

Minnesota DHS: FMS Model - Provider Information Session

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Meeting Presenters



Laura Phenix

Director – Implementation & Training

- 6+ years in software implementations for FMS and Self-Direction services
- Prior direct-service experience with nonprofits supporting families experiencing homelessness



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

- HHAeXchange Mission and Purpose
- Understanding the EVV Process
- System Functions and Benefits in HHAeXchange
- System Demonstration
- Next Steps for Providers
- Questions?

HH AeXchange Mission & Purpose





MISSION & PURPOSE

Helping people who are aging or have disabilities thrive in their homes and communities.

Our affordable, high-quality software streamlines complex and ever-changing operations so that our clients can help individuals flourish at home instead of institutions.

HHaEXchange: National Footprint of Homecare Management



85+
Payers Served



4
State Aggregator
Contracts



6,800+
Homecare Agencies



677,000+
Members Served



141M
Annual
Visit Confirmations



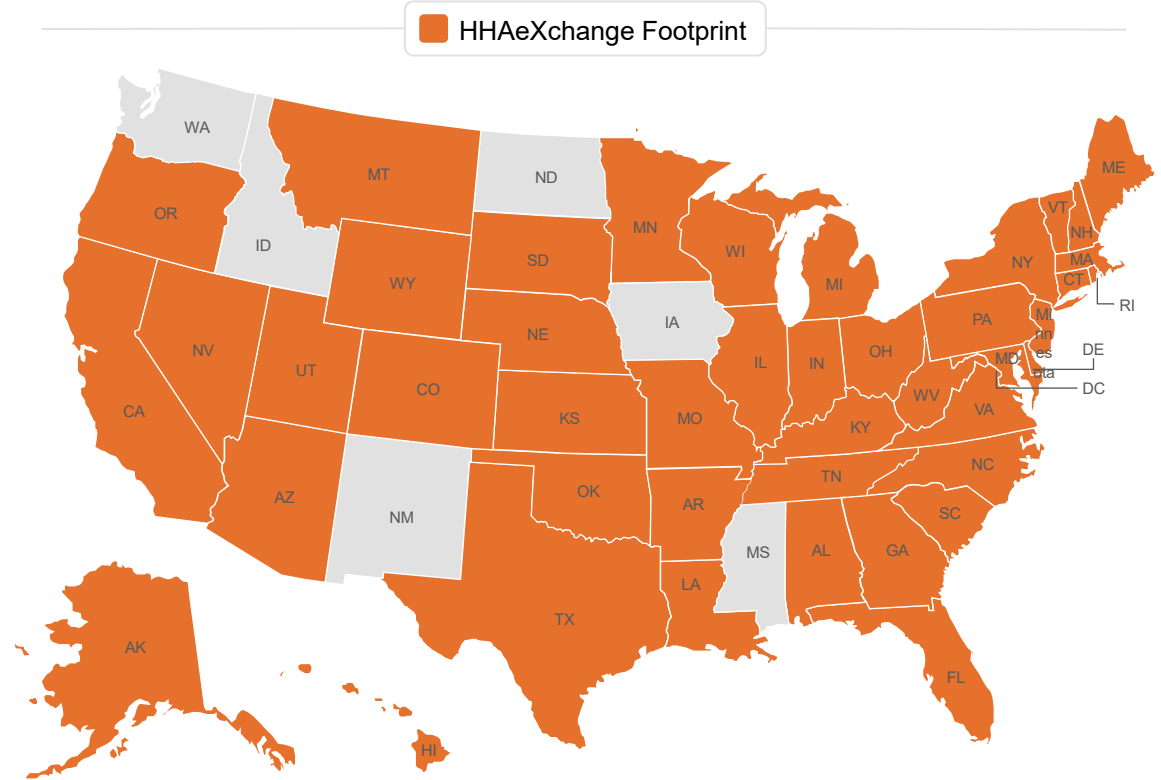
\$17.8B
Annual Payments
Managed



700,000+
Caregivers Working

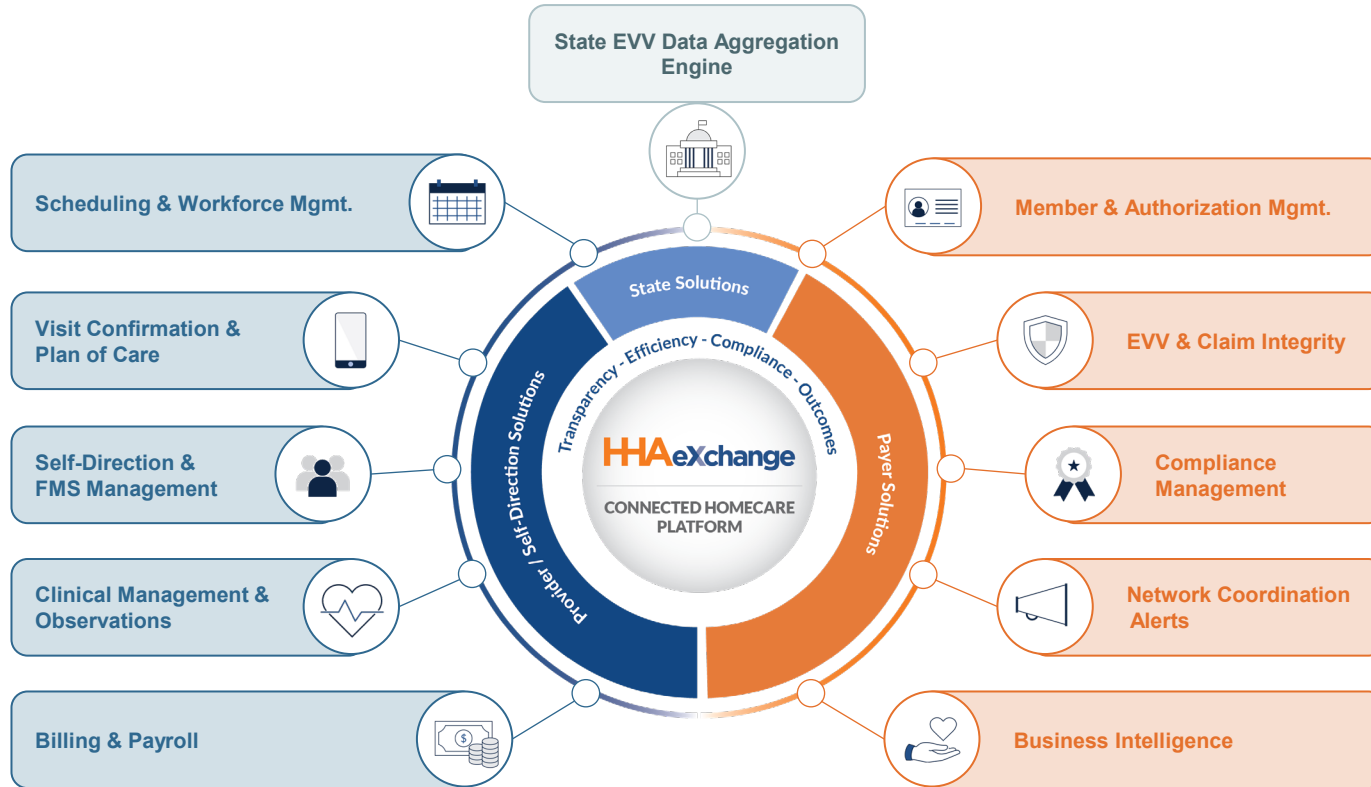


67,000+
Back-Office Users



July 2022

Our Strategic Framework for Homecare Stakeholders: Providers, Payers & States



Understanding the EVV Process and Your Options





The 21st Century Cures Act

Passed by Congress in December 2016, the 21st Century Cures Act requires that providers of Personal Care Services confirm visits via Electronic Visit Verification (EVV) by January 1, 2021.

