

NJ DMAHS: Provider Information Session for Home Health

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Meeting Presenters



Shawn Bowen
Project Manager

- 15 years of healthcare and technical project management experience.
 - 5 years with United Healthcare in Clinical Quality Management and 8 years in healthcare implementation and project management
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Meeting Presenters



Samuel Mattei
Implementation Specialist

- 3 years of healthcare Implementation experience focused on Hospital and Health Information Management implementations
 - Prior experience at MRO focused on Release of Information implementations and patient access to medical records
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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
- — 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



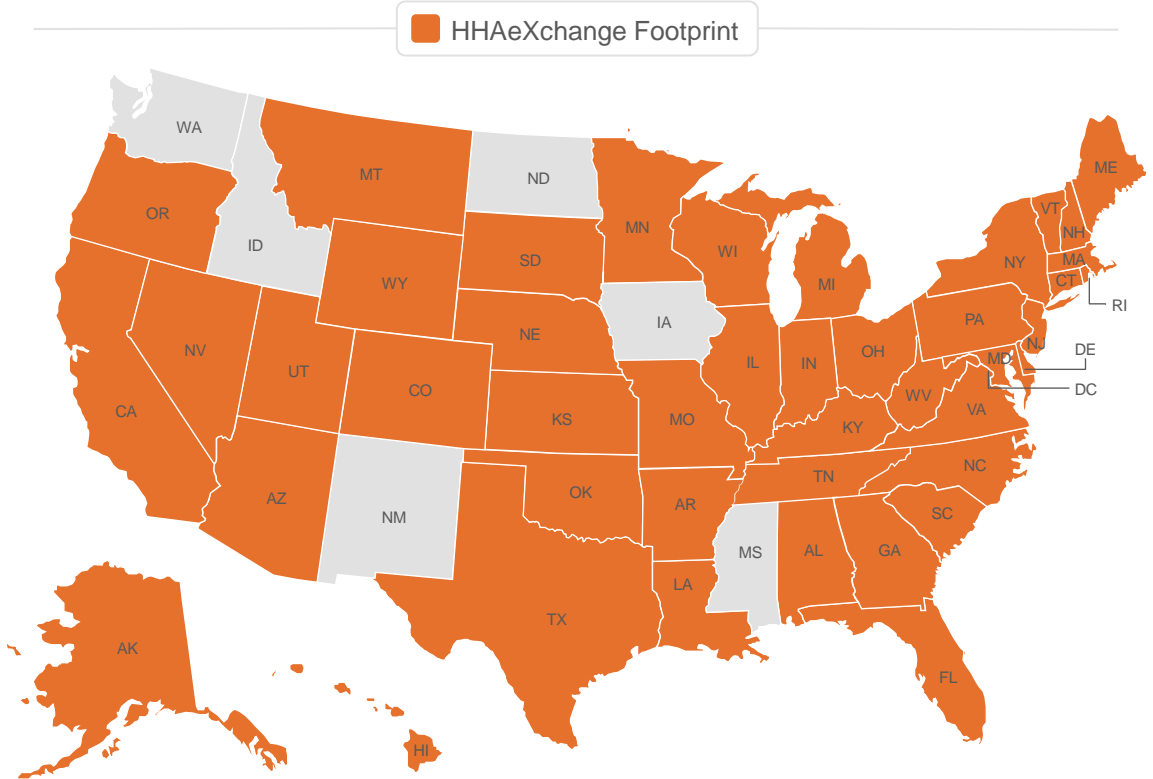
\$18.5B
Annual Payments
Managed



650,000+
Caregivers Working

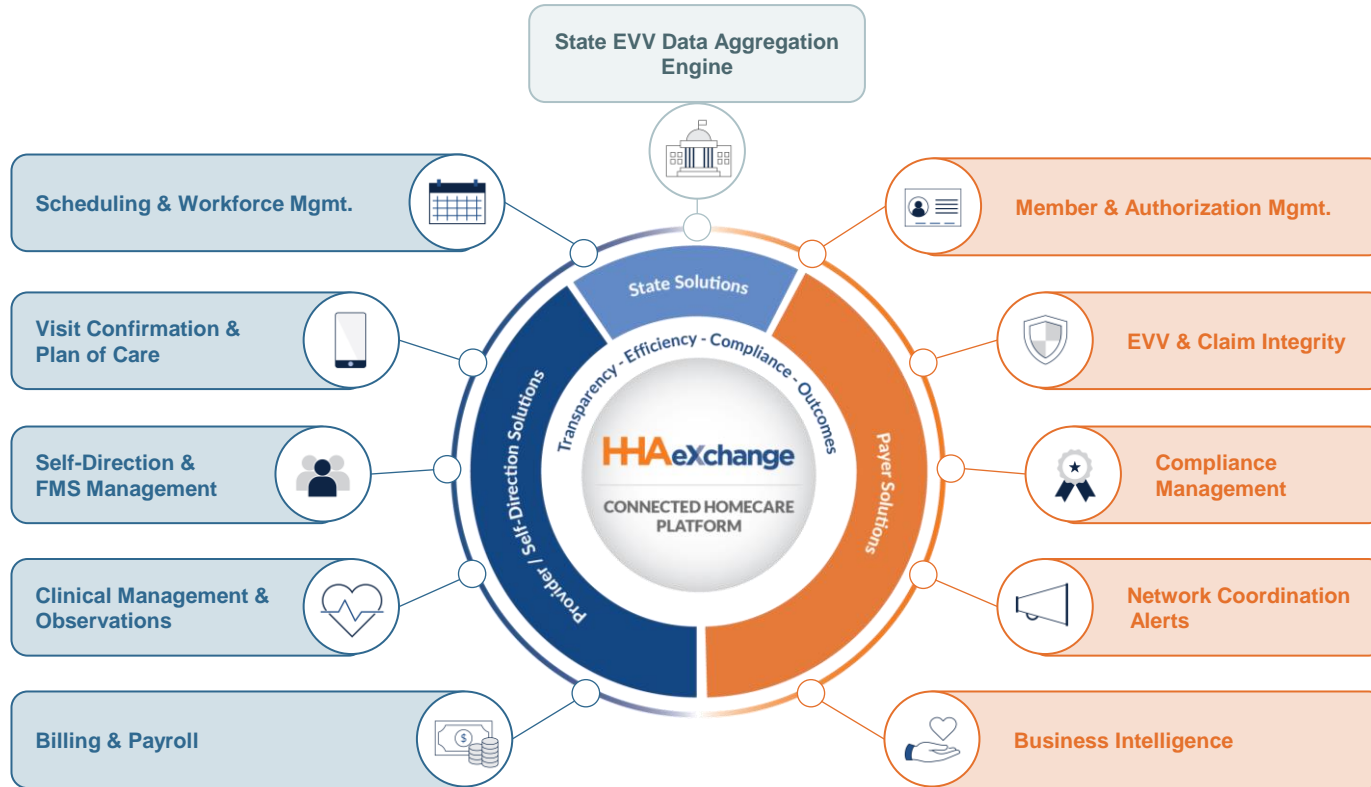


53,000+
Back-Office Users



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 Cohort 1 and 2 providers must implement EVV by **July 18th, 2022**

