

NC EVV Pre-Go Live Training



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Agenda



➤ — North Carolina PHPs and EVV

➤ — HHAeXchange Ecosystem

➤ — EVV Workflow

➤ — Q & A

CURES Act EVV System Requirements



The 21st Century CURES Act **requires** that the following data elements be captured and verified through **Electronic Visit Verification**





HHAeXchange & PHP Partnership

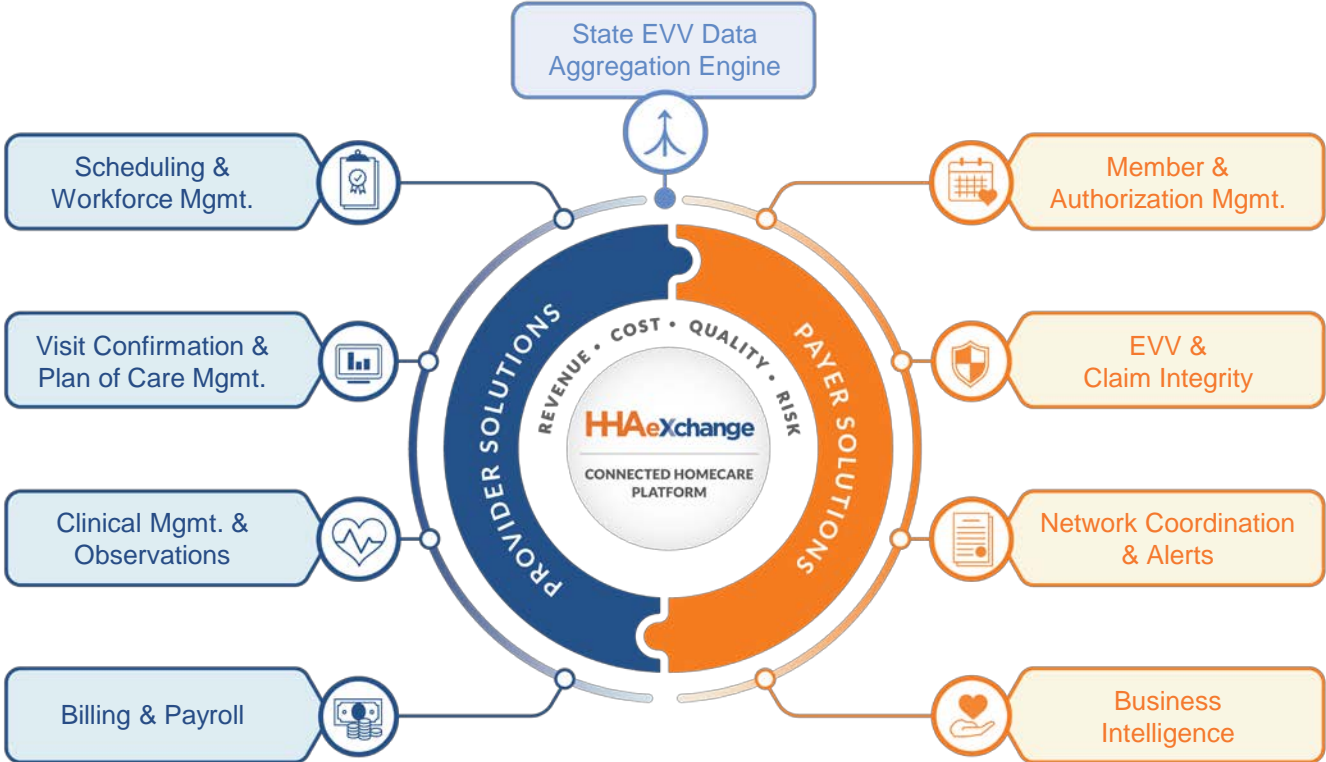
All PHPs listed below have partnered with HHAeXchange to provide a free Electronic Visit Verification (EVV) tool for member placement, scheduling, authorization management, and direct billing for personal care services.

- AmeriHealth Caritas of North Carolina
- Carolina Complete Health
- UnitedHealthcare Community Plan of North Carolina
- WellCare of North Carolina

