

August, 2022

# Senior Whole Health of New York, a Molina Company Provider Information Session

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➤ — **Team Introductions and Welcome to AgeWell Members**

➤ — **Information Session Goals and Overview**

➤ — **Provider Landscape + Key Implementation Dates**

➤ — **Provider Workflow in HHAeXchange**

➤ — **Contact Information**



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## Welcome AgeWell MLTC Providers to Senior Whole Health



Thank you for making the choice to be a valued part of our Senior Whole Health of New York, a Molina Healthcare company, Provider Network. Effective 10/1/22, as part of our AgeWell acquisition, AgeWell Managed Long Term Care (MLTC) members will automatically become members of our Senior Whole Health MLTC plan unless they select another health plan prior to that date. AgeWell will continue to service their MAP membership. Our goal is to minimize potential member and provider disruption due to this transition.



# HH AeXchange Implementation Overview





## Information Session Goals

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- Distribute key information about the timeline of the HHAeXchange implementation
  - Understand the provider options for using HHAeXchange with Senior Whole Health
- Review the future-state provider workflow in HHAeXchange
- Understand the key next steps for providers to be ready for go-live
- Provide contact information and where to find additional resources and support to prepare for go-live

# Cures Act Mandated EVV



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 Senior Whole Health on **Oct 1, 2022**, to ensure compliance with the Cures Act.

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



# 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 Senior Whole Health easy and efficient.

## How We're Helping Senior Whole Health 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
- Free EVV solution for time & attendance and duty tracking
- Electronic billing





## Services in Scope

PCA – 15 min	PCA – Two Client – 15 min	PCA – Multiple Client – 15 min	PCA – Live in – per diem	PCA – Live in Two Client – per diem
CDPAP – 15 min	CDPAP – Two Consumer – 15 min	CDPAP – Live in – per diem	CDPAP – Live in Two Consumer – per diem	HHA – 1 hour
HHA – 15 min	HHA – Live in – per diem	HHA – Live in Two Client – per diem	HHA – Two Client – 15 min	LPN – 1 hour
LPN – 15 min	Nursing Care in Home (LPN) – per diem	Nursing Care in Home (RN) – per diem	RN – 1 hour	RN – 15 min

