North Carolina PHP
Provider Information Session

Team Introductions: HHAeXchange

NATHAN BURGESS (Account Manager)
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

KEVIN DISTEFANO, PMP
PMO Lead, Implementation Services
•7 years of implementation and operational leadership experience.
•Prior experience at nThrive, and Lifepoint Health.
•Led multiple large-scale merger and change implementation projects.

SARAH MURPHY
Implementation Specialist, Implementation Services
• 5+ years of Home Care Operations Management and Administration
• Prior experience working within and managing LHCSA's in New York City providing skilled and non-skilled care to patients.

Agenda

- Information Session Goals

- HHAeXchange Overview

- CURES Act Mandate

- Provider Landscape

- Services in Scope

- Provider Workflow in HHAeXchange

- HHAeXchange System Overview

- Provider Onboarding & Timeline

- Provider Next Steps

- Contact Information

- Questions?

Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation and understand the providers in scope

- Understand the key next steps for providers to be ready for the 7/1/2021 go-live

- Review the provider workflow in HHAeXchange

- Provide contact information and where to find additional resources

HHAeXchange Overview

What is HHAeXchange?

HHAeXchange is the premiere Homecare Management Software company for the Medicaid LTSS population. We are the leaders in connecting payers and homecare agencies to enable more collaboration, communication, and workflow efficiencies. Through the use of the HHAeXchange portal, our goal is to make working with PHPs easy and efficient.

## How we're helping PHPs meet the Cures Act Mandate

- Industry-leading platform to capture and report on EVV confirmation data
- Easy-to-use point-of-care visit confirmation tools for caregivers
- HHAX providing data aggregation for submission of EVV data

What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Real-time messaging with PHPs
- Free EVV solution for time & attendance and duty tracking
- Electronic billing option

Integrated Solutions for Homecare Stakeholders: Providers, Payers, States

Enabling enhanced economic performance and improved compliance across the homecare ecosystem
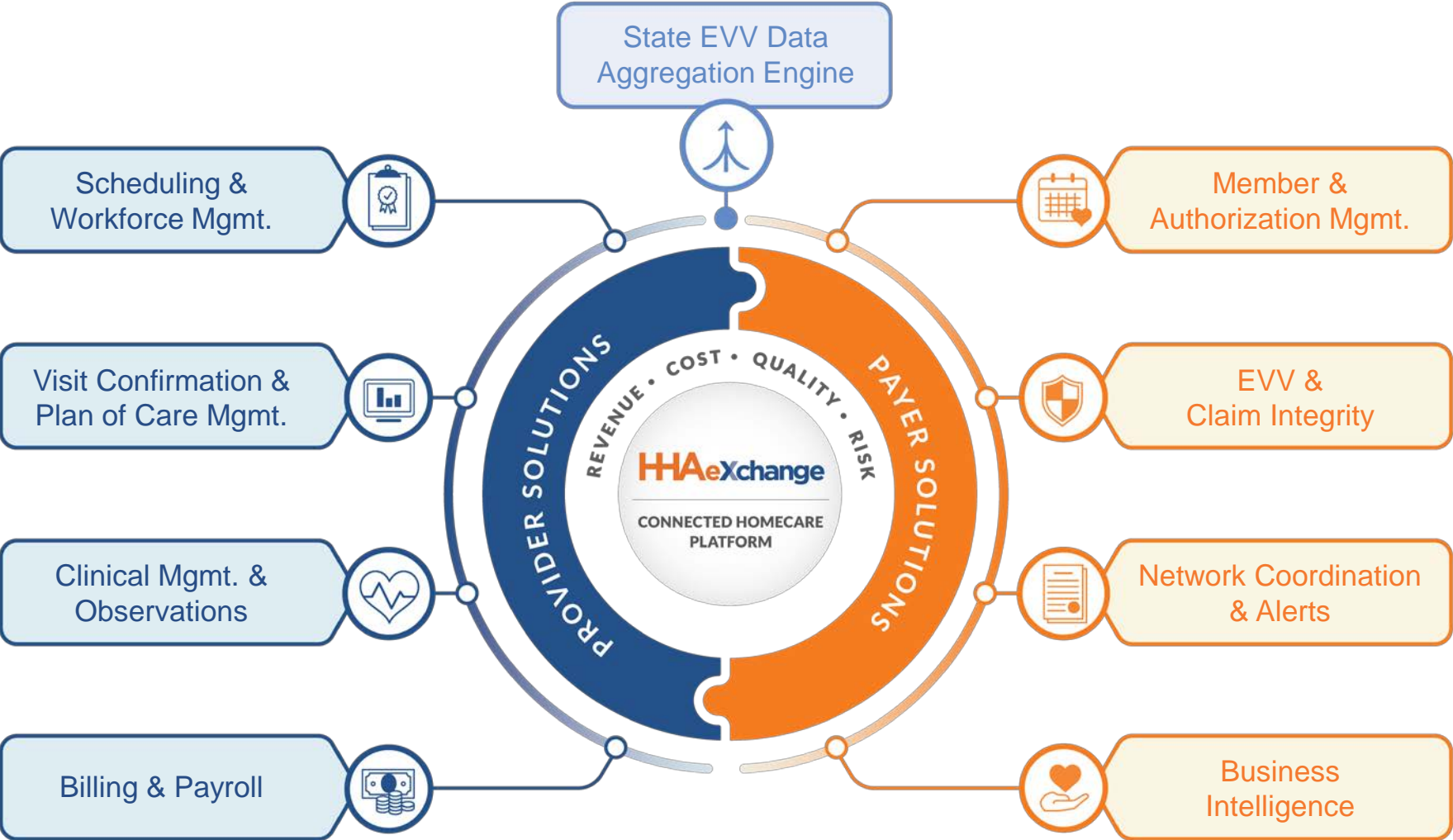
Cures Act Mandated EVV