Integrated Solutions for Homecare Stakeholders: Providers, Payers, States



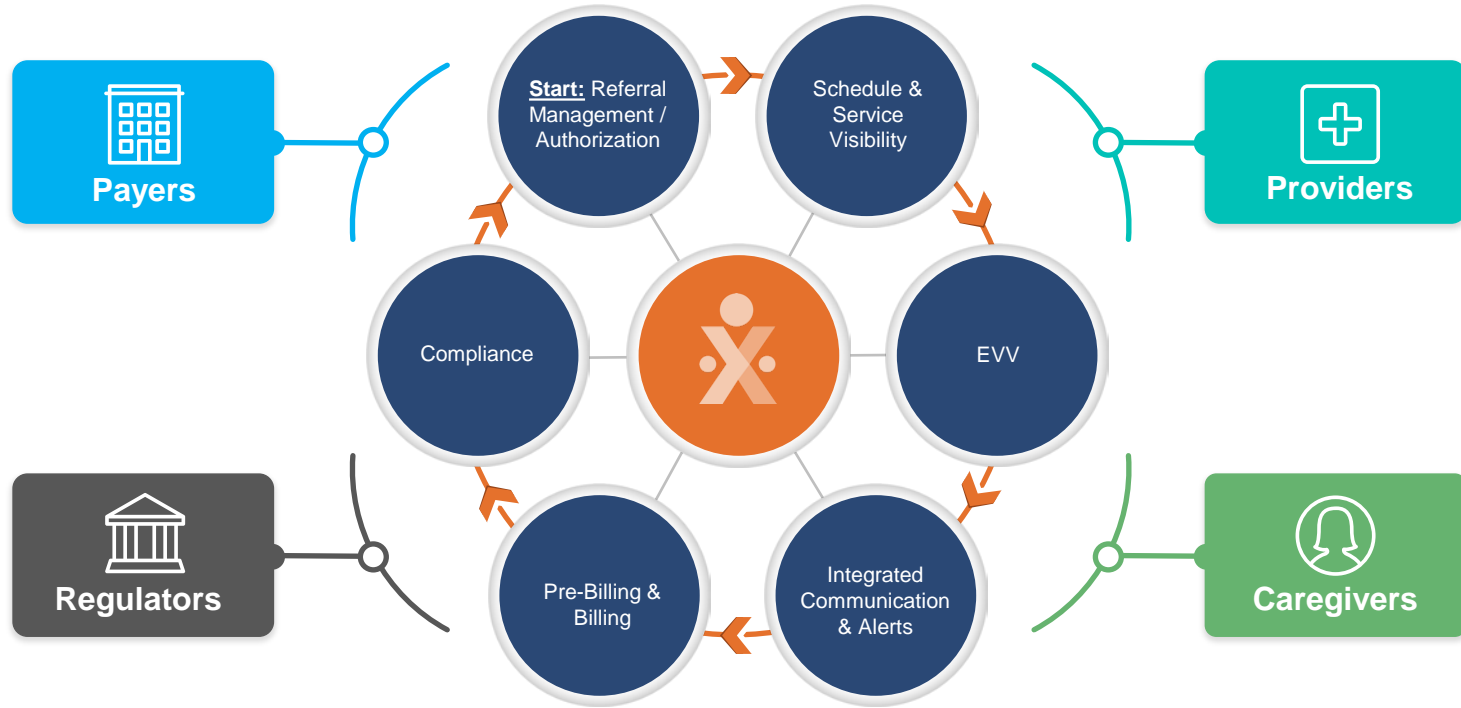
Enabling enhanced economic performance and improved compliance across the homecare ecosystem



HH AeXchange EVV Workflow



HHaExchange Ecosystem





Member Management

Manage member service locations and phone through the member profile page

Diagnosis code at the member + authorization

Reach out to the appropriate PHP through the communication module if you are missing a member or authorization, or the authorization is incorrect



Scheduling & Confirming Visits

Schedule 2 weeks out in advance to help you better manage capturing EVV compliant visits

Create a schedule day by day or reoccurring through the Master Week functionality

Unscheduled visits are allowed and can be managed through the call dashboard

Setup Caregivers with access to patient info via Mobile App in order to manage unscheduled visits through the HHAeXchange Mobile App

Primary methods for confirming a visit are via telephone or the mobile app

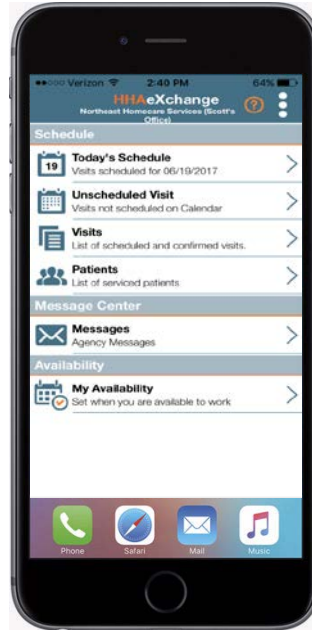
Work your call dashboard regularly to stay on top of any EVV exceptions



HH AeXchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device



Billing

Ensure your contract rates are accurate across each PHP

- Menu navigation: Admin>Contract Setup

Billing configuration is initially configured in partnership with each PHP by HHAX

If you do not see “Save and Send” when creating a New Claims Batch, please reach out to support

Two steps for billing: 1) New Invoice Batch 2) E-Billing

Provider Resources

General Support: NCsupport@hhaexchange.com

EDI Support: EDISupport@hhaexchange.com

- Provider Name
- Provider TAX ID
- Background on the Issue/Concern
- Questions/Statement on the help needed

Phone: 866-242-2465

Provider Information Center and FAQ

<https://hhaexchange.com/nc-php/>

Thank you!

