

# Minnesota DHS: Agency Model - Provider Information Session

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## Meeting Presenters



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Project Manager

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

## Meeting Presenters



**NATHAN BURGESS**  
Director, Client Success

- 13 years of healthcare IT and payment integrity experience
- Prior experience at HMS in the payment integrity space focused on FWA
- Proven track record in information technology, operations, and program management



**NEMORIO CARBAJAL**  
Senior Implementation Specialist

- 6+ 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



## 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
- — Live Demonstration
- — Next Steps for Providers
- — Questions?

# HH AeXchange Mission & Purpose





## MISSION & PURPOSE

# Enable the most effective homecare ecosystem everyday

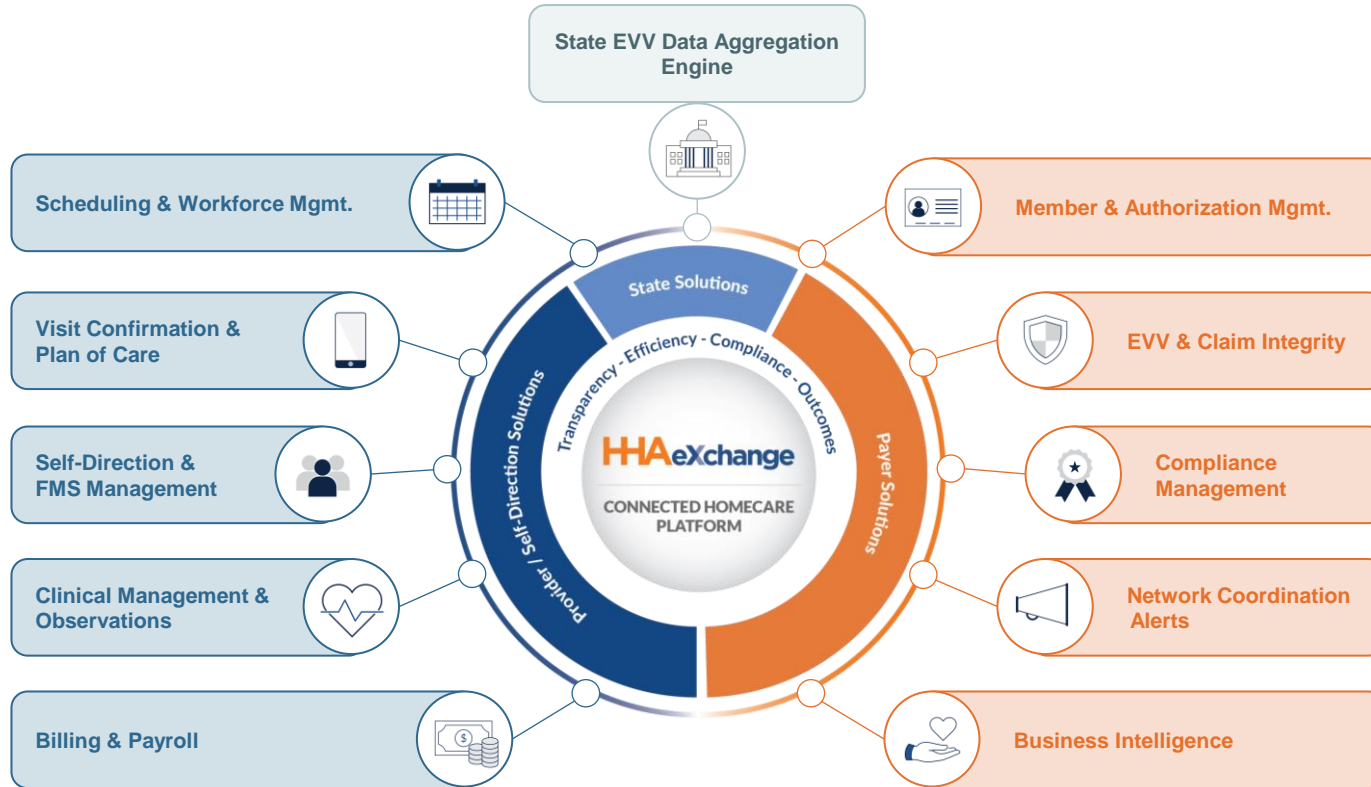
Empowering **simpler** and **better outcomes** for people who represent some of the most vulnerable and fragile members of our society. **HHaEXchange** connects the dots among states, managed care payers, providers, members and caregivers.

