

NJ CSOC: Provider Information Session

The content contained herein (“Confidential Information”) are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



Meeting Presenters



Fatima Sheikh
Project Manager

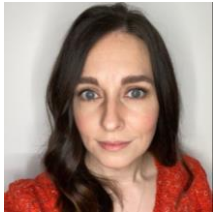
- 7+ years of healthcare IT, Analytics, and healthcare training
- Prior experience at CVS Health (Corporate), Agadia, (Pharmacy Software) & Asembia (Pharmacy Data)
- Worked previously as a Regional Trainer, Data Analyst & Business Analyst

Meeting Presenters



Nathan Burgess
Sr. Director Client Success

- 14 years of healthcare IT and payment integrity experience
- Proven track record in information technology, operations, and program management
- Prior experience at HMS in the payment integrity space focused on FWA



Sarah Pechar
Client Success Manager

- 7+ years' experience in healthcare staffing and healthcare SaaS, with a focus on client success, implementation, training, quality assurance and business management
- Proven success in ensuring client satisfaction through project completion and beyond



New Jersey CSOC Team Introductions

Welcome from NJ Children System of Care (CSOC)

1. Michele Schwartz – CSOC/DCPP Medicaid Management
2. Jeffrey Martin – System Analyst, DCF Research, Evaluation and Reporting
3. Paula Roberts-Hansel – CSOC Provider Enrollment Lead
4. Christopher Burkholder - CSOC Service Line Manager for AHR
5. Alex Encarnacion – CSOC Supervisor, Office of Clinical Services, Service Line Manager for IIH and ISS
6. Ben Magnussen- Supervisor, Community Based Provider Network Oversight





Let's review the high-level information that you will be learning today

- HHAeXchange Mission and Purpose
- Understanding the EVV Process
- Provider Workflows In HHAeXchange
- Live Demonstration
- Timeline and Next Steps for Providers
- Questions?

HH AeXchange Mission & Purpose





MISSION & PURPOSE

Enable the most effective homecare ecosystem everyday

Empowering **simpler** and **better outcomes** for patients 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