Section 12006 of the 21st Century Cures Act requires states to implement an EVV system for Medicaid-funded Personal Care Services (PCS) by January 1, 2019 and for Home Health Care Services (HHCS) by January 1, 2023. Federal legislation delayed penalties for PCS implementation until January 1, 2020.

The six data elements Required to be collected to meet the CURES Act EVV Requirement

- 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

GFE extended deadline to 1/1/2021 for PCS. Providers are able to use the system for scheduling, confirming visits, and billing starting 7/1/2021 to ensure compliance with the mandate.

HHAeXchange & PHPs Partnership

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

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

Provider Groups

Provider Landscape

- **Existing Providers:** Providers that currently utilized HHAeXchange system for EVV confirmation. These providers will just get linked to the new PHP contracts.

- **Non-Portal:** Provider does not use HHAeXchange and does not already have their own EVV system. Non-Portal providers are able to use HHAeXchange free of charge to capture EVV for PHPs members.

- **EDI (Electronic Data Interchange):** Providers who have their own EVV system, separate from HHAeXchange.
  - EDI providers may continue to work in their own system for scheduling, recording visits, and billing, but the data will be sent to HHAeXchange via a file from the alternate EVV vendor.
  - If you have your own EVV system, you can reach out to edisupport@hhaexchange.com at any time for any questions about the integration process and file specifications.