The six data elements required to be collected to meet the Cures Act EVV requirement



Minnesota EVV Data Model



State EVV Aggregator Platform

Benefits of HHAX Connection:

- EVV Cures Act Compliance
- System wide EVV Aggregation
- Business Intelligence Tool
- Improved Quality
- Enhanced Program Oversight
- Reduced Fraud/Waste/Abuse



State EVV Portal

Benefits of HHAX Connection:

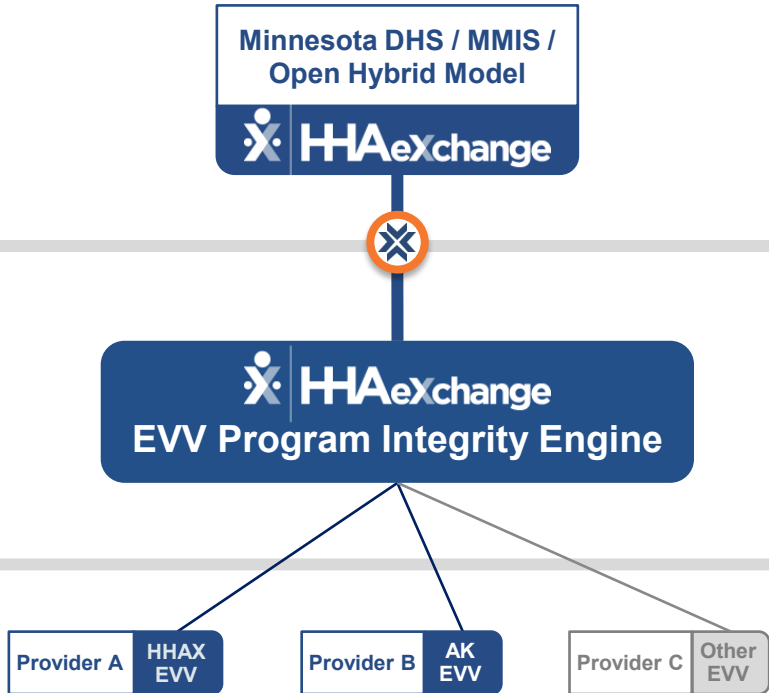
- EVV Agnostic Data Transfer
- Scheduling (optional)
- Service Delivery
- Network Compliance / Quality



Provider/Self Directed EVV Solution

Benefits of HHAX Connection:

- Caregiver user friendly EVV tools
- Robust training and technical support
- Multiple EVV methods
- Multiple language support
- 3rd party EVV tool integration





Provider EVV Options found in the Survey Enrollment Form:

- Option 1 – Providers currently without an EVV Solution
 - You may set up and use the free EVV tools from HHAeXchange provided by Minnesota DHS

- Option 2– Providers who use a different EVV system
 - You may use your existing EVV system and send your visit data to the HHAeXchange system using electronic data interchange – HHAeXchange will then route visit data to Minnesota DHS



Provider Services in Scope

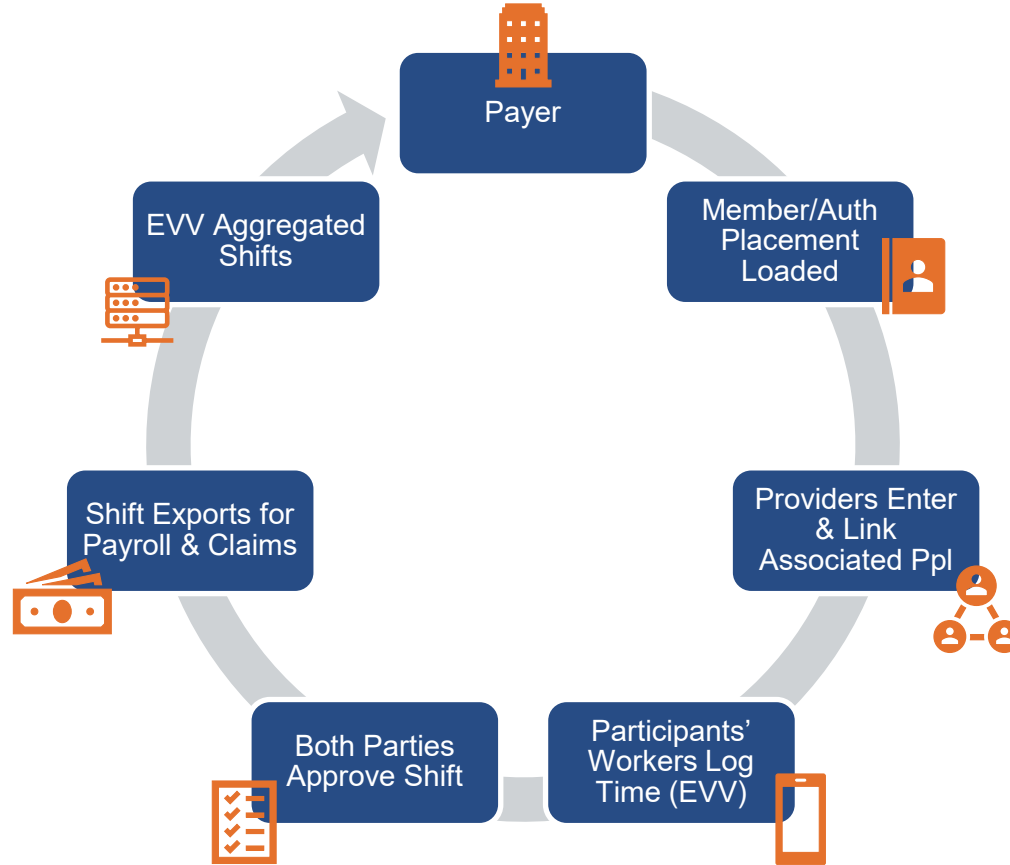
- DHS plans to implement Personal Care Services (including HCBS waiver services)