# Provider Options





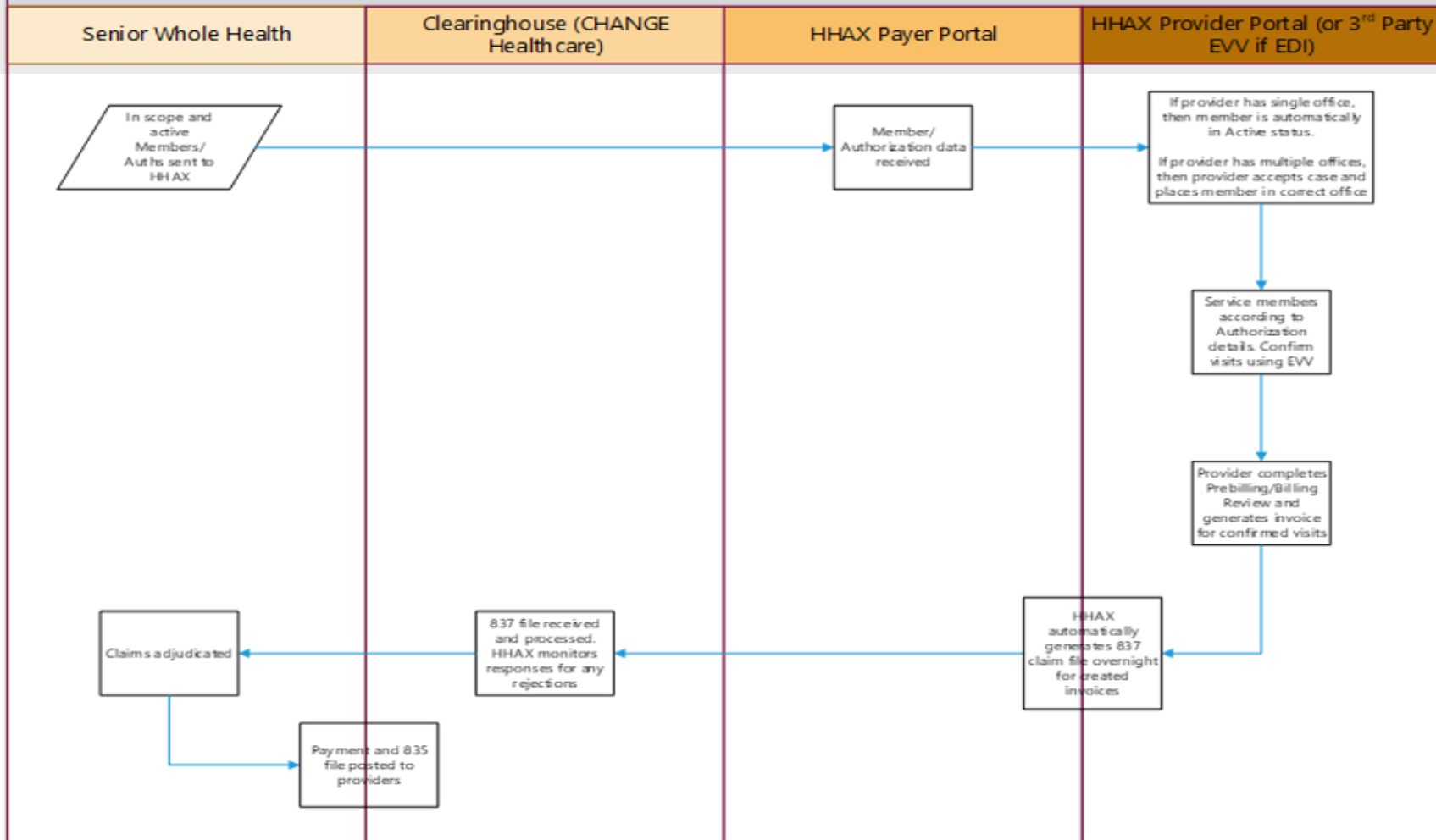
## Provider Landscape

- **Existing Enterprise Providers:** Provider already uses HHAX for EVV and member management
- **Existing EDI Providers:** Providers who have their own HHAX portal which is used to integrate confirmed and billed visit data with their third-party EVV system
  - EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration
- **Existing Free EVV Providers:** Providers who have their own Free EVV HHAX portal which is used to manage EVV and billing to ensure compliance with linked payers
- **New Providers:** Providers who do not have an existing HHAX provider portal (including CHHA's). These providers have two options for this implementation:
  - **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed and billed visits to Senior Whole Health
  - **Free EVV:** Use a Free EVV HHAX portal to confirm and bill visits

# HHAX Provider Workflow Review



# End-to-End Process Map





## Member Management

- Members and Authorizations will be sent to your provider portal prior to the 10/1 go-live
  - Providers will validate the data received to ensure accuracy and reach out to Senior Whole Health with any discrepancies.
  - Providers will have the option to make changes to member demographic information in the system including phone number and mailing address updates. Providers cannot change a members' billing address.
- Providers with multiple HHAX offices (locations), will need to accept the case and assign to the correct office prior to servicing member; providers with a single HHAX office will receive the placement automatically
- Members are discharged from their HHAX portal by the payer based off the latest authorization loaded to the system
  - Members will be discharged on the last day of the authorization plus an additional 30 days. Discharge will happen 30 days after the end date of the latest auth, if a new authorization is not received.
  - Members will be reactivated by receiving a new authorization in HHAX.



## Authorization Management

- Providers will use the authorization imported to HHAX to schedule, confirm, and bill visits for members.
  - Providers will validate the data received to ensure accuracy and reach out to Senior Whole Health with any discrepancies.
  - Providers will receive weekly authorization types in HHAX.
- Authorizations will be transmitted from Senior Whole Health to HHAX. For authorization updates, providers will enter a request utilizing the HHAX communication module. The Senior Whole Health team will respond to the request within the communication module.
- In case of authorization updates (e.g. reduced hours), the Senior Whole Health team will add a new authorization in the system, and the provider will receive a communication note advising there is a new authorization.



