HHAeXchange Pre Go-Live Webinar

Navigating North Carolina EVV

Agenda

- About HHAeXchange

- Member and Caregiver Management

- Managing EVV

- Billing

- Timeline & Next Steps

- Support - Contact Us

About HHAeXchange

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 the LME easy and efficient.

How We're Helping the LME Meet the Cures Act Mandate

- Industry-leading scheduling and billing platform for back-office users and EVV confirmations
- Easy-to-use point-of-care visit confirmation tools for caregivers
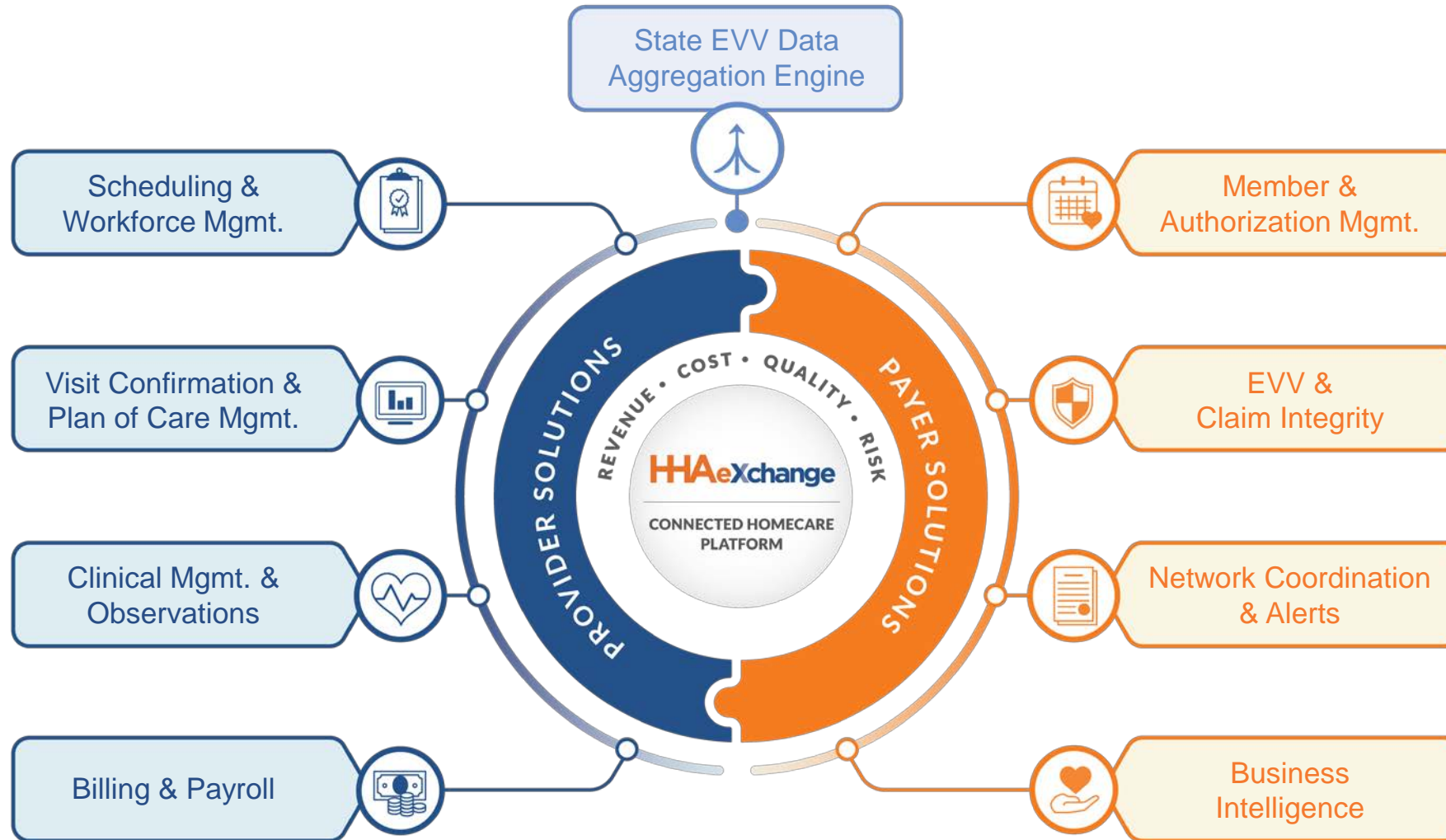
What does the HHAeXchange Portal provide to homecare agencies?

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

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

REVENUE · COST · QUALITY · RISK

HHAeXchange
CONNECTED HOMECARE PLATFORM

PAYER SOLUTIONS

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

HHAeXchange & LMEs Partnership

- All LMEs 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 Home Health Aide services.

  - ➤ Sandhills Center
  - ➤ Alliance Health
  - ➤ Trillium Health Resources
  - ➤ Vaya Health
  - ➤ Cardinal Innovations Healthcare
  - ➤ Partners
  - ➤ Eastpointe

Provider Landscape

➤ Provider Types:

  ➤ **HHAeXchange Free EVV:** Provider does not use HHAeXchange and does not already have their own EVV system. New providers can use HHAeXchange free of charge to manage the participating LME's 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 to begin the integration process.

Provider Services in Scope:

Please see below all the provider services in scope for this implementation.