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**Better Homecare, Better Health**



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



# Understanding the EVV Process and Your Options







## The 21<sup>st</sup> 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

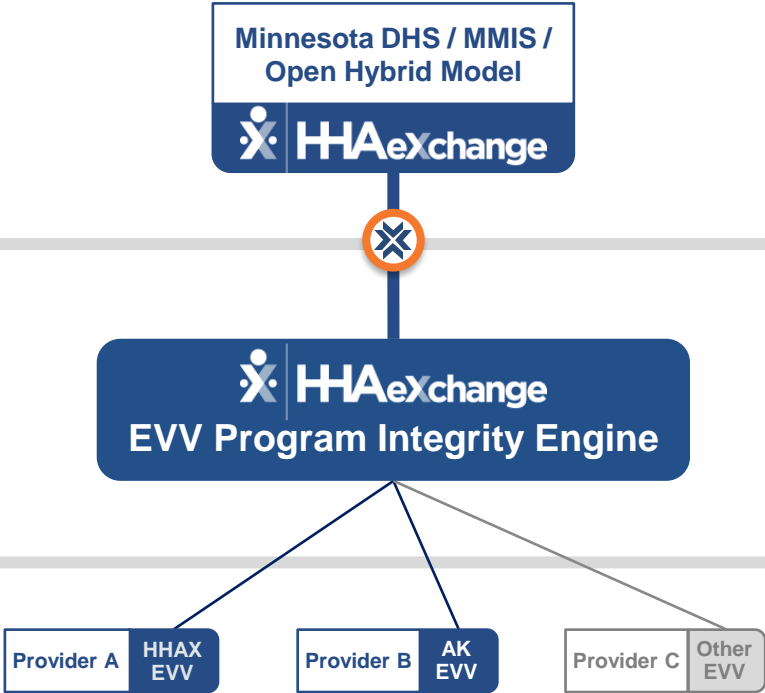
### Benefits of HHAX Connection:

