North Carolina
Joint LME Provider Information Session

Webinar Presenters

NATHAN BURGESS

Director, Client Success (NC EVVMS Contract Manager)

- 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

FATIMA SHEIKH

Implementation Specialist, Implementation Services

- 5+ years of healthcare IT, Analytics, and healthcare training
- Prior experience at CVS Pharmacy (Corporate), Agadia, & Asembia
- Worked previously as a Regional Trainer, Data Analyst & Business Analyst

Agenda

➢ Information Session Goals

➢ 21st Century Cures Act EVV Mandate

➢ What is HHAeXchange?

➢ HHAeXchange & LME Partnership

➢ Provider Landscape & Key Implementation Dates

➢ Services in Scope

➢ Provider Workflow in HHAeXchange

➢ HHAeXchange Platform Demonstration

➢ Next Steps & Provider Resources

➢ Questions?

Information Session Goals

➢ Distribute key information about the timeline of the HHAeXchange implementation

➢ Understand the services in scope and benefits of using HHAeXchange

➢ Preview the provider workflows in HHAeXchange

➢ Provide contact information and where to find additional resources

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 expected to use the system for confirming visits **12/14/2020** to be ready for the 1/1/21 mandate.

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 LMEs 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
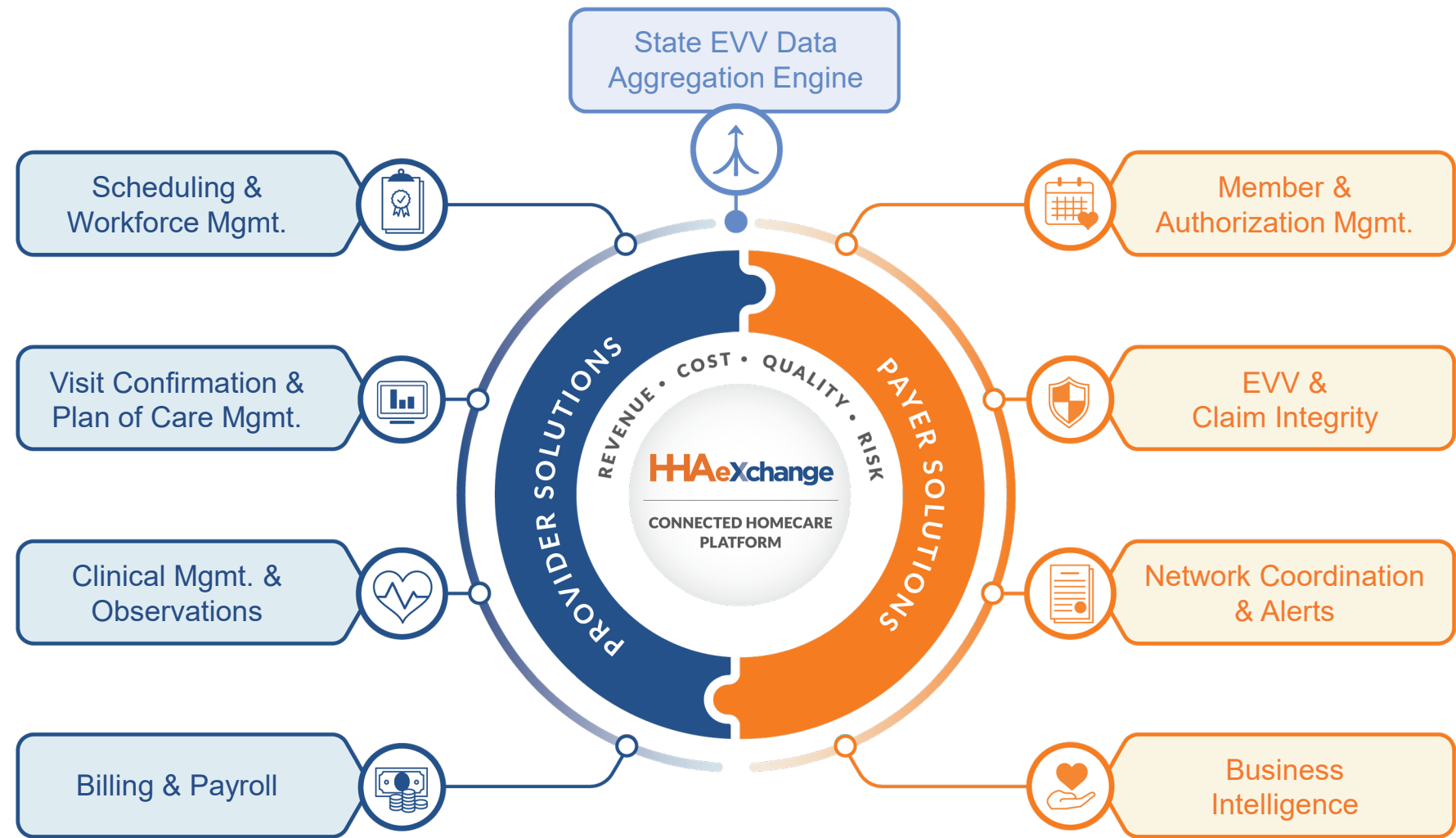
HHAeXchange & LMEs Partnership

