

Minnesota DHS: Agency Model - Provider Information Session

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HHAeXchange Presenters



Meeting Presenters



Daniel Spurlock Director, Provider Experience

- 18+ years of healthcare revenue cycle management experience focused on hospital integration, patient management, billing, and collections.
- Prior experience at Conifer Health Solutions, Tenet Healthcare and UCLA Medical Center

Meeting Presenters



Ramo Haji

Sr. Provider Experience Specialist

- 5+ years of healthcare Implementation and Information Management & 3+ years of IT experience
- Prior experience at Vanderbilt Medical Center, Nashville General Hospital and Apple inc.



Ryan Nivens

Project Manager

- 8+ years healthcare and implementation project management experience
- Prior experience at HCA Healthcare and Parallon



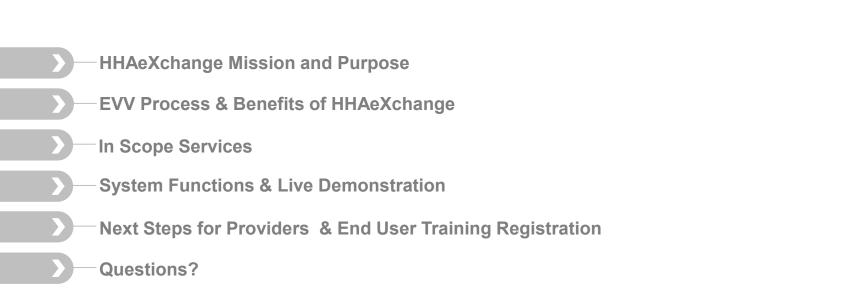
Sam Mattei

Senior Implementation Specialist

- 3 years of healthcare Implementation experience focused on Hospital and Health Information Management implementations
- Prior experience at MRO focused on Release of Information implementations and patient access to medical records







Top 4 Takeaways from Today

- Authorizations
 - How to review authorizations sent from the payer in HHAeXchange
- Visit Confirmation
 - Auto scheduling and confirmation from EVV clocking
 - How to add and review visits in HHAeXchange

- Training
 - How to register users for training
 - Receipt of LMS Credentials
- Next Steps
 - Important Dates
 - How to access Quick Start Guides and Support Articles



Mission & Purpose



MISSION & PURPOSE

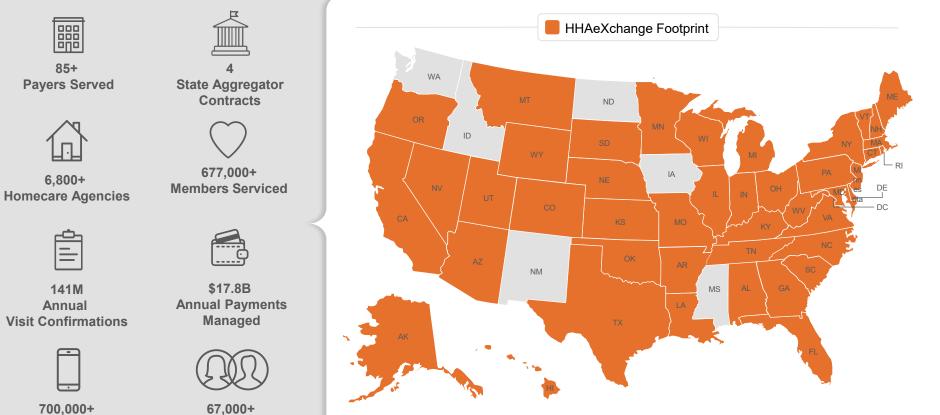
Enable the most effective homecare ecosystem everyday

