HHAeXchange

NC EVV Pre-Go Live Training

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**

- Type of Service Performed
- Individual Receiving the Service
- Date of the Service
- Location of the Service Delivery
- Individual Providing the Service
- Time the Service Begins and Ends
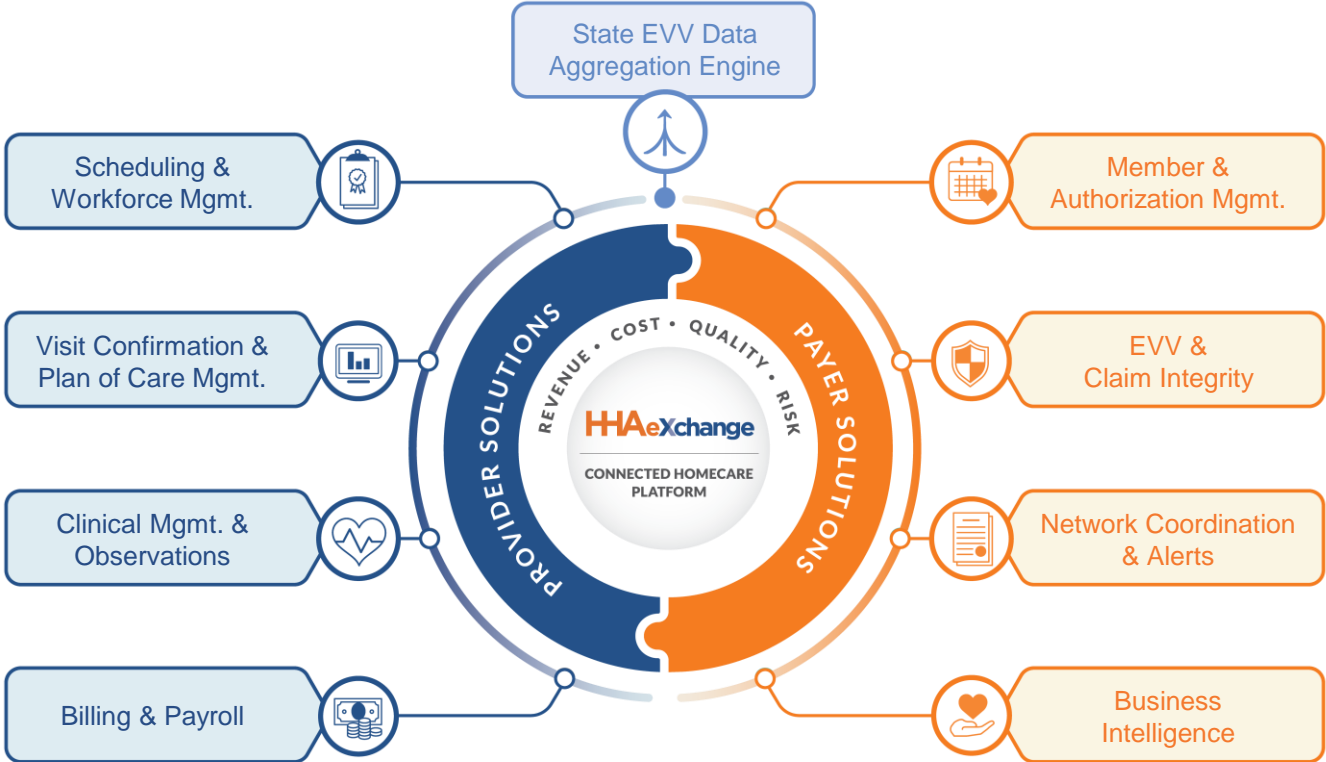
HHAeXchange & PHP Partnership