## Visit Confirmation

- Visits will be confirmed using EVV, either using the HHAeXchange EVV tools or a third-party vendor's EVV tools
- Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
  - In HHAX, providers will enter an edit reason and action taken for why the visit was manually edited
- For missed visits, providers are required to indicate the OMIG missed visit reason and action taken
- Plan of Care compliance will be enforced by Senior Whole Health in HHAX





## Billing Process

- For dates of service 10/1/2022 and forward, providers can submit invoices via the linked contract in HHAX. Any original billing or rebilling for DOS prior to 10/1/2022 should occur using the legacy process
- HHAX will generate the 837claim file and send to Change Healthcare
  - HHAX will monitor clearinghouse responses to ensure successful transmission
- Once the claim is received by Senior Whole Health, standard adjudication and payment process will follow
  - The current process for receiving an 835 will remain in place (either through Change Healthcare or VPay)
  - Any required rebilling will occur in HHAX in the event anything needs to be corrected on the claim
- **Starting October 1, 2022, any claims for in-scope, EVV-mandated service codes submitted outside of HHAX will be denied by Senior Whole Health**
  - All EVV-mandated claims will be required to be submitted through HHAX as of this date to ensure the required visit data elements are being captured in accordance with the Cures Act



## Billing Process

- Providers will be responsible for resolving all Prebilling and Billing Review issues in HHAX to ensure invoices are compliant and to reduce denials
- Rates will be loaded as \$0 and providers are responsible for adding/editing rates prior to billing.
- Authorizations are required for billing
  - Senior Whole Health team will be responsible for adding/editing services codes
  - Provider to use appropriate service codes for scheduling services
- Providers are requested to bill in weekly increments



# Communications

- The HHAeXchange Communication Module will be used at go-live and is the preferred method of communication between Senior Whole Health and provider.
  - This application allows providers to send and receive messages to and from Senior Whole Health in a timely manner. It also allows you to keep the two-way communication history safe, secure, and easily accessible. Further training to be provided on this.
  
- Providers will use communication notes in HHAX to communicate with Senior Whole Health for the below scenarios:
  - Authorization Edit
  - Calendar Note
  - Change in Condition
  - Change in Service
  - Change of Schedule
  - Critical Adverse Incident
  - Death
  - Delete Authorization
  - Health/medical crisis
  - Hospital and Other Admissions
  - Hospital Discharge
  - Member family caregiver change due to emergency
  - Member request for provider change
  - Missed service
  - Vacation/Out of Area
  - Other



