
New Jersey CSOC Information Center
Go to Info Hub →



HHaEXchange Support



State Info Hub

<https://www.hhaexchange.com/info-hub/minnesota>



Email

MNSupport@hhaexchange.com
EDISupport@hhaexchange.com



Phone

1-855-400-4429

MN MCO Support



**Contact your Provider
Relations Rep**

Provider Resources



Questions?



State Info Hub



Register for Training



**Register for EDI
Onboarding**



Thank you!