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

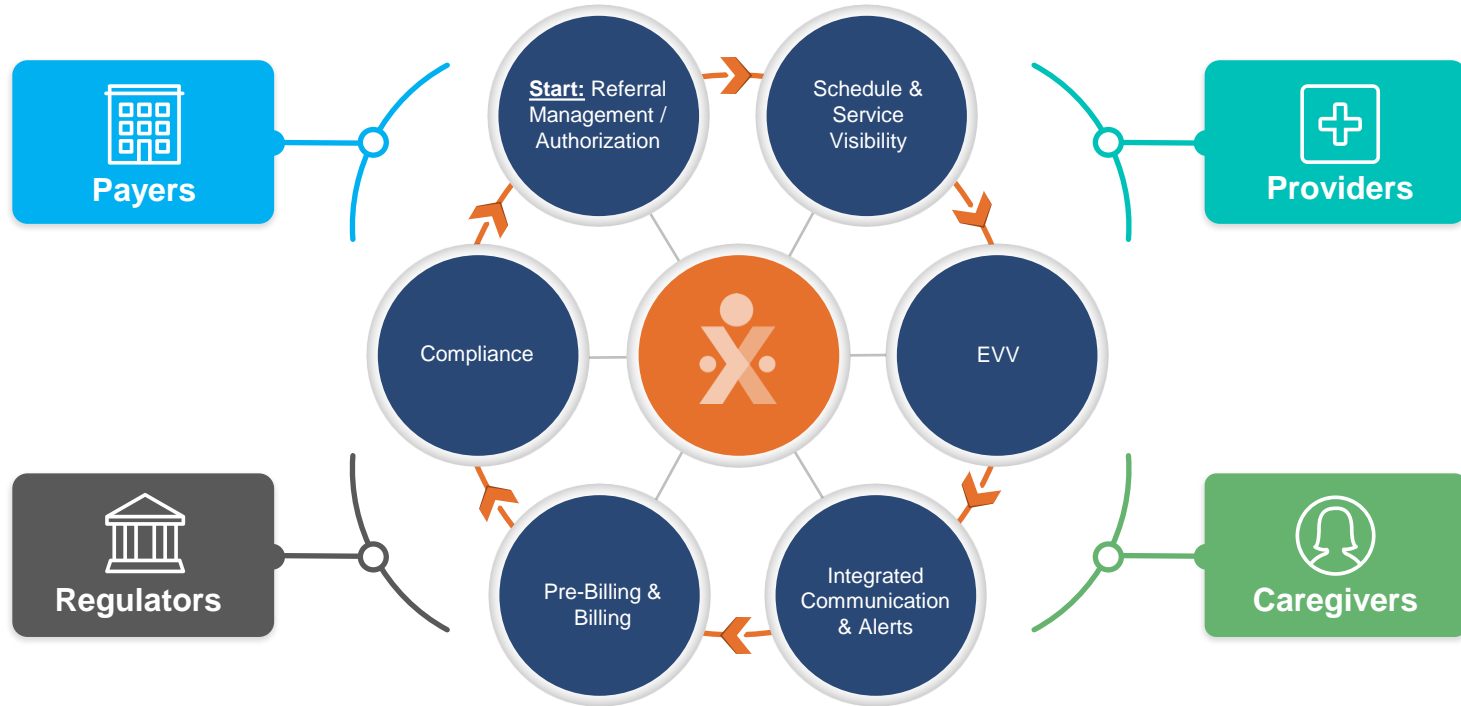# Integrated Solutions for Homecare Stakeholders: Providers, Payers, States

Enabling enhanced economic performance and improved compliance across the homecare ecosystem

State EVV Data Aggregation Engine

PROVIDER SOLUTIONS
- Scheduling & Workforce Mgmt.
- Visit Confirmation & Plan of Care Mgmt.
- Clinical Mgmt. & Observations
- Billing & Payroll

PAYER SOLUTIONS
- Member & Authorization Mgmt.
- EVV & Claim Integrity
- Network Coordination & Alerts
- Business Intelligence

REVENUE • COST • QUALITY • RISK

HHAeXchange
CONNECTED HOMECARE PLATFORM

HHAeXchange EVV Workflow

HHAeXchange Ecosystem

Member Management

Manage member service locations and phone through the member profile page

Manage diagnosis code at the member + authorization

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

Services under Appendix K do not require an authorization, only the member placement

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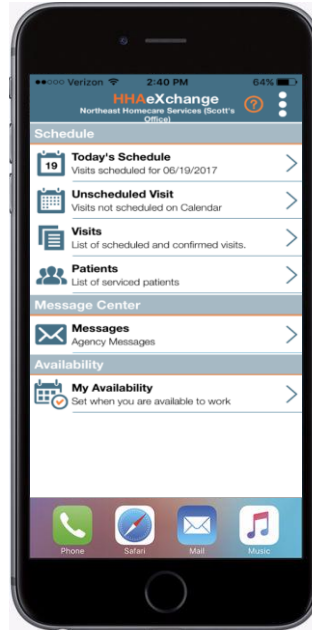
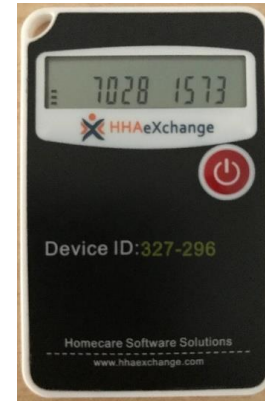Work your call dashboard regularly to stay on top of any EVV exceptions

HHAeXchange 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

Taxonomy Code

- Provider opens a ticket to ncsupport@hhaexchange.com
- HHA changes/updates taxonomy code.
- Claim is sent with new taxonomy code.
- If claim denies for invalid Taxonomy Code. Provider will provide HHA support another new taxonomy code and or reach out to the PHP as well to confirm correct taxonomy code

Billing Reminders

Non-EDI Providers
- Before Invoicing, check Pre-Billing and Billing Review exceptions
- Ensure Billing DX Codes are accurate and have been updated at the authorization or Invoice details level
- Claims cannot go out for $0.00, make sure service has a rate associated
- Complete final step in billing process – Creating an e-batch

EDI Providers
- Still required to check Billing Review exceptions
- Reach out to EDI support for visit file rejections/questions

General Reminders
- Denial questions should be directions to the LME-MCOs, not HHA, since HHA is not ingesting 835s and cannot provide feedback
- Reach out to HHA Support if your site has not been set up for e-billing (this is when you do not see "Save & Send" when creating an e-batch)
- Reach out to HHA Support if you need to update your Taxonomy code

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/