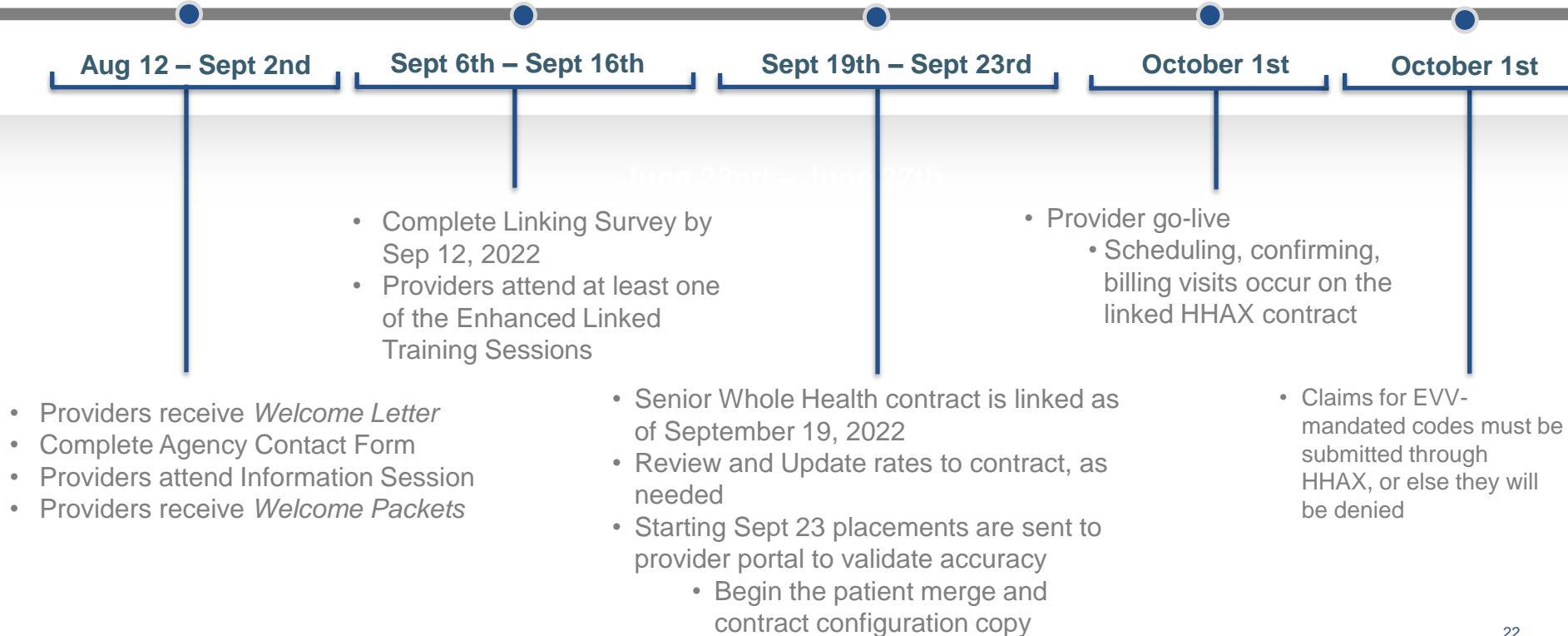
## Communications

- For Senior Whole Health-related communications (plan specific policies/procedures, authorization requests, claims questions etc...), providers should contact **Senior Whole Health Provider Relations** at [SWHNY-ProviderRel-NY@MolinaHealthCare.Com](mailto:SWHNY-ProviderRel-NY@MolinaHealthCare.Com)
- For all HHAX-related communications (system questions/troubleshooting, training requests etc...), providers should contact [support@hhaexchange.com](mailto:support@hhaexchange.com)
  - If EDI (third-party EVV integration) related, then contact [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com)