Service Code	Description
H2022 U4	Transitional Living Skills
H2022 U4 CR	Transitional Living Adolescents and Adults
H2022 U4 GT CR	Transitional Living Adolescents and Adults
S5125	Personal Care
T1015	In Home Intensive
T1019 U4	Individual Support
T1019 U4 CR	Individual Support
T1019 U4 DJ	Individual Supports
T1019 U4 EP	Individual Supports – EPSDT
T1019 U4 GT CR	Individual Support
T2013	Life Skills Training – Individual and Group
T2013 TFU4	Community Living and Supports
T2013 GT CR	In-Home Skill Building – Individual
T2013 HQ	In-Home Skill Building – Group
T2013 HQ GT CR	In-Home Skill Building – Group
T2013 HQ U4	In-Home Skill Building – Group
T2013 TF	Community Living and Supports
T2013 TF CR	Community Living and Supports – catastrophe/disaster
T2013 TF CR XU	Community Living and Supports – Individual
T2013 TF EQ	Community Living and Supports – Empl of Rec
T2013 TF FL	Community Living and Supports – Individual
T2013 TF GT CR	Community Living and Supports
T2013 TF HQ	Community Living and Supports – Group
T2013 TF HQ FL	Community Living and Supports – Group
T2013 TF HQ CR XU	Community Living and Supports – Group
T2013 TF HQ EO	Community Living and Supports Group/Empl of Rec
T2013 TF HQ GT CR	Community Living and Supports – Group
T2013 TF HQ U4	Community Living and Supports – Group
T2013 TF HQ U4	Life Skills Training – Individual
T2013 TF HQ U5	Community Living and Supports
T2013 TF U4	In Home Skill Building
T2013 TF U5	Life Skills Training – Individual
T2013 U4	In-Home Skill Building
T2013 U4 CR	In-Home Skill Building – Individual
T2013 U4 GT CR	In-Home Skill Building – Individual
T2013 U4 TF	Community Living and Supports – B3 DI
T2013 U4 TF HQ	Community Living and Supports – Group B3 DI
T2013 UF	In-Home Skill Building
T2033 U1	Supported Living Periodic
T2033 U1 CR XU	Supported Living Periodic
T2033 U1 FL	Supported Living Periodic
T2033 U1 U4	Supported Living Periodic

HHAeXchange EVV Workflow

Member Management

HHAX workflow

➢ Providers will be receiving members and authorizations before go-live

➢ Placements will be sent as confirmed

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

➢ Authorizations will be available In HHAeXchange prior to go-live.

➢ For any missing authorizations or updates needed, please contact your LME directly

Caregiver Setup

- HHA Free EVV providers – need to enter their caregivers and ensure they are assigned to the appropriate office

- 3rd party or EDI providers – there is no need to manually enter caregivers into HHA. You will send your caregiver information through the file interface.
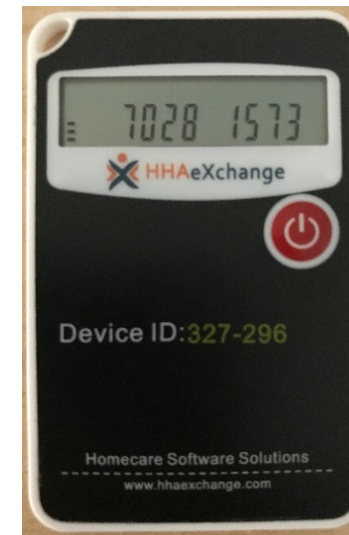
HHAeXchange EVV Methods

Telephony
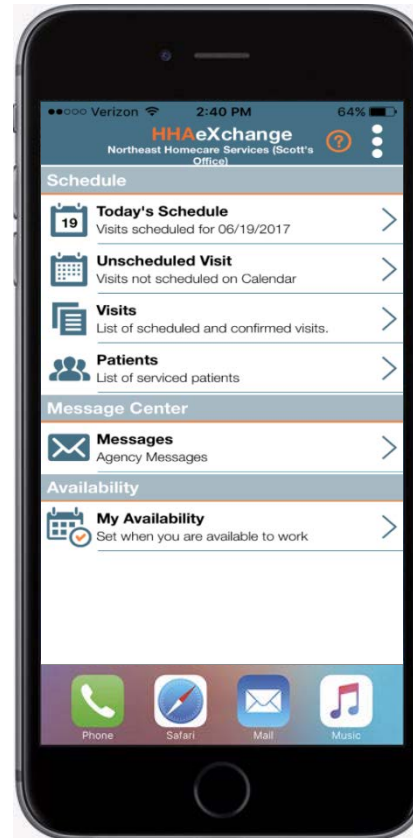
Caregiver Mobile App

FOB Device

Managing EVV

- Manual visit confirmation
- Adding service address(es)
  - Check box for Allow Duplicates if error message received
- GPS Tolerance update
- Unscheduled Services
  - Setting up member's profile to allow caregiver visibility
  - Automatic schedule creation
- Call Dashboard
  - Manage your EVV exceptions on a regular basis

Billing EVV services through HHAeXchange

➢ 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

➢ For denied claims, providers should continue to contact the LME's claims team for clarification

➢ The HHAX provider portal will facilitate any required re-billing and correction to a claim

For claims resolution, please continue to follow the same process of contacting the LME

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

Providers' Most Asked Questions

How should EVV be handled for CLS?

How does EVV apply to Appendix K?

How will billing occur?

How do I interact with HHAeXchange if I have my own EVV solution

How do I log in and access my portal in HHAeXchange before Go-Live ?

Provider Onboarding

Provider Onboarding Next Steps

Providers using HHAeXchange

1. Login to the system
2. Add Caregivers
3. Schedule a visit
4. Confirm a visit
5. Successfully bill through HHAeXchange and receive payment from the appropriate LME/MCO

Providers with 3rd Party EVV

1. Begin capture EVV compliant visits in your 3rd party solution
2. Initiate integration with HHAX if not complete
3. Complete testing
4. Obtain production credentials
5. Successfully send a visit file to HHAX in production
6. Successfully bill through HHAeXchange and receive payment from the appropriate LME/MCO

Provider Resources

Support Ticket Entry:

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-lme/

Thank You