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

HHAeXchange: National Footprint of Homecare Management





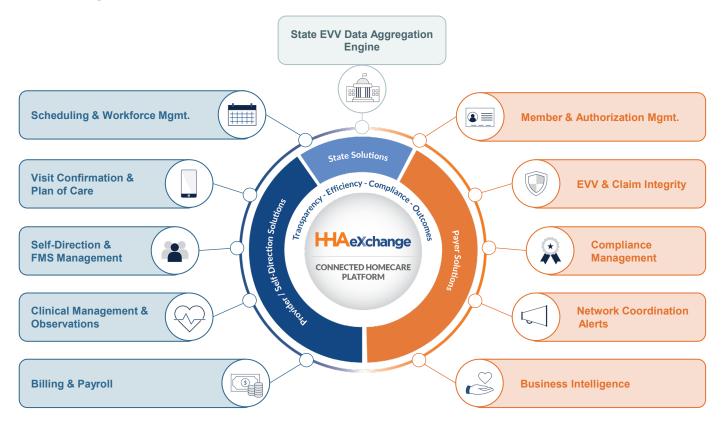
July 2022

Back-Office Users

700,000+ **Caregivers Working**

85+

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





EVV Mandate and Benefits of HHAeXchange



The 21st Century Cures Act

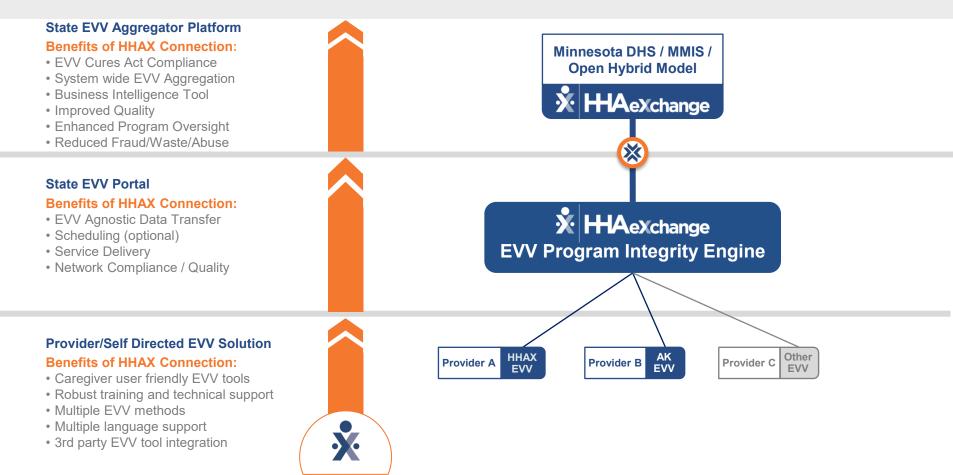
Passed by Congress in December 2016, the 21st Century Cures Act requires that providers of Personal Care Services confirm visits via Electronic Visit Verification (EVV) by January 1, 2021.

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



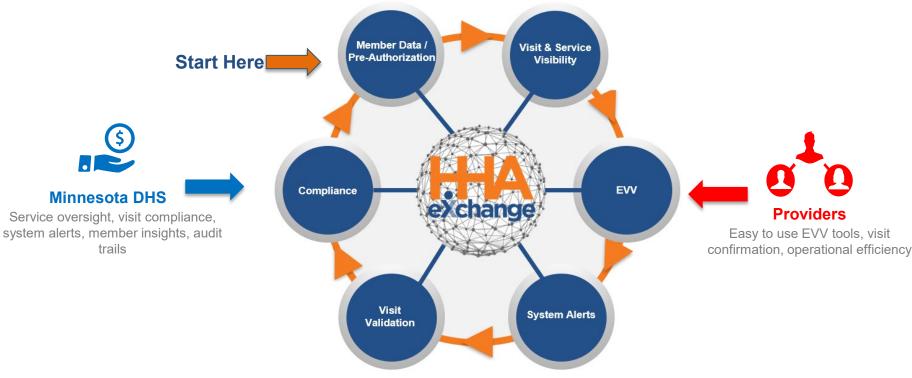
Minnesota EVV Data Model





HHAeXchange

The most comprehensive EVV platform for PCS and HHCS



An EVV "Single Source of Truth"



Provider EVV Options found in the Survey Enrollment Form:

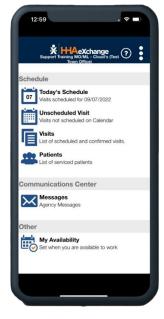
- Option 1 Agencies currently without an EVV Solution: You may set up and use the free EVV tools from HHAeXchange provided by Minnesota DHS
- Option 2– Providers who use a different EVV system: You may use your existing EVV system and send your visit data to the HHAeXchange system using electronic data interchange – HHAeXchange will then route visit data to Minnesota DHS



EVV Methods



Telephony





FOB Device

Caregiver Mobile App

In Scope Services



Provider Services in Scope

- This implementation phase applies to agencies providing personal care services and HCBS services that support personal care needs
 - Note: This info session does *not* apply to home health services or FMS providers
- EVV services in scope will need to be verified for services delivered at home and in the community