- **Please Note:** This information session is for FMS providers who plan to use the free EVV solution.
 - A separate information session is held for Agency model providers and all providers using a third-party EVV tool
 - If you are using a third-party EVV tool the Minnesota Provider Information Center hhaexchange.com/mn/ has more information on the EDI process

System Functions and Benefits in HHAeXchange



Homecare Solution Suite Workflow





Member & Authorization Management

- Providers will be receiving members and authorizations directly into FMS EVV from Minnesota DHS
- Access to real-time authorization placements and notifications when member information changes
- DHS staff is working with HHAX to streamline implementation of EVV between fee-for-service and MCOs funding streams



Employees, Representatives, & Employers

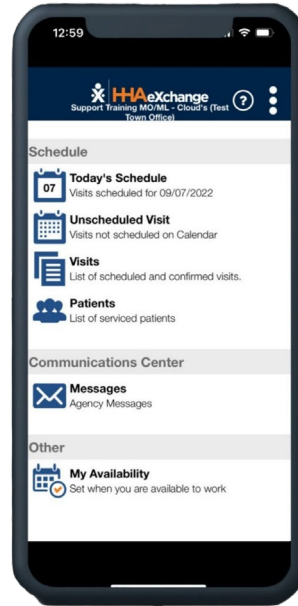
- Providers enter Employees, Representatives, and Employers directly into FMS EVV
- Providers link these roles to members



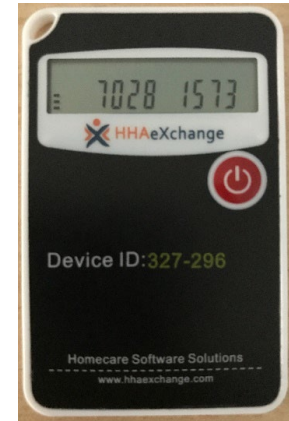
EVV Methods



Telephony



Caregiver Mobile App



FOB Device



Visit Confirmation

- Visits will be confirmed using Evvie Portal
- Both employees and consumers or their representatives must approve shifts
- Manual shifts may be made if a clock in or out is missed
- Manual visit confirmation or any EVV edits require a reason code



Visit Confirmation Continued

- EVV services in scope will need to be verified for services delivered at home and in the community
- DHS is working with HHAeXchange to verify location information for services provided in the community understanding the flexibility for CMS guidance