GO LIVE: July 1st, 2021

Services in Scope

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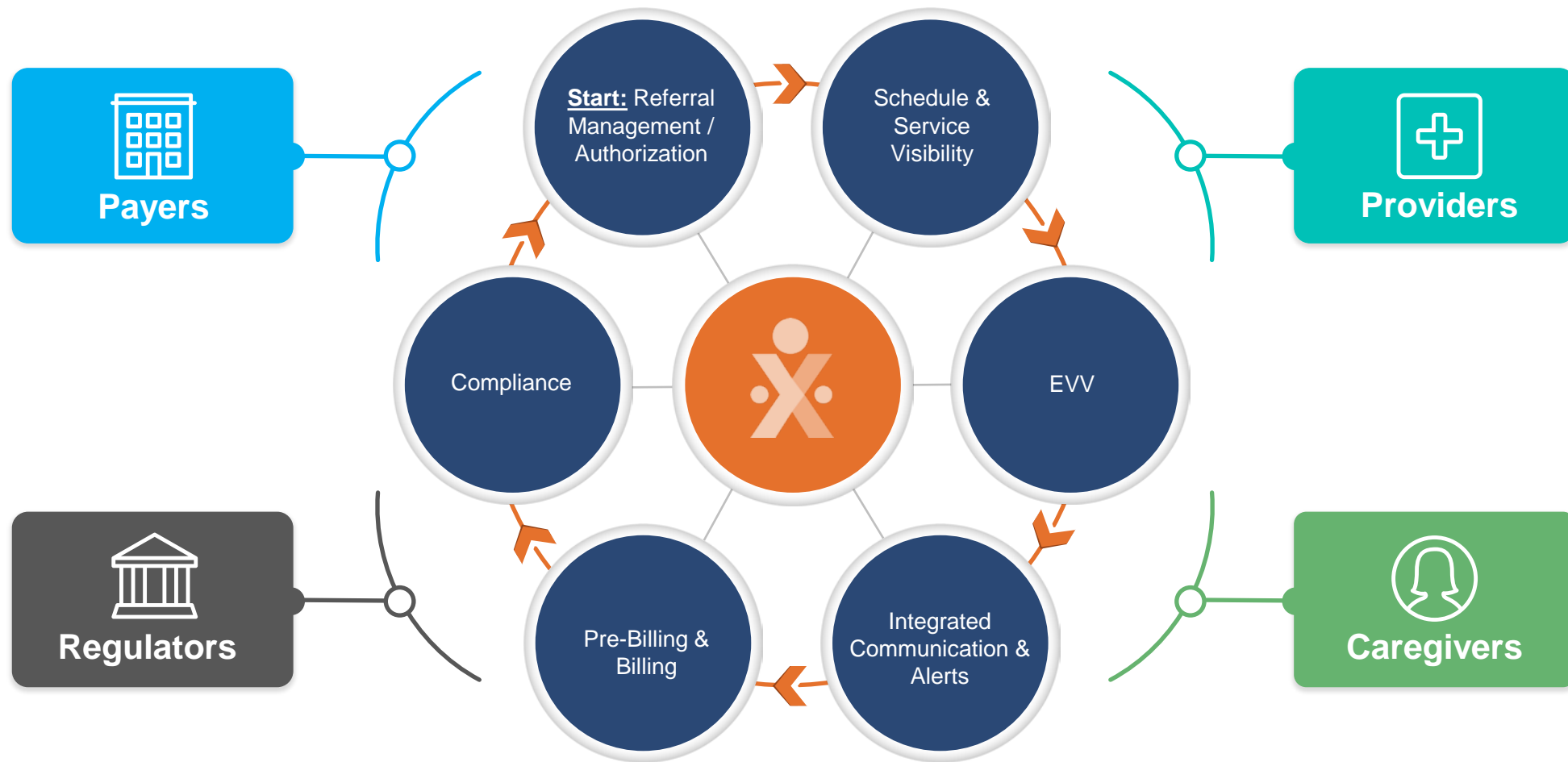Personal Care Services, Private Residences, Beneficiaries Under 21 Years

99509:HB

Personal Care Services, Private Residences, Beneficiaries 21 Years and Older

Provider Workflow in HHAeXchange

Welcome To A Homecare Ecosystem Without Barriers

HHAX Workflow Review

HHAX Workflow – Member Management

- Members and Authorizations will be sent to the provider portal prior to the 7/1/2021 go-live

- Providers with multiple HHAX offices (locations), will need to accept the case and assign to the correct office prior to servicing member; providers with a single HHAX office will receive the placement automatically.

Updates to Member Profile

- The PHP will allow providers to manage the member phone 2 & 3 and additional addresses sections of the Member Profile page within HHAeXchange

- Providers should be reviewing the member's information to add these additional phone numbers and addresses where the member is serviced

This will allow for EVV to run smoothly with no exceptions for wrong phone number or address

HHAX Workflow – Authorization Management

- Providers will use the authorization imported to HHAX to schedule and bill visits for members

- Authorizations will match the current format (time period, unit breakdown etc.…), but will be transmitted via HHAX instead of your current process

- The process to request authorizations will remain the same. If review is needed of the auth loaded to HHAX, providers should communicate to PHPs for review using the Notes/Communication Module in HHAeXchange
 - Excluding United, they will not utilize communication module

HHAX Workflow – Visit Scheduling

- Simplify schedule management with the ability to create recurring shifts or one-off visits

- Schedulers and coordinators can easily create and manage patient schedules based on authorizations, plans of care, and special patient needs, while validating each visit to eliminate complications at billing
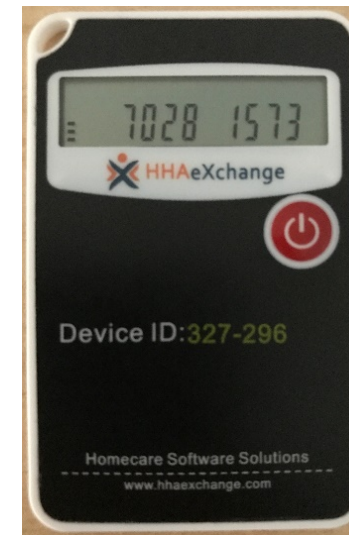
HHAeXchange EVV Methods