New Jersey Cohort 3 providers must implement EVV by **August 19th, 2022**



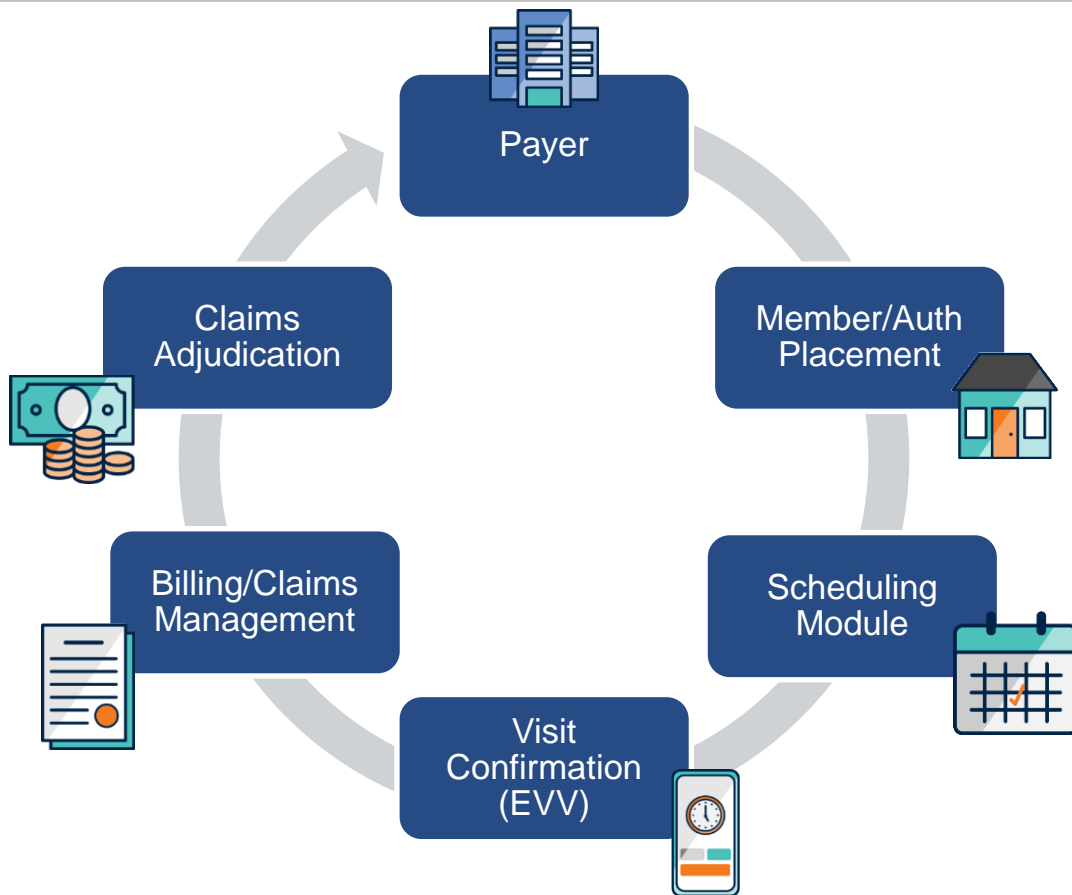
Provider Options:

- 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.
- Option 3 – Agencies currently using HHAeXchange as their EVV solution – No further steps required

Provider Workflow in HHAeXchange



Homecare Solution Suite Workflow





Member & Authorization Management

- Providers will be receiving members and authorizations before go-live for the payers listed below:
 - Fee for Service
 - Aetna
 - United Healthcare
 - Wellcare of NJ
- Providers will be responsible for adding new members and entering authorizations into the system
 - Amerigroup
 - Horizon
- Providers will manage the member phone 2 & 3 and additional addresses sections of the member profile page within HHAeXchange to reflect where services should be provided



Communication

- Communicate directly in HHAeXchange with
 - Fee for Service
 - Aetna
 - United Healthcare
 - Wellcare of NJ
- The HHAeXchange communication module will be the preferred method of communication for the payers above, but your regular modes of communication with each payer is still available
- The specific communication reasons will vary, however, listed below are some of the common examples:
 - Authorization Edit
 - Death
 - Hospital and other admissions
 - Hospital Discharge
 - Missed Service
 - Other



Scheduling

- Simplify schedule management with the ability to create reoccurring 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 of billing