75+
Payers Served



4
State Aggregator
Contracts



5,000+
Homecare Agencies



565,000+
Members Served



125M
Annual
Visit Confirmations



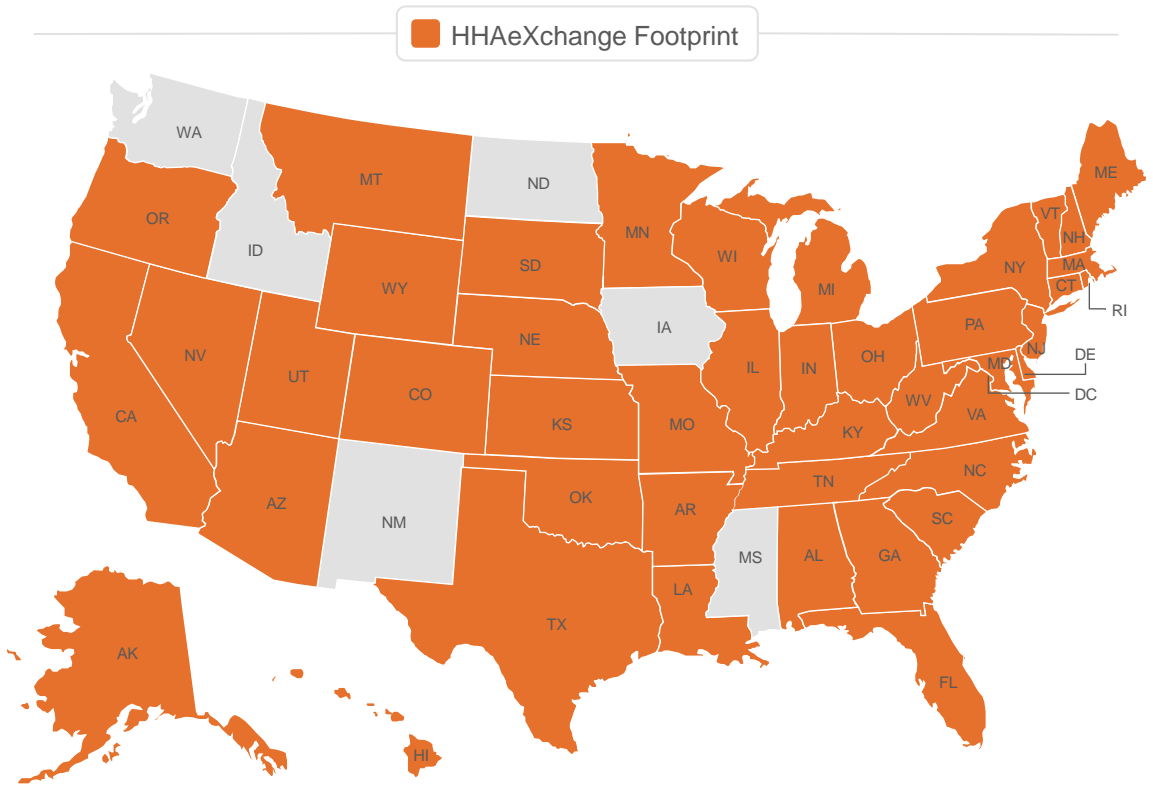
\$18.5B
Annual Payments
Managed



650,000+
Caregivers Working

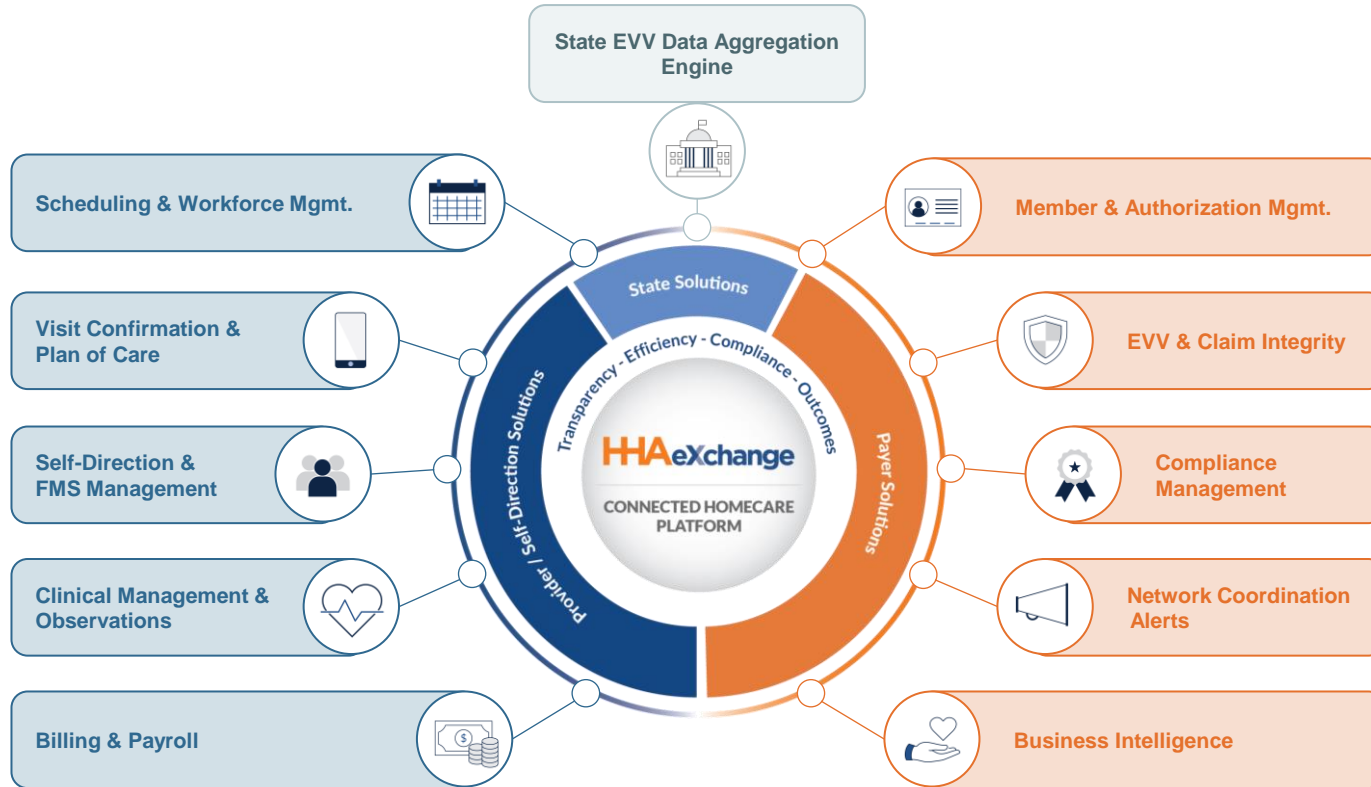


53,000+
Back-Office Users



July 2021

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



Understanding the EVV Process and Your Options





The 21st Century Cures Act

Passed by Congress in December 2016, the 21st Century Cures Act requires that providers of Personal Care Services confirm visits via Electronic Visit Verification (EVV) by January 1, 2021.

The six data elements required to be collected to meet the Cures Act EVV requirement



New Jersey CSOC providers must implement EVV by **October 1st, 2021**



Provider Options:

- Option 1 – Agencies currently without an EVV Solution: use the free EVV tools provided by HHAeXchange & New Jersey DMAHS
- Option 2– Agencies currently using another 3rd Party EVV Solution: use your existing EVV system and import visit data into HHAeXchange–HHA will route visit data to New Jersey CSOC.
- Option 3 – Agencies currently using HHAeXchange as their EVV solution – HHAeXchange will link these agencies to CSOC



Provider Services in Scope

<u>Service Code</u>	<u>Service Description</u>
H2015:HM	Individual Supports – Individual Support Technician 1 BA/BS with 1 year relevant experience
H2015:HA:HO	Individual Supports-Behavioral Technician, HS Diploma/GED with 3 yrs of relevant experience (Habilitative-In Home)