- Services with distinct remote procedure codes, such as individualized home support – remote, are not in scope for EVV
- Live-in caregivers and participants in the Safe at Home program will be exempt from EVV.
 - Visit information is expected to be manually entered for both of these exemptions. DHS staff continues to work on operationalizing these processes.
- DHS is continuing to work with HHAX to determine best practices for services provided in-person with some remote components, but no distinction in how the service is billed
- DHS is exploring, along with HHAeXchange, how to utilize and allow flexibility for live-in caregivers

System Functions and Live Demonstration



Member & Authorization Management

- Providers will receive members and authorizations directly into their HHAX portal from Minnesota DHS
- Access to real-time authorization placements and notifications when member information changes
- Authorizations in HHAX can be used to facilitate plan of care and visit confirmations that align with services authorized
- DHS staff is working with HHAX to streamline implementation of EVV between fee-for-service and the MCOs funding streams



Mobile User Management

- Manual schedule creation is optional in the HHAeXchange system for MN
- Using our EVV tools, schedules will be auto created from the EVV visit confirmation when confirmed using an approved EVV method
- Schedules will be auto created during Quick Visit Entry
- HHAeXchange offers the flexibility of confirming visits for unscheduled services
- Schedulers and coordinators can easily create and manage member schedules based on authorizations, plans of care, and special member needs when required
- Mobile User Management allows you to manage your caregivers mobile access for EVV clocking

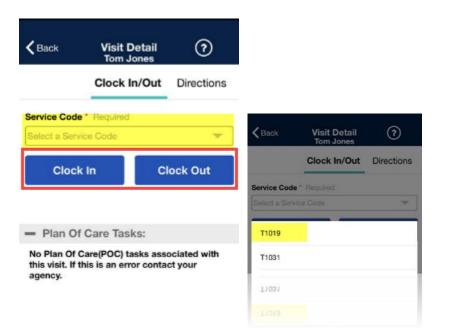


- Visits will be confirmed using EVV either via HHAX or the provider's third-party EVV system
- Manual Visit Confirmation is required when a Caregiver fails to clock utilizing EVV or EVV cannot be linked to the appropriate Visit



Unscheduled Visit Confirmation

- Caregivers will have the ability to confirm unscheduled visits using our mobile App.
- 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 DHS directly for any billing and claim questions

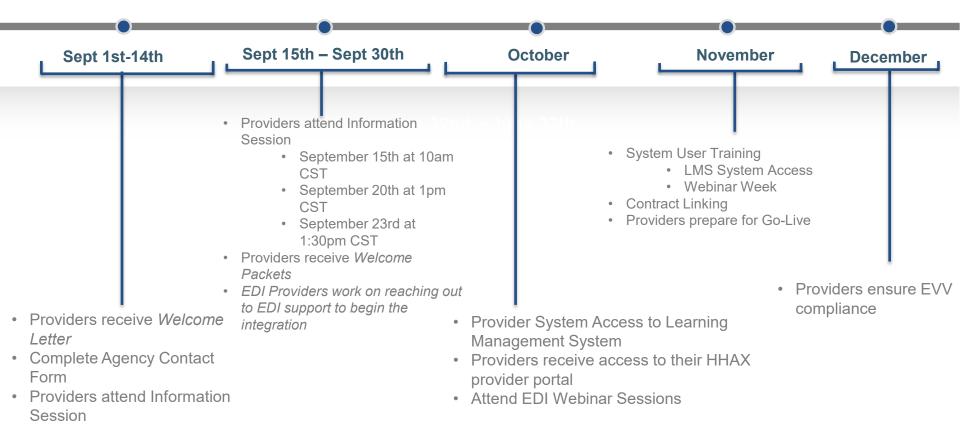


Communication

- DHS will *not* utilize The HHAX Communication Module
- Please continue to utilize established methods to communicate with DHS regarding authorizations and claims

Next Steps for Providers

Provider Onboarding Milestones



Register Team Members for Training



Register Your Team for Training

- Open your browser and go to: <u>hhaexchange.com/train-reg</u>
- Select MN as your market and MN DHS as your payer
- Register each of your team members to receive an invite to our system end user webinar 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 Training

Market *	Payer*
~	~
Past implementations are not available for training.	

Agency Tax ID	Agency Name*	Agency Phone

Agency User(s)



Provider Resources





Information Center: https://hhaexchange.com/MN/



HHAeXchange Support: <u>MNsupport@hhaexchange.com</u>

DHS Contact: DHS.128@state.mn.us



HHAeXchange Support: 1-855-400-4429







