North Carolina: Agency Model – Provider Information Session

November 2022

HHAeXchange Presenters

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Agenda

> HHAeXchange Mission and Purpose

> EVV Process & Benefits of HHAeXchange

> In Scope Services

> HHAeXchange System Functions

> Next Steps for Providers & System User Training Registration

> Support Resources

> Questions

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Top 6 Takeaways from Today

- **Authorizations**
  - How to review authorizations sent from the payer in HHAeXchange

- **Communication**
  - How to communicate with the MCOs using HHAeXchange's Notes

- **Visit Confirmation**
  - Auto scheduling and confirmation from EVV clocking
  - How to add and review visits in HHAeXchange

- **Invoicing | Billing**
  - How to review invoices and bill in HHAeXchange

- **Training**
  - How to register users for **System User Training**
  - Receipt of LMS Credentials

- **Next Steps**
  - Important Dates
  - How to access Quick Start Guides and Support Articles

What Applies to Me?

HHAX
EDI

As we walk through this presentation, you will see an indicator next to the HHAeXchange logo in the upper right-hand corner of your screen. This indicator will identify if that workflow applies to an HHAX user, an EDI user or both.

HHAX

- The HHAX indicator applies to providers who will utilize the free HHAeXchange tools.
- An in-depth HHAX specific System User training will be provided separately. Please monitor your emails for training invites.

EDI

- The EDI indicator applies to providers who utilize a 3rd party EVV system.
- An in-depth EDI specific training will be provided separately. Please monitor your emails for training invites.