- 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



# HHAEExchange

*The most comprehensive EVV platform for PCS and HHCS*

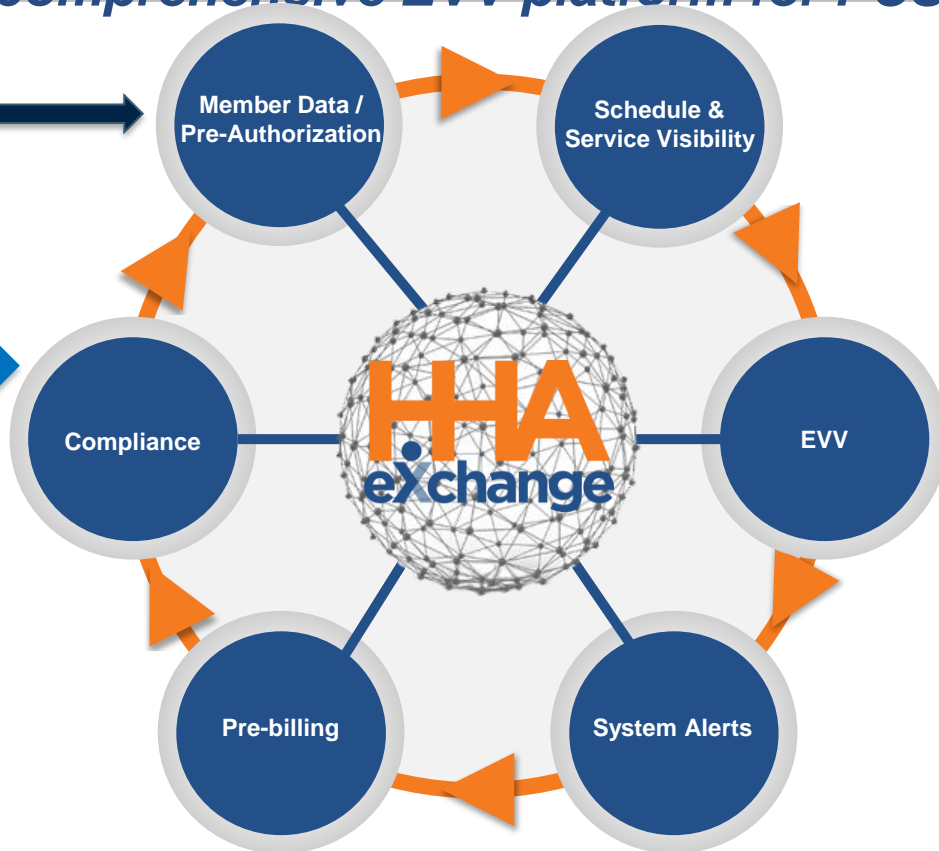
Start Here



**Minnesota DHS**



Service oversight, visit compliance, system alerts, member insights, audit trails



**Providers**



Easy to use **EVV tools**, schedule, operational efficiency

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



## Provider Services in Scope

- DHS plans to implement EVV for Personal Care Services (including some HCBS waiver services)
- **Please note:** This information session is for agency providers (rather than FMS providers) or personal care services (rather than home health services) including providers of HCBS services that support personal care needs.

# System Functions and Benefits In HHAeXchange





## Member & Authorization Management

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



## Communication

- Communication functionality in EVV between providers and DHS will not be used.
- DHS communications with providers regarding claims and service authorizations will continue as already established.





## Scheduling

- Minnesota and HHAeXchange are working to provide scheduling tools as an option but not a requirement, while keeping in mind manual editing may be required and appropriate at times
- Simplify schedule management with the ability to create recurring shifts or one-off visits
- Schedulers and coordinators can easily create and manage member schedules based on authorizations, plans of care, and special member needs, while validating each visit to eliminate complications at billing
- Flexibility to support visit confirmations for unscheduled visits



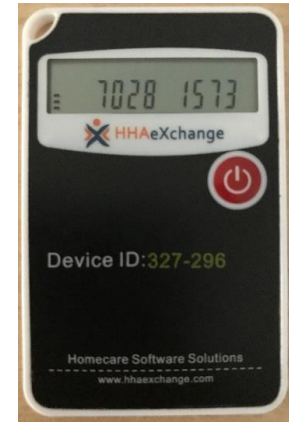
## EVV Methods



Telephony



Caregiver Mobile App



FOB Device



## Visit Confirmation

- 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 place EVV or EVV cannot be linked to the appropriate Visit
- Manual visit confirmation or any EVV edit requires a reason and action taken



## Visit Confirmation Continued

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- 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



## Remote Services and Live in Caregiver

- Services with distinct remote procedure codes, such as individualized home supports – remote, are not in scope for EVV
- For services provided in-person with some remote components, but no distinction in how the service is billed, DHS is continuing to work with HHAX to determine best practices
- DHS is exploring with HHAeXchange how to utilize the flexibility for live-in caregivers



## Billing & Claims

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- Please note: Claims and billing functions will NOT be included as part of the current EVV implementation. Billing and claim activities will continue to be performed outside of the HHAeXchange system.

# System Demo





- **IVR: Call In Demonstration =**  
<https://hhaxsupport.s3.amazonaws.com/SupportDocs/Videos/Snippets/IVR+Call+In+Demonstration.mp4>
- **Mobile App: Clock In/Out Process on Mobile App =**  
<https://hhaxsupport.s3.amazonaws.com/SupportDocs/Videos/Snippets/Mobile+App+Clock+In-Out+Process.mp4>
- 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 Providers

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- Welcome Letter: *sent 09/01/21*
  - Survey Completion
- Welcome Packet
- Attend Information Sessions : Attend One Session
  - *October 5<sup>th</sup> at 1:00 PM CST*
  - *October 7<sup>th</sup> at 9:00 AM CST*
  - *October 12<sup>th</sup> at 11:00 AM CST*
- New Provider System Access
- System User Training
  - LMS System Access
  - Webinar Week
- Contract Linking



## Provider Onboarding Steps – EDI Providers

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- 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 5<sup>th</sup> at 1:00 PM CST*
  - *October 7<sup>th</sup> at 9:00 AM CST*
  - *October 12<sup>th</sup> at 11:00 AM CST*
- EDI Provider Training
- New Provider System Access
- System User Training
  - LMS System Access
  - Webinar Week
- Contract Linking

## Contact Us



### Information Center:

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

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