- 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 EVV mandated 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.

HHAeXchange Implementation

➢ Survey completion: 10/23 – *please complete the survey ASAP if you have not already – can be found under the "Overview" tab on the Provider Info Center Page*

➢ Begin EDI integration – for EDI Providers only

➢ System user training: November 30th
    ➢ Credentials provided the week prior

➢ Begin creating schedules: December 7th

➢ **HHAeXchange Go-live date: 12/14/2020**

➢ Cures Act EVV mandate: **1/1/2021**
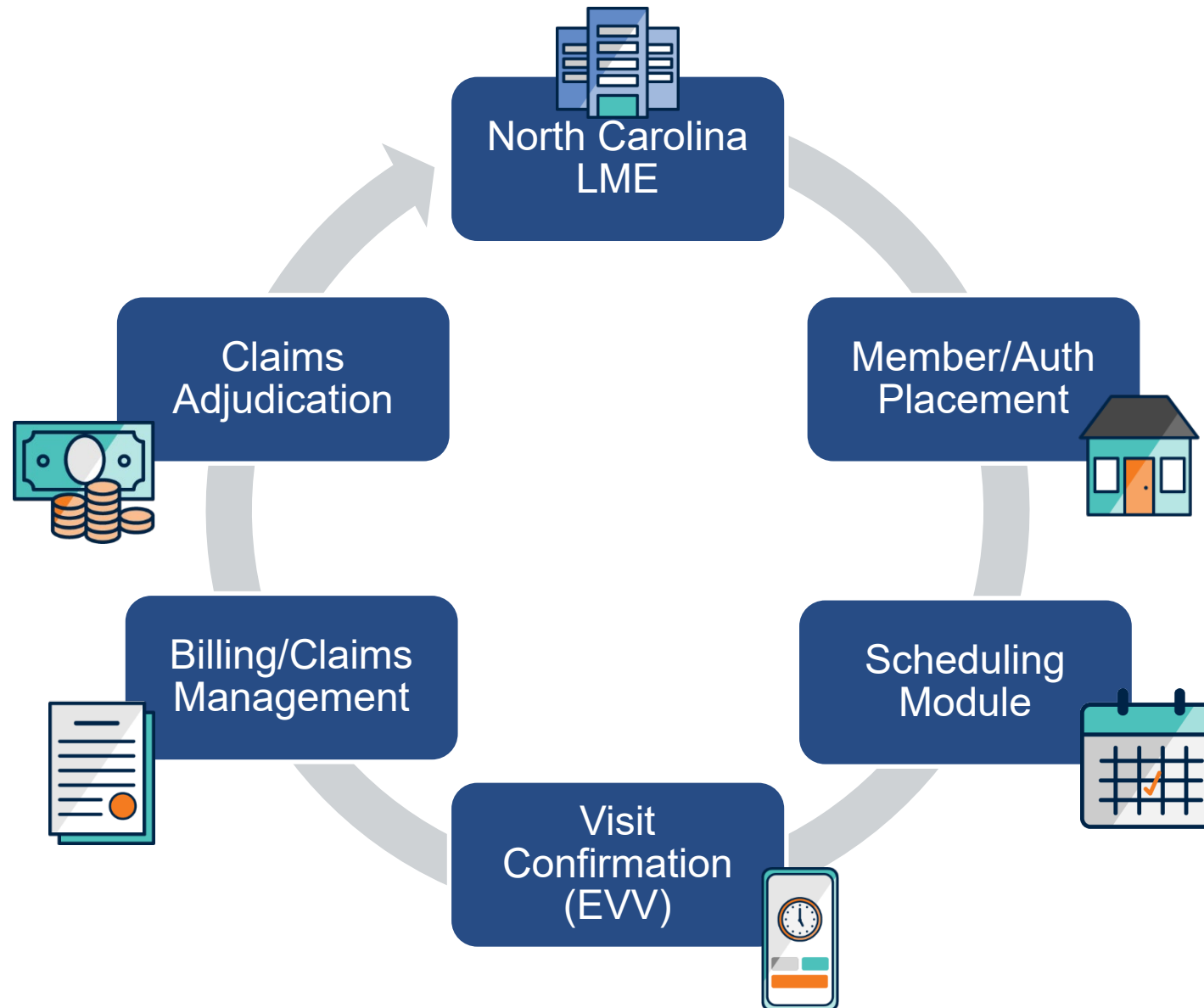
Provider Services in Scope