H2016:HA:HO	Individual Supports-Behavioral Technician: Behavioral, BA/BS with 1 year relevant experience)-(Habilitative-In Home)
H2015:HA:HN	Behavioral Technician, HS Diploma/GED with 3 yrs of relevant experience
H2016:HA:HN	Behavioral Technician: Behavioral, BA/BS with 1 year relevant experience)
T2021:HA:HN	II-Habilitation Bachelors Level/Master's Level-BCaBA
T2021:HA:HO	II-Habilitation Masters Level BCBA
S9125:HA:52	Agency Hired Respite: Hourly
H0031:HA	Functional Behavior Assessment (BCaBA)
H0031:HA:22	Functional Behavior Assessment (BCBA)
H0031:HA:HP	Functional behavioral Assessment (BCBA-D)
96158:HA	Functional behavioral Assessment (BCBA-D)
96159:HA	Behavior Consultative Supports (BCS)- Doctor Level IIIH habilitation (BCBA -D)

Provider Workflow in HHAeXchange



Homecare Solution Suite Workflow





Member & Authorization Management

- Providers will be receiving members and authorizations before go-live for CSOC
- Placements will be sent as confirmed unless the provider has multiple offices, in which case it will be sent as pending
- Providers with multiple offices will accept or decline cases directly through HHAX provider portal
- If assigned case times out, a provider can request additional time by reaching out to CSOC via a communication note



Member Disenrollment

- Members are discharged from the plan due to cancellation of services, ending of the authorization + 0 days or the member is deceased
- In case of a member status update, a discharge date will be sent from CSOC (NJ MMIS) and reflected in the HHAeXchange portal
- Providers will receive an automatic discharge notification directly in HHAeXchange