Payroll and Billing

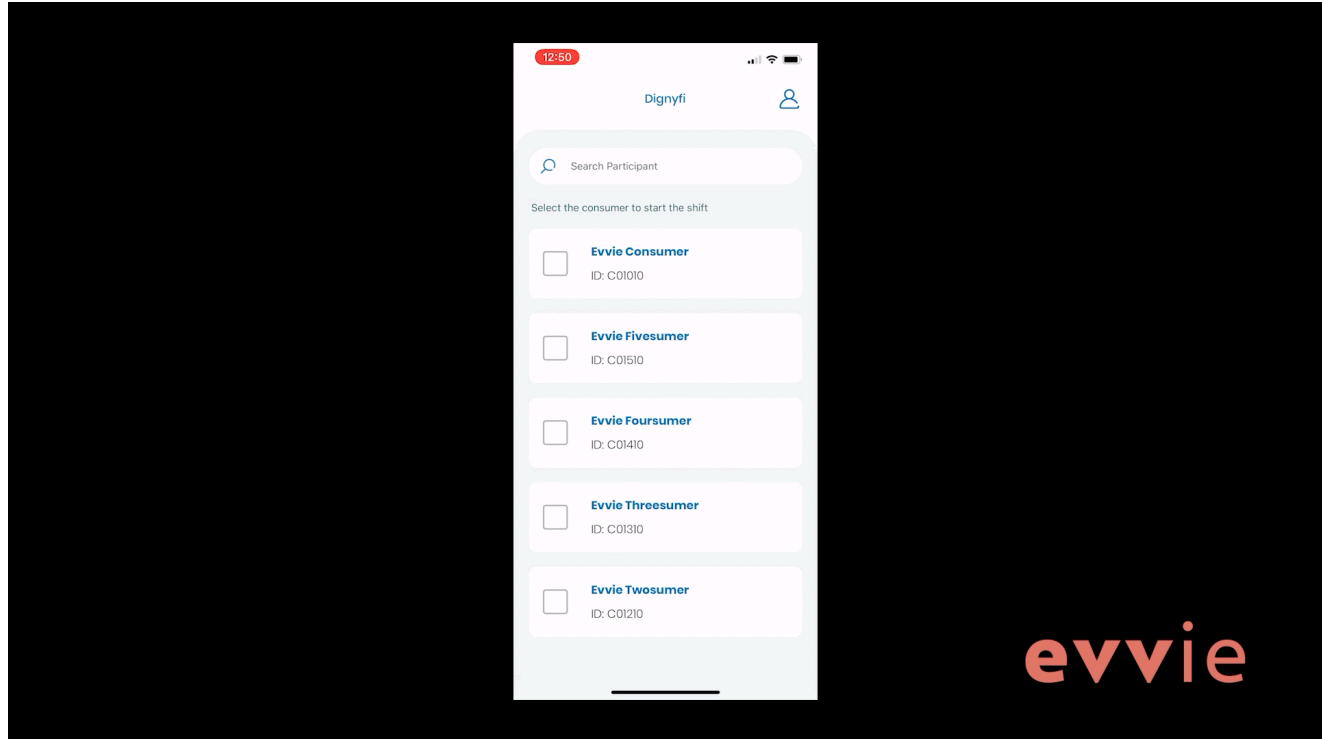
- Shift data export available in provider portal
- Provider utilizes that export for paying workers through own process
- Provider utilizes that export for billing services through own process

System Overview





- Mobile App: Clock In/Out Process on Mobile App



- As an agency you will receive additional information on how to train your caregiver workers.



- Evvie Portal: Viewing Shifts



- As an agency you will receive additional information on how to train your caregiver workers.



- Evvie Portal: Approving Shifts

Approving a Shift

evvie

- As an agency you will receive additional information on how to train your caregiver workers.

Caregiver Experience



- IVR: Call In Demonstration



- As an agency you will receive additional information on how to train your caregiver workers. However, these videos share a quick overview on how caregivers will use the app after being trained.

Next Steps for Providers





Provider Onboarding Steps – Free EVV FMS Providers

- Welcome Letter: *sent 09/01*
 - Survey Completion
- Welcome Packet
- Attend FMS Information Sessions : Attend One Session
 - *October 6th at 1:00 PM CST*
 - *October 7th at 1:00 PM CST*
 - *October 11th at 11:00 AM CST*
- New Provider System Access
- System User Training
 - LMS System Access
 - Webinar Week
- Contract Linking



Provider Onboarding Steps – EDI Providers

- Welcome Letter: *sent 09/01/21*
 - Survey Completion
- Welcome Packet
 - *Reach out to our EDI team to begin integration*
- Attend Information Sessions: Attend One Session
 - *October 5th at 1:00 PM CT*
 - *October 7th at 9:00 AM CT*
 - *October 12th at 11:00 AM CT*
- EDI Provider Training
- New Provider System Access
- System User Training
 - LMS System Access
 - Webinar Week
- Contract Linking

Contact Us



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<https://hhaexchange.com/mn/>



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