Mission & Purpose

An End-to-End Ecosystem

For Better Care

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

86+
Payers Served

4
State Aggregator Contracts

6,900+
Homecare Agencies

682,000+
Members Serviced

143M
Annual
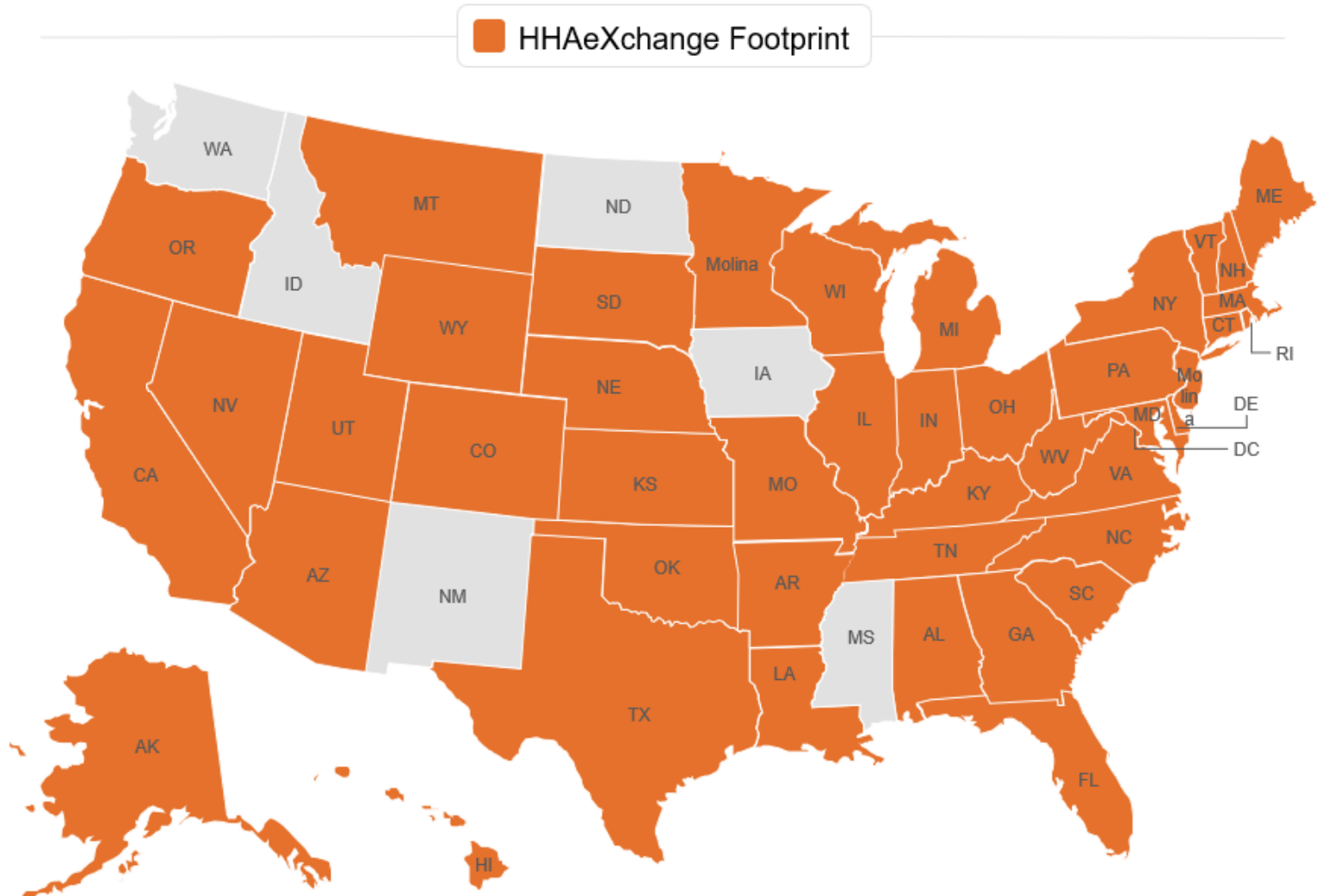Visit Confirmations

$18.5B
Annual Payments Managed

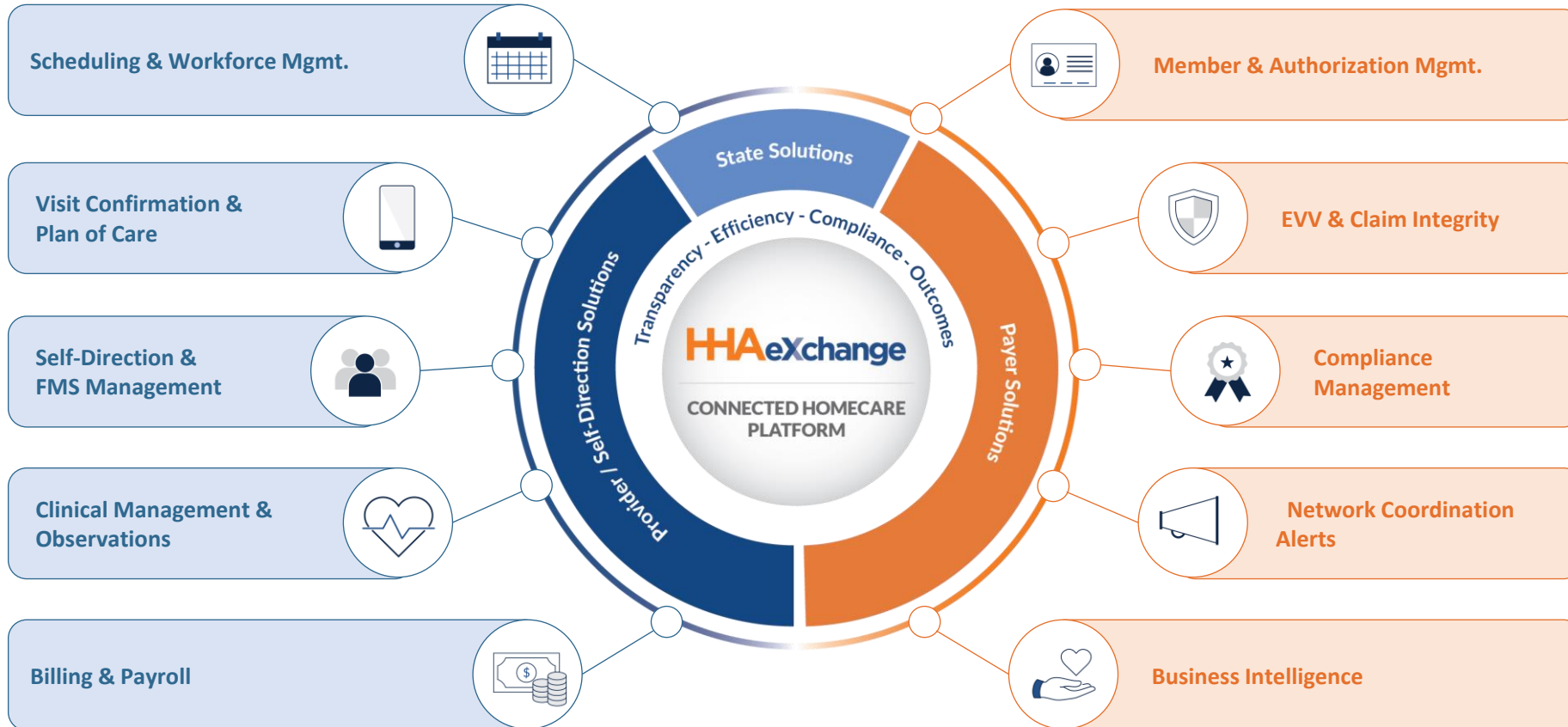**700,000+**
Caregivers Working

68,000+
Back-Office Users

HHAeXchange Footprint

September 2022

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

Scheduling & Workforce Mgmt.

Visit Confirmation & Plan of Care

Self-Direction & FMS Management

Clinical Management & Observations

Billing & Payroll

State Solutions

Transparency - Efficiency - Compliance - Outcomes

Provider / Self-Direction Solutions

Payer Solutions

HHAeXchange
CONNECTED HOMECARE PLATFORM

Member & Authorization Mgmt.