Communication

- Communication with the CSOC team will be done as per your current standard process:
 - through the “Notepad” in Cyber
 - email the CSOC/Perform Care team



Scheduling

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



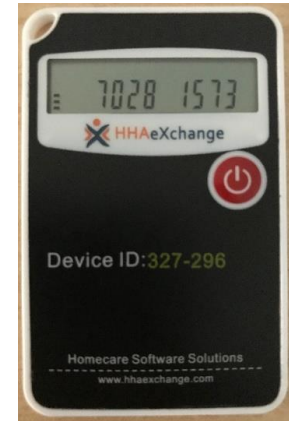
EVV Methods



Telephony



Caregiver Mobile App



FOB Device



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

Billing





Submitting Claims

- Billing through HHAeXchange will apply to services for NJ CSOC starting 10/1/2021
- Authorizations are required for billing through the HHAeXchange platform
 - Auths are sent to Gainwell by PerformCare as the current process
 - NJ CSOC will be sending the authorizations into HHAeXchange
 - Provider to use appropriate service codes for scheduling services (current process)
 - services, IIS, AHR and IIH Behavioral
- 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 appropriate payer's claims team for clarification
 - The HHAX provider portal will facilitate any required re-billing and correction to a claim

Claim Resolution:

- For claims resolution, please continue to follow the same process of contacting
- For additional system usage assistance, re-billing and correction to claims, please e-mail HHAX at njsupport@hhaexchange.com

System Demo



Timeline & Next Steps for Providers



Provider Onboarding Milestones by Month

August

- All providers receive welcome letters
- Providers to fill out New Jersey CSOC Survey
- Providers sign up for Information Sessions
- Providers receive their welcome packets
- EDI Providers to reach out to EDI support to begin Integration
- **Attend Provider Information Session**

Sept. 1-17

- Providers to register and attend their specified trainings
- Providers receive LMS credentials
- Providers work on EDI Integration
- NEW Providers receive their portal credentials

Sept. 17-30

- Providers to complete their trainings via LMS
- Providers build internal workflows when utilizing the HHAeXchange Provider Portal
- Providers start to receive Auth/Member data
- Providers prepare for go-live

October

- **Go-Live- October 1, 2021**
- Providers ensure EVV compliance
- All EVV mandated services are being collected and reported to NJ CSOC

Upcoming Provider Steps





Provider Onboarding Steps – New & Existing ENT Providers

- Welcome Letter: *sent week of 8/10/2021*
 - Survey Completion
- Welcome Packet: *8/25/2021*
- Attend Information Sessions : Attend One Session
 - *August 26th at 10:00 AM*
 - *August 31st at 12:00 PM*
 - *September 2nd at 2:00 PM*
- New Provider System Access: 09/13/2021
- System User Training: (*optional for existing providers*)
 - LMS System Access: 09/08/2021
 - Webinar Week: 9/13/21-9/17/21
- Contract Linking: 9/17/2021
- **Go-Live: 10/01/2021**



Provider Onboarding Steps – EDI Providers

- Welcome Letter: *sent week of 8/10/2021*
 - Survey Completion
- Welcome Packet: *8/25/2021*
- Attend Information Sessions : Attend One Session
 - *August 26th at 10:00 AM*
 - *August 31st at 12:00 PM*
 - *September 2nd at 2:00 PM*
- EDI Provider Training: *9/9/21, 9/15/21, 9/21/21*
- New Provider System Access: *09/13/2021*
- System User Training: *(optional for existing providers)*
 - LMS System Access: *09/08/2021*
 - Webinar Week: *9/13/21-9/17/21*
- Contract Linking: *9/17/2021*
- **Go-Live: 10/01/2021**

Contact Us



Information Center:

<https://hhaexchange.com/nj-csoc/>



HHaEXchange Support:

njsupport@hhaexchange.com

CSOC:

DCF.EVVCSOC@dcf.nj.gov



HHaEXchange Support:

866-245-8337