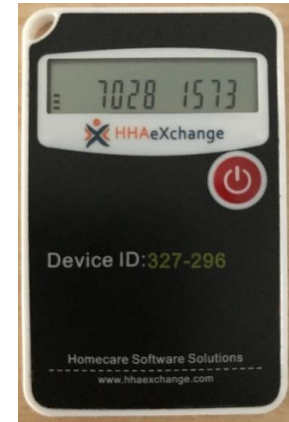
EVV Methods



Telephony



Caregiver Mobile App



FOB Device



Visit Confirmation

- Visits will be confirmed using EVV, either using the HHAeXchange EVV tools or sent to HHAeXchange via third-party integration.
- Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
 - Providers will enter an edit reason and action taken for why the visit was manually edited.
- During audits, providers may be expected to provide documentation to validate services

Billing





Submitting Claims

- Billing can be submitted through HHAeXchange and would apply to services for NJ DMAHS FFS, Aetna, UHC, Wellcare starting 7/18/2022 for Cohort 1 and 2 and 8/19/22 for Cohort 3
 - Billing is not required through HHAeXchange at this time. Further communication will be shared about billing by the state and MCOs
- Authorizations are required for billing through the HHAeXchange platform
 - Each payer is responsible for sending the authorizations into HHAeXchange
 - Providers are 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



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- 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

Timeline & Next Steps for Providers



Provider Onboarding Milestones by Month

April

- MCOs send out provider letter and questionnaire
- Providers complete the questionnaire and choose the best option which applies to their agency

May

- Providers sign up for Information Sessions
- EDI providers sign up for additional information sessions specific to their next steps
- Cohort 3 detailed Welcome Letters to go out

June

- Providers receive their welcome packet
- Providers attend Information Sessions to understand the next steps and timeline for their options
- Providers receive communication for HHAeXchange for their specified training
- Providers work on completing the training via LMS
- Providers work on EDI integration
- Providers receive their HHAX portal credentials/access to the system by logging in
- Providers build their internal workflows and prepare for go-live

July

- **Cohort 1 & 2 Go-Live**
- Cohort 3 Provider review training on LMS
- Cohort 3 Providers continue to work with EDI team for integration needs.

August

- **Cohort 3 Go-Live**
- Providers ensure EVV compliance
- All EVV mandated services are being collected and reported to NJ DMAHS

Upcoming Provider Steps





Provider Onboarding Steps – New & Existing ENT Providers

- Welcome Letter: *sent week of 4/11/2022*
- Welcome Letter Cohort 3- 5/23/2022
 - Survey Completion
- Attend Information Sessions : Attend One Session
 - 6/6/2022 at 2 PM EST
 - 6/10/2022 at 10 AM EST
 - 6/14/2022 at 2 PM EST
- New Provider System Access: 06/27/2022
- System User Training: (*optional for existing providers*)
 - LMS System Access: 06/22/2022
 - Webinar Week: 6/27/2022-7/1/2022
- Contract Linking: 7/7/2022
- **Go-Live: 7/18/2022**
- **Go-Live for Cohort 3: 8/19/2022**



Provider Onboarding Steps – EDI Providers

- Welcome Letter: *sent week of 4/11/2022*
- *Welcome Letter Cohort 3- 5/23/2022*
 - Survey Completion
- Attend Information Sessions : Attend One Session
 - 6/6/2022 at 2 PM EST
 - 6/10/2022 at 10 AM EST
 - 6/14/2022 at 2 PM EST
- EDI Provider Training: 6/15/22, 6/21/22, 6/23/22
- New Provider System Access: 06/27/2022
- System User Training: *(optional for existing providers)*
 - LMS System Access: 06/22/2022
 - Webinar Week: 6/27/2022-7/1/2022
- Contract Linking: 7/7/2022
- **Go-Live for Cohort 1 and 2: 7/18/2022**
- **Go-Live for Cohort 3: 8/19/2022**

Contact Us



Information Center:

<https://hhaexchange.com/nj-home-health/>



HHaEXchange Support:

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HHaEXchange Support:

866-245-8337

Questions?