EVV & Claim Integrity

Compliance Management

Network Coordination Alerts

Business Intelligence

EVV Mandate
and Benefits
of HHAeXchange

Cures Act Mandated EVV
The Six Data Elements

Section 12006 of the 21st Century Cures Act requires states to implement an Electronic Visit Verification (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, and a Good Faith Exemption extended the deadline to January 1, 2021.
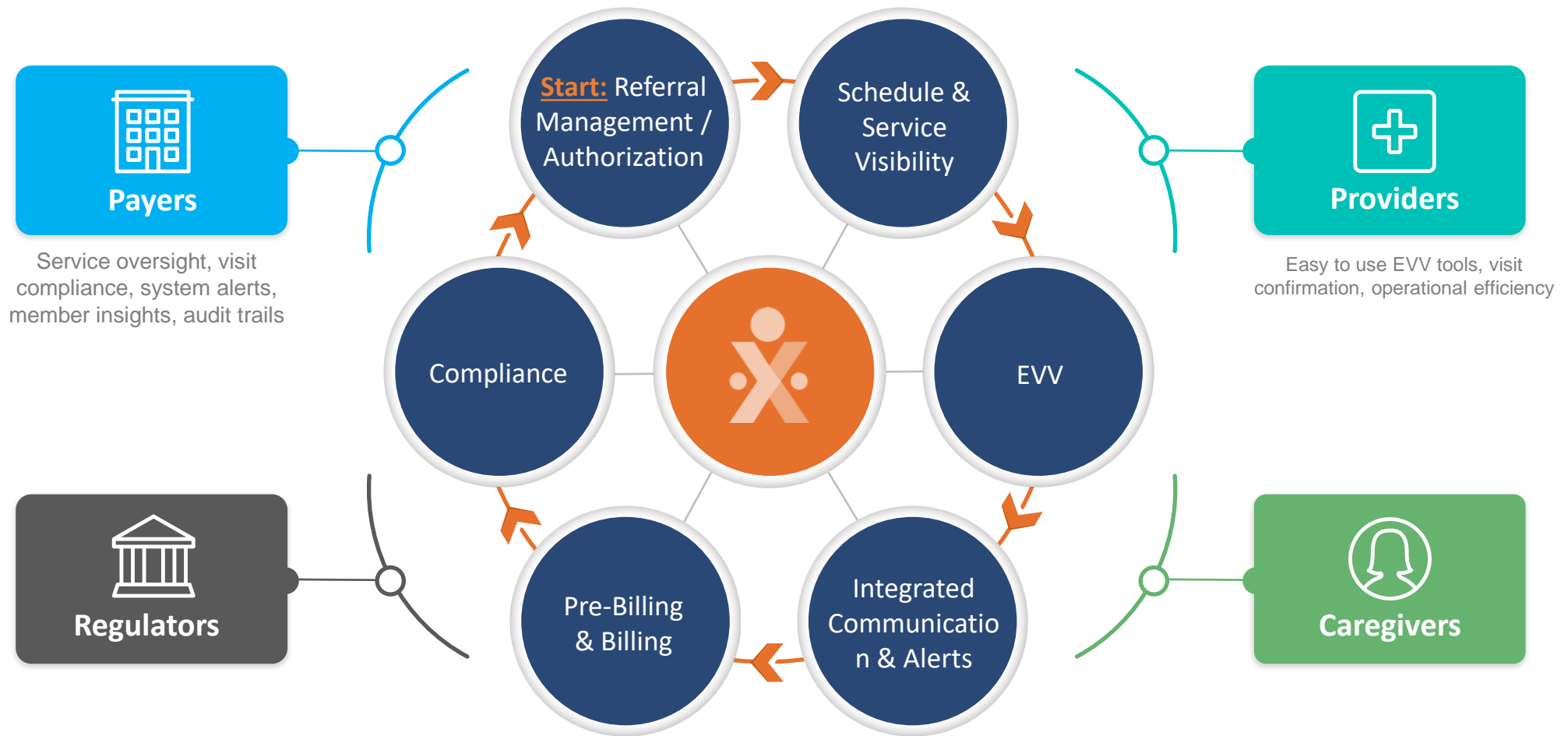
HHAeXchange will be implemented for HHCS in North Carolina on **January 1, 2022,** to ensure compliance with the Cures Act.

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

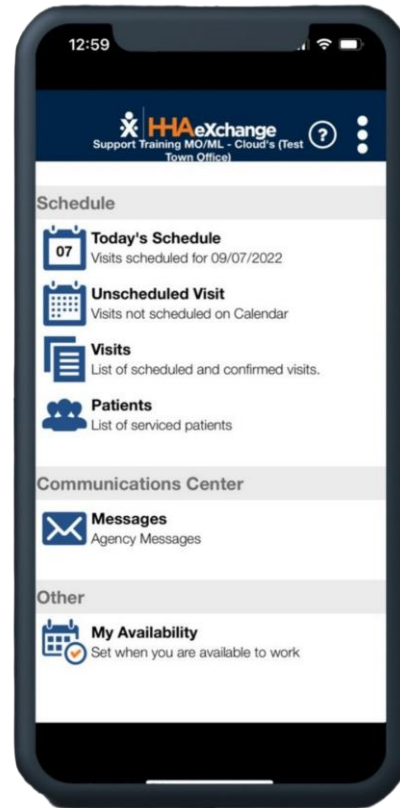- Type of Service Performed
- Individual Receiving the Service
- Date of the Service
- Location of the Service Delivery
- Individual Providing the Service
- Time the Service Begins and Ends