Telephony
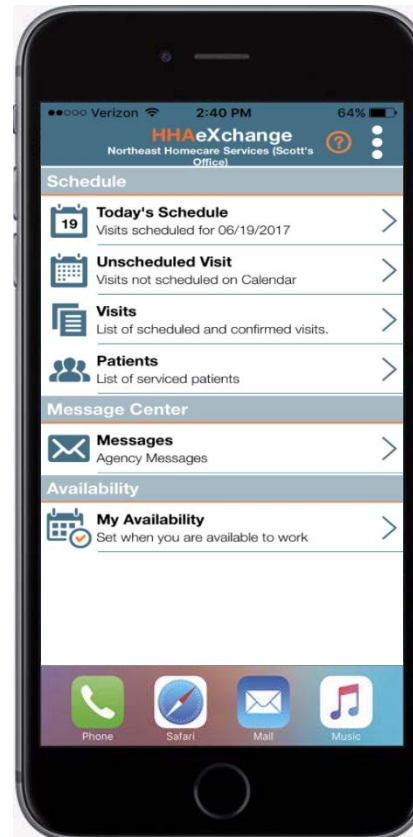
Caregiver Mobile App

FOB Device

HHAX Workflow – 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

  - During audits, providers may be expected to provide documentation to validate services

- For missed visits, providers are required to indicate the missed visit reason and action taken

HHAX Workflow – Billing

- Authorizations are required for billing through the HHAeXchange platform
    - PHP's are responsible for sending the authorizations into HHAeXchange
    - Provider to use appropriate service codes for scheduling services

- Providers are required to resolve all pre-billing issues before billing
    - HHAeXchange runs each invoice through a series of common billing error rules prior to the claim being released

- Re-billing will be done using HHAeXchange in the event anything needs to be corrected on the claim

HHAX Workflow – Billing

- Once the clean claim is received, your claim will be adjudicated and the PHP teams will work with you through denials and payments

- Remittance advice will be available on the PHPs Provider Portal

- Providers should contact PHPs for questions about any denied claims

- Any required rebilling will be completed in HHAX using the "rebilling" functionality

For additional system usage assistance, re-billing and correction to claims, please e-mail HHAX at
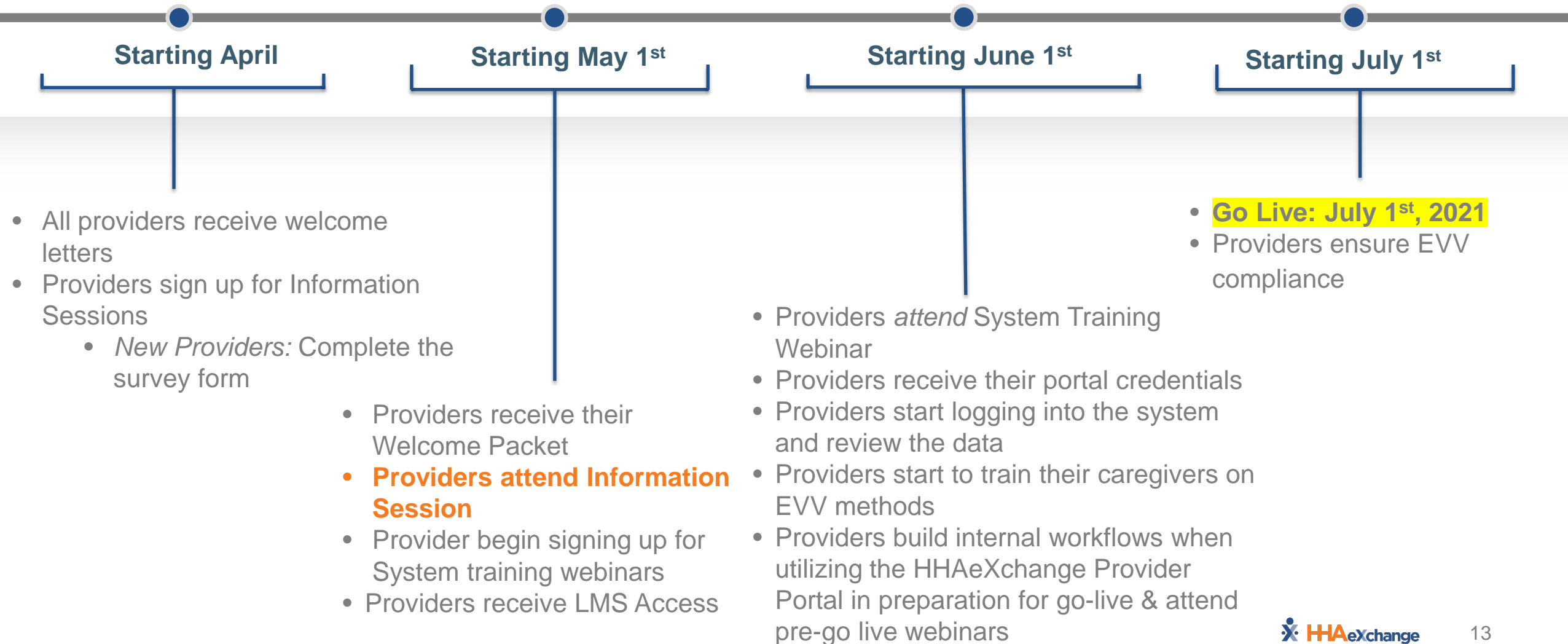ncsupport@hhaexchange.com