- **T2013 TF**
  - Community Living and Support Individual
- **T2013 TF HQ**
  - Community Living & Supports Group
- **T2013 TF U5**
  - Life Skills Training Individual
- **T2013 TF HQ U5**
  - Life Skills Training Group
- **S5125**
  - Personal Care
- **T2013 TF U4**
  - Community Living & Supports Individual
- **T2013 TF HQ U4**
  - Community Living & Supports Group
- **T2013 UF**
  - In Home Skill Building
- **S5125 U4**
  - Personal Care

Provider Workflow in HHAeXchange

Homecare Solution Suite Workflow

North Carolina LME

Member/Auth Placement

Scheduling Module

Visit Confirmation (EVV)

Billing/Claims Management

Claims Adjudication

Member Management (Placement)

Member Placement

Future HHAX workflow

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

➢ Placements will be sent as confirmed to the appropriate site/location

➢ If a placement is assigned to an incorrect site, it can be moved within your portal prior to scheduling and visit confirmation

➢ To manage your FFS members, each provider will be responsible for adding new members and entering Authorizations into the system

Updates to Member Profile

➢ The LME 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

➢ The LME will manage the primary phone number and primary/billing address

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

Authorizations

Future HHAX workflow

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

➢ Authorization types will vary based on the LME (e.g. Monthly, Weekly, etc.)

➢ For authorization updates, providers can enter a request utilizing the HHAX communication module. The LME teams will respond to the request within the communication module.

➢ In case of approved authorization updates (e.g. reduced hours), the LME will make updates to the authorization or add a new authorization, and the provider will receive an automatic communication note advising there is a new or updated authorization.

Member Disenrollment

Future HHAX workflow

➢ LME members are discharged from the plan due to cancellation of services, change in LME, or the member is deceased

➢ In case of a member status update, a discharge date will be sent from the LME and reflected in the HHAeXchange portal

➢ Providers will receive an automatic discharge notification directly in HHAeXchange

Communication & Notes

Communication

➤ The HHAeXchange communication module, will be the preferred method of communication between the LME and providers, but your regular modes of communication with each LME is still available

➤ Providers use communication notes in HHAX to communicate with LME for various reasons. The specific communication reasons will vary based on the LME; however listed below are some common examples:

➤ Authorization Edit
➤ Death
➤ Hospital and Other Admissions
➤ Hospital Discharge
➤ Missed Service
➤ Other

Communication Types

➢ **Member Notes**
(Communication between Provider and LME related to a Member)

➢ **Automated Notes**
(System Generated Notes, such as *Authorization* and *Status Change)*

➢ **LME Communications**
(Communications between Provider and LME *not* related to a Member)
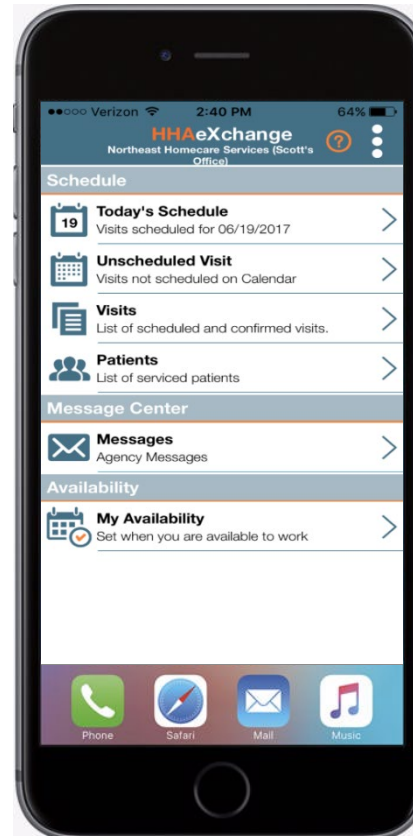
Visit Confirmation EVV

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
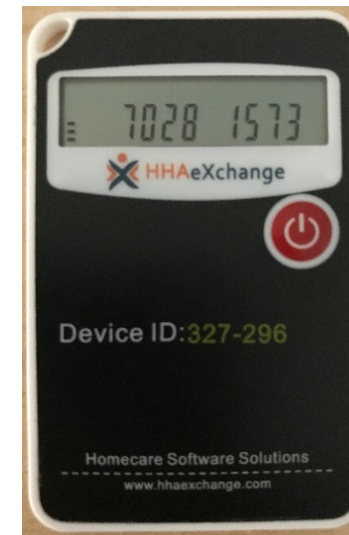
HHAeXchange EVV Methods

Telephony

Caregiver Mobile App

FOB Device

Manual Visit Confirmation

➢ 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

Billing

Submitting Claims

Future HHAX workflow

➢ Authorizations are required for billing through the HHAeXchange platform

    ➢ LME 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

Submitting Claims Cont.

- ➤ 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

System Demo

Top 6 Takeaways from Today

- **Authorizations**
  - How to review electronic authorizations sent from your LME

- **Communication**
  - How to communicate with your LME using Communication Notes

- **Visit Confirmation**
  - How to manually add or review visits, and perform EVV via mobile app or telephony

- **Invoicing / Billing**
  - How to review invoices and bill

- **Credentials**
  - How to create Usernames and passwords for back-office users and caregivers

- **Support**
  - How to access Quick Start Guides and Support Articles

Next Steps After This Session

- Visit the North Carolina LME Information Center : **https://hhaexchange.com/nc-lme/**

- Complete the **Provider Portal Survey** – under the "Overview" tab
  - NOTE: If you already have a HHAX portal, this step is not required
  - Portals will be created, and credentials sent out one week prior to system user training

- Determine users for system access (admin, coordinators, caregivers, etc.)
  - Register for System User Training session – *link will be sent via email*
    - Caregiver Online Learning Center is available on the Provider Information Center under the "Training" tab

- For EDI Providers **ONLY**:
  - Begin EDI Integration
  - Register for EDI Training Session – *link will be sent via email*
  - Contact *EDISupport@hhaexchange.com*

Provider Resources

➢ Provider Information Center

    ➢ https://hhaexchange.com/nc-lme/

➢ HHAeXchange Support

    ➢ E-mail: support@hhaexchange.com

    ➢ Phone: 855-400-4429

Questions?