HHAeXchange
The most comprehensive EVV platform for PCS and HHCS

HHAeXchange EVV Methods

Telephony

Caregiver Mobile App
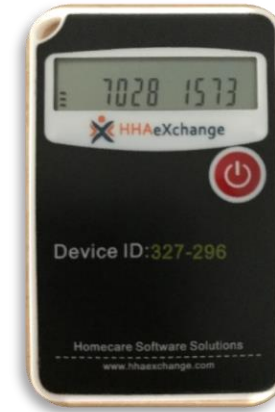
FOB Device

In Scope Services

Services in Scope

NC HHCS

- o **Aide Services**
- o **Physical Therapy**
- o **Occupational Therapy**
- o **Speech Therapy**
- o **Skilled Nursing Visits**

Rev Codes

420 | 424 | 430 | 430 | 434 | 440 | 444 | 550 | 551 | 559 | 570 | 580 | 581

Service Codes

92521 | 92522 | 92523 | 97161 | 97162 | 97163 | 97164 | 97165 | 97166 | 97167 | 97168

G0151 | G0152 | G0153 | G0156 | G0157 | G0158 | G0159 | G0160 | G0161 | G0162 | G0283 | G0299 | G0300 | G0493 | G0494 | G0495 | G2168 | G2169
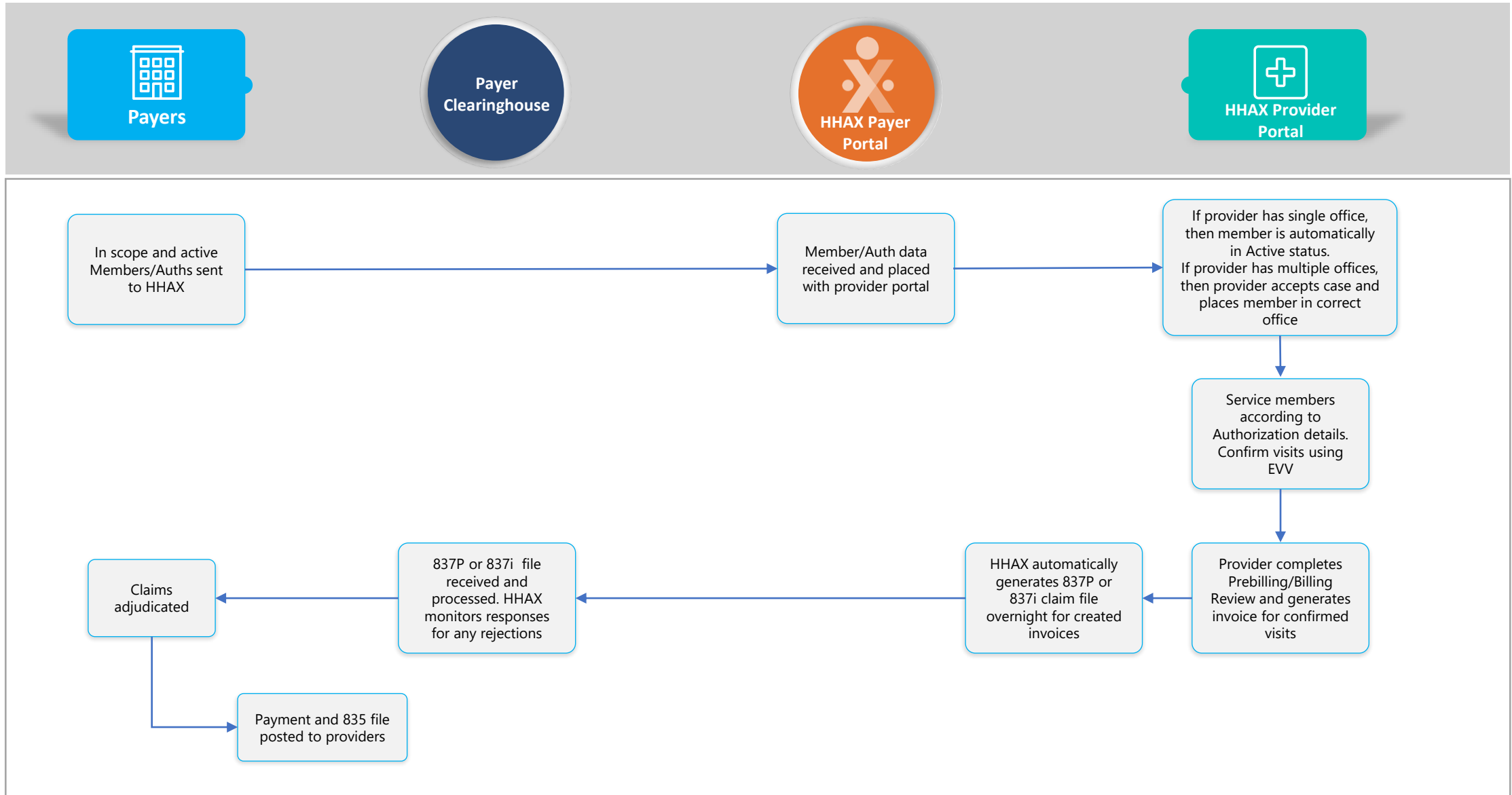
S9122 | S9123 | S9128 | S9129 | S9131

