

A background image showing a smiling man in the foreground and a smiling woman behind him, both appearing to be in a professional or training setting. The image is overlaid with a blue-to-orange gradient.

Senior Whole Health of New York, a Molina Company Enterprise Provider Training

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- — Provider Reminders
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Provider Overview: Enterprise Providers

- Senior Whole Health of NY will implement the HHAeXchange enhanced linked contract functionality on **Monday, September 19, 2022**.
- As part of this partnership, Providers within their network will be implemented on a new and improved linked ecosystem: the **Universal Patient Record**. The “UPR” experience vastly improves upon core workflows including (but not limited to) patient management, authorization management, and payment integrity.
- HHAeXchange is fully committed to your success as an agency within this ecosystem. With that in mind, we have made several enhancements that allow for more flexibility and ease of use with linked payers.

Demo





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



Go-Live Preparedness + Implementation Tasks

- Providers **receive members and authorizations** on the linked Senior Whole Health (SWHNY-MLTC) payer contract by September 23, 2022.
 - If you are missing any members or authorizations, please contact Senior Whole Health with specific details.
- Members will be sent as **Confirmed** unless the provider has multiple offices, in which case they will be sent as **Pending**
 - If sent as Pending, please accept the placement from the *Pending Placement Queue* and assign the member to the correct office as soon as possible.
 - If receiving a **Pending** placement, review the Service Code and Zip Code on the auth to confirm which office the member should be placed in
- Patient Merge
 - Providers are encouraged to merge member records as soon as they are received on the UPR contract
 - After the merge is complete, update the 'Master Week Bill To' to reflect the Senior Whole Health linked contract effective October 1, 2022 (Go-Live)



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 15, 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



Communications

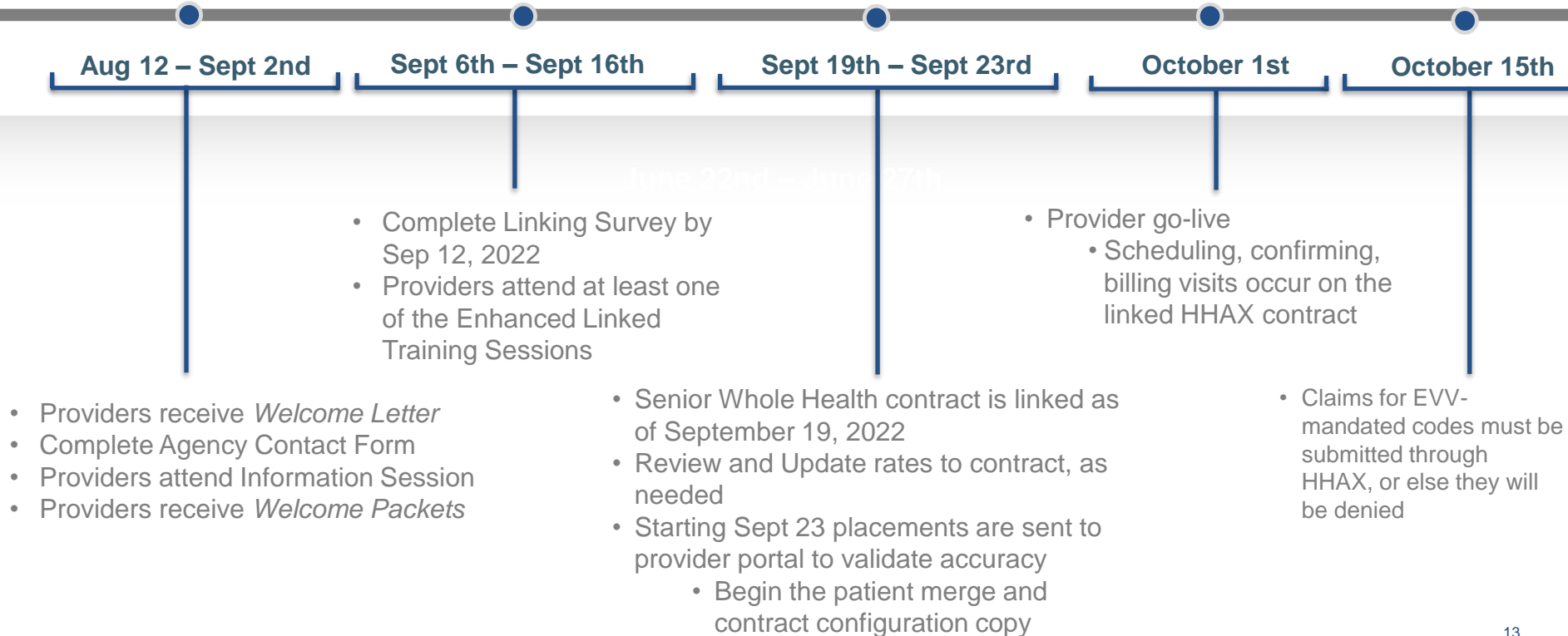
- The HHAeXchange Communication Module will be used at go-live and is the preferred method of communication between Senior Whole Health and provider.
 - This application allows providers to send and receive messages to and from Senior Whole Health in a timely manner. It also allows you to keep the two-way 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

Timeline and Next Steps



Provider Onboarding Milestones: Enterprise Providers





Patient Merge & Contract Set Up

- If you completed the [Enterprise Provider Linking Survey](#), the offices you designated will be linked beginning September 19.
- If you did not complete the survey, then *all* NY offices will be linked.

Patient Merge	<ol style="list-style-type: none">1. Accept the placements from the linked contract ASAP.2. Perform Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for Senior Whole Health are transferred over)3. After merging, Providers can update the Bill To field on MasterWeeks and Calendar for dates of service (go-live date) and forward on the linked contract
Contract Configuration Copy	<ol style="list-style-type: none">1. Review the editable configurations on the linked contract. Please review the contracted service codes added on the HHAeXchange Portal (Admin > Contract Setup > Search Contract (Contract Name: SWHNY-MLTC) > Billing Rates Tab).2. Providers can add rates to the new contract based on their current contract amount.3. Providers are given the flexibility of managing and editing their rates as needed.



Provider Onboarding Next Steps

Step	Date
Enhanced Linked Contract Training	Monday, September 12 Thursday, September 15
UPR Contract Linking	Starting September 19
Member + Auth Data load to linked contract	September 23
Provider Go-Live	October 1



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



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HHAeXchange Support

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