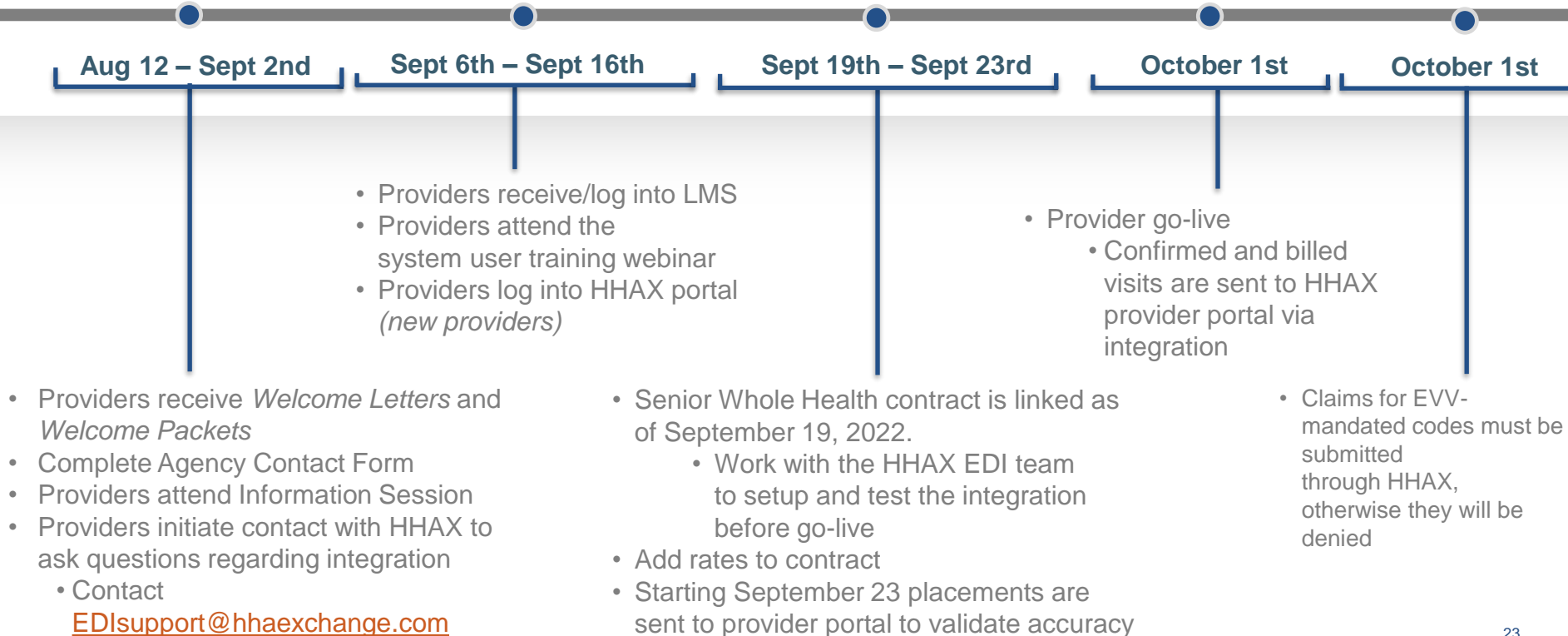
# Timeline and Next Steps



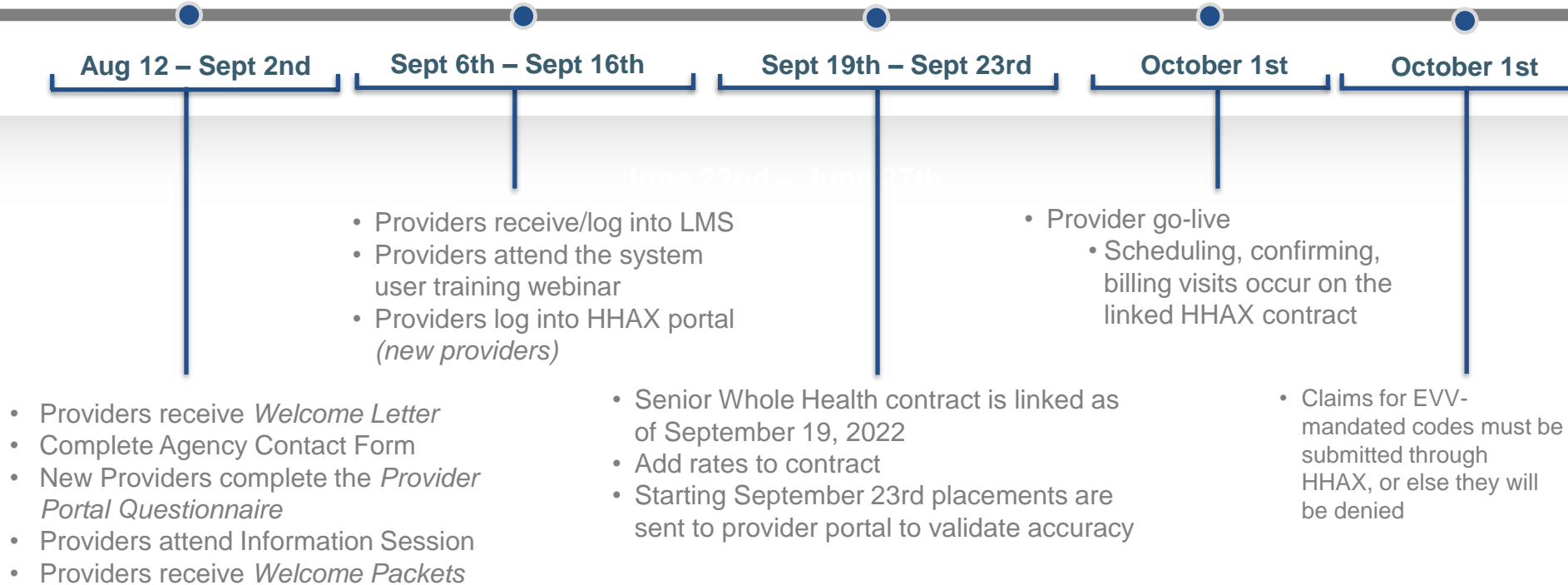
# Provider Onboarding Milestones: Enterprise Providers



# Provider Onboarding Milestones: EDI Providers



# Provider Onboarding Milestones: Free EVV







## Next Steps

- New Providers
  - Complete the Provider Portal Questionnaire
  - Register for the *System User Training Webinar*
  
- EDI Providers:
  - Contact [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com) with the subject line of “Senior Whole Health Integration” to initiate the integration process with your third-party EVV vendor
  - Register for the *System User Training Webinar*
  
- Free EVV Providers
  - Register for the *System User Training Webinar*
  
- Enterprise Providers
  - Complete the Office Linking Survey to indicate which offices should be linked to Senior Whole Health
    - Please complete by September 12, 2022 *\*If the form is not completed, all your offices will be linked*
  - Register for Enhanced Linked Contract training . *Attend 1 Session.*

# Contact Information





<https://hhaexchange.com/Senior Whole Health>



**HHAeXchange Support**

[support@hhaexchange.com](mailto:support@hhaexchange.com)

**Senior Whole Health Provider Relations at [SWHNY-ProviderRel-NY@MolinaHealthCare.Com](mailto:SWHNY-ProviderRel-NY@MolinaHealthCare.Com)**



**HHAeXchange Support**

[1-855-400-4429](tel:1-855-400-4429)