T1002 | T1021

Revenue & Services Codes

NC HHCS

Review NC HHCS Home Health Services:
Home Health Services | NC Medicaid (ncdhhs.gov)

End to End Process

Payers

Payer Clearinghouse

HHAX Payer Portal

HHAX Provider Portal

In scope and active Members/Auths sent to HHAX

Member/Auth data received and placed with provider portal

If provider has single office, then member is automatically in Active status. If provider has multiple offices, then provider accepts case and places member in correct office

Service members according to Authorization details. Confirm visits using EVV

Provider completes Prebilling/Billing Review and generates invoice for confirmed visits

HHAX automatically generates 837P or 837i claim file overnight for created invoices

837P or 837i file received and processed. HHAX monitors responses for any rejections

Claims adjudicated

Payment and 835 file posted to providers

HHAeXchange System Functions

Member & Authorization Management

o Members and Authorizations will be sent to your provider portal prior to the go-live date

o Placement Acceptance will be based on your HHAX office configuration

  o Multiple HHAX offices (locations) – Providers must accept and assign placement to the desired office

  o Single HHAX office – Cases with be placed with no additional action required

o Providers will use the authorization imported to HHAX to schedule, confirm, and bill visits for members

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Scheduling

o Visits should be scheduled based on the authorization provided by your Payer

o Providers can schedule a single visit or can utilize the HHAX master week to create a rolling schedule

o Scheduled services that are not performed should be marked as a Missed Visit with the appropriate reason and action taken.

Visit Confirmation
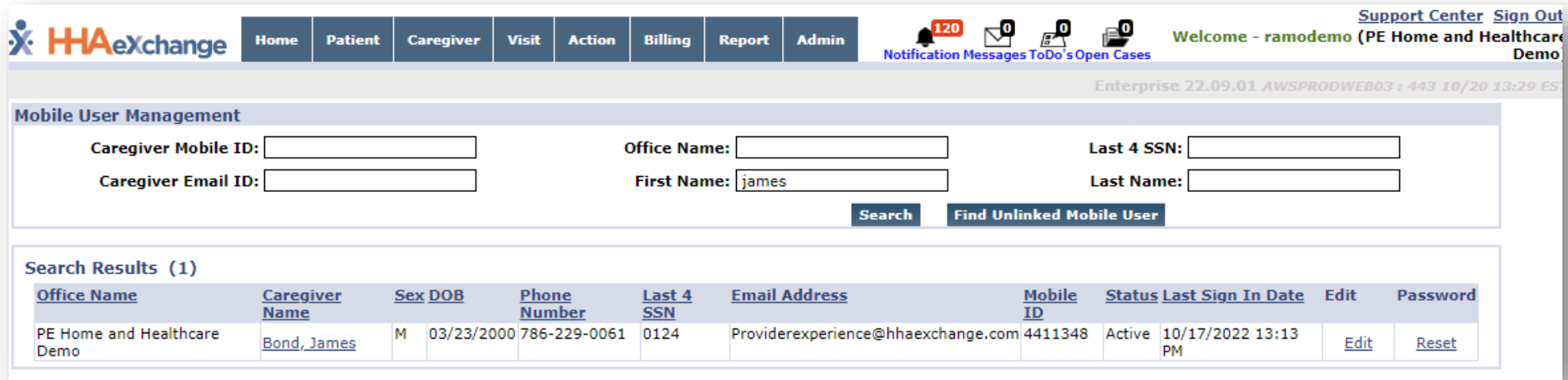
o Visits will be confirmed using the Free HHAX EVV tools or a 3rd-party EVV system

o Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes

  o In HHAX, providers will enter an edit reason and action taken for why the visit was manually edited

o Quick Visit Entry Module (Timesheet Entry)

Billing Process

o Providers will be responsible for resolving all Prebilling and Billing Review issues within HHAeXchange to ensure invoices are compliant and to reduce denials

o HHAX will generate the 837-claim file and send the file to your NC Payer
   o HHAX will monitor clearinghouse responses to ensure successful transmission

o Once the claim is received by your NC Payer, standard adjudication and payment process will follow
   o The current process for receiving an 835 will remain in place

o Rate Management
   o Amerihealth/Wellcare = Provider manage rates
   o CCH & UHC = Payer manage rates

Mobile User Management

o Mobile User Management allows you to manage your caregivers mobile access for EVV clocking

Next Steps for Providers

Project Plan Review

Provider Onboarding Milestones:

Fee EVV & New Providers
EDI Providers
All Providers

Sep - 2022

Oct - 2022

Nov - 2022

Dec - 2022

Jan - 2023

- Providers receive *Welcome Packets*
- Providers initiate contact with HHAX to begin the integration process
  - Contact EDIsupport@hhaexchange.com
  - Work with the HHAX EDI team to setup and test the integration before go-live
- Providers attend EDI provider onboarding webinar and user training

- Providers log into portals to confirm authorization and members

- **Soft Launch/Provider Go-Live**
  - Scheduling, confirming, billing visits occur on the linked HHAX contract
- Confirmed and billed visits are sent to HHAX provider portal via integration

- Providers receive *Welcome Letter*
- Providers complete the *Provider Portal Questionnaire*

- Provider access to Learning Management Systems
- Register for System User Training
- Provider Portal Creation

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Takeaways from Today

- PCS Codes currently require EVV (starting 7|1|2021)

- Home Health Services will require EVV as of 4|1|2023 - these codes will be in HHAX starting 1|1|2023
    - Aide Services
    - Physical Therapy
    - Occupational Therapy
    - Speech Therapy
    - Skilled Nursing Visits

- Authorizations will be issued based on Service Code | Revenue Code Combinations for all payers

Register Team Members for Training

Team Training
Signup to Receive Invite

- Open your browser and go to: hhaexchange.com/train-reg

- Select **NC** as your market and **PHPs** 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

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Free Portal Provider Training Registration
New Payer Implementation Provider System User Training

Market *
NC

Past implementations are not available for training.

Payer *
NC - PHPs

Agency Tax ID

Agency Name *

Agency Phone *

*No hyphens or spaces.

System Utilization Type *

Agency User(s)

⊗ **User 1**

User Name *
First   Last

User Email *

User Role *

+ Add Additional User

Submit

Support Resources

State Info Hub

o To ensure you stay up to date on all the information for this project, please visit our State Info Hub

o The State Info Hub will be your primary source of information throughout this implementation

o The website also contains all documents such as welcome packets and training links

https://www.hhaexchange.com/info-hub

Provider Resources

State Info Hub
https://www.hhaexchange.com/info-hub

HHAeXchange Support
Support@hhaexchange.com
EDISupport@hhaexchange.com

Payer Support:
Kisha Brandyburg = Kisha.Brandyburg@wellcare.com
Michele B. Phillips = Michele.Phillips@wellcare.com

HHAeXchange Support
1-855-400-4429

Questions?

Thank You!