System Demo

Timeline & Next Steps

Provider Onboarding Milestones: Free HHAX EVV Providers

Starting April

Starting May 1st

Starting June 1st

Starting July 1st

- All providers receive welcome letters
- Providers sign up for Information Sessions
  - *New Providers:* Complete the survey form

- Providers receive their Welcome Packet
- **Providers attend Information Session**
- Provider begin signing up for System training webinars
- Providers receive LMS Access

- Providers *attend* System Training Webinar
- Providers receive their portal credentials
- Providers start logging into the system and review the data
- Providers start to train their caregivers on EVV methods
- Providers build internal workflows when utilizing the HHAeXchange Provider Portal in preparation for go-live & attend pre-go live webinars

- **Go Live: July 1st, 2021**
- Providers ensure EVV compliance

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Provider Onboarding Milestones: EDI Providers

Starting April 1st

- All providers receive welcome letters
- Providers sign up for Information Sessions
- *New Providers:* Complete the survey form

Starting May 1st

- Providers receive their Welcome Packet
- **Providers attend Information Session**
- Providers begin signing up for System training webinars
- Providers begin signing up & attending EDI specific webinars

Starting June 1st

- EDI Providers continue to work on EDI Integration process
- Providers *attend* System Training Webinar & Integration Training
- Providers receive their portal credentials
- Providers start logging into the system and review the data
- Providers build internal workflows when utilizing the HHAeXchange Provider Portal in preparation for go-live & attend pre-go live webinars

Starting July 1st

- **Go Live: July 1st, 2021**
- Providers ensure EVV compliance

HHAeXchange

Important Upcoming Provider Steps

Provider Onboarding Steps: All Providers

- Review Welcome Packets which will be sent out as part of the "Next Steps" email

- LMS training access begins on June 2nd. Complete training videos prior to system user training webinars.

- System User Training Webinar: *6/7/2021 – 6/11/2021*

- Pre-Go Live Webinars: *starting week of June 14th*

- **Go-Live:** *7/01/2021*

Provider Onboarding Next Steps: EDI Providers

- Reach out to EDI Support – EDISupport@hhaexchange.com
  - Agency Name, TAX ID, Implementation Name (North Carolina PHP)

- Go to the Information Center Page(https://hhaexchange.com/nc/)
- Click on EDI Process tab – then *review the import, export specs and code table guide*
  - *Providers should forward specs to their 3rd party EVV vendor*

- Validate Visit Import file - https://edi.hhaexchange.com/
  - After successfully validating a test file, the HHAeXchange Integration Team will contact the provider with next steps

- Reach out to EDI Support – EDISupport@hhaexchange.com if you have not been contacted.

- Work with HHAeXchange EDI Team to get fully integrated prior to the 7/1/2021 go-live

Provider Resources

https://hhaexchange.com/nc

HHAeXchange Support
ncsupport@hhaexchange.com

HHAeXchange Support
866-242-2465

Questions?

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