

June 2022

CenterLight Healthcare PACE Provider Information Session

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Agenda



- — **Team Introductions**
- — **Information Session Goals and Overview**
- — **Provider Landscape + Key Implementation Dates**
- — **Provider Workflow in HHAeXchange**
- — **Contact Information**



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HH AeXchange Implementation Overview





Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation
- 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 CenterLight Healthcare PACE on **August 29, 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 premier 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 CenterLight Healthcare PACE easy and efficient.

How We're Helping CenterLight Healthcare PACE 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
- Increase efficiencies, reduce manual work, improve collaboration with payers and providers

What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Real-time messaging with CenterLight Healthcare PACE
- EVV solutions for time & attendance and duty tracking
- Electronic billing



Services in Scope

S5125:U2 – HHA Two Client	S5125 – HHA – 15 minutes	S5126 – HHA – Live in	S5126:U2 – HHA Live in Two Client	S5130:U1 – PCS Level I – 15 Minutes Homemaker service, NOS; per 15 minutes
S5130:U2 – PCS Level I Two Client Homemaker service, NOS; per 15 minutes	S5130:U3 – PCS Level I Multiple Client Homemaker service, NOS; per 15 minutes	S9122 – HHA	S9122:U3 – Home Health Care – Home Health Aide Shared 3 or more People	T1019:U1 – PCS Level II Basic Personal care service, per 15 minutes
T1019:U2 – PCS Level II Basic Two Client Personal care service, per 15 minutes	T1019:U3 – Personal care service, per 15 minutes	T1019:U4 – PCS Level Hard to Serve Personal care service, per 15 minutes	T1019:U5 – PCS Level II Two Client Hard to Serve Personal care service, per 15 minutes	T1019:U6 – CDPA Basic- 15 Minutes Personal care service, per 15 minutes
T1019:U7 – Consumer Directed Personal Assistance Services Shared 2 People; per 15 minutes	T1019:U8 – CDPA Enhanced Personal care service, per 15 minutes	T1020 – PCS Level II Live in Personal care service, per diem	T1020:U2 – PCS Level II Live in Two Client Personal care service, per diem	T1020:U5 – PCS Level II Live in Two Client Hard to Serve Personal care service, per diem T1020:U6 – CDPA Live in
		T1020:U6 – CDPA Live in		

Provider Options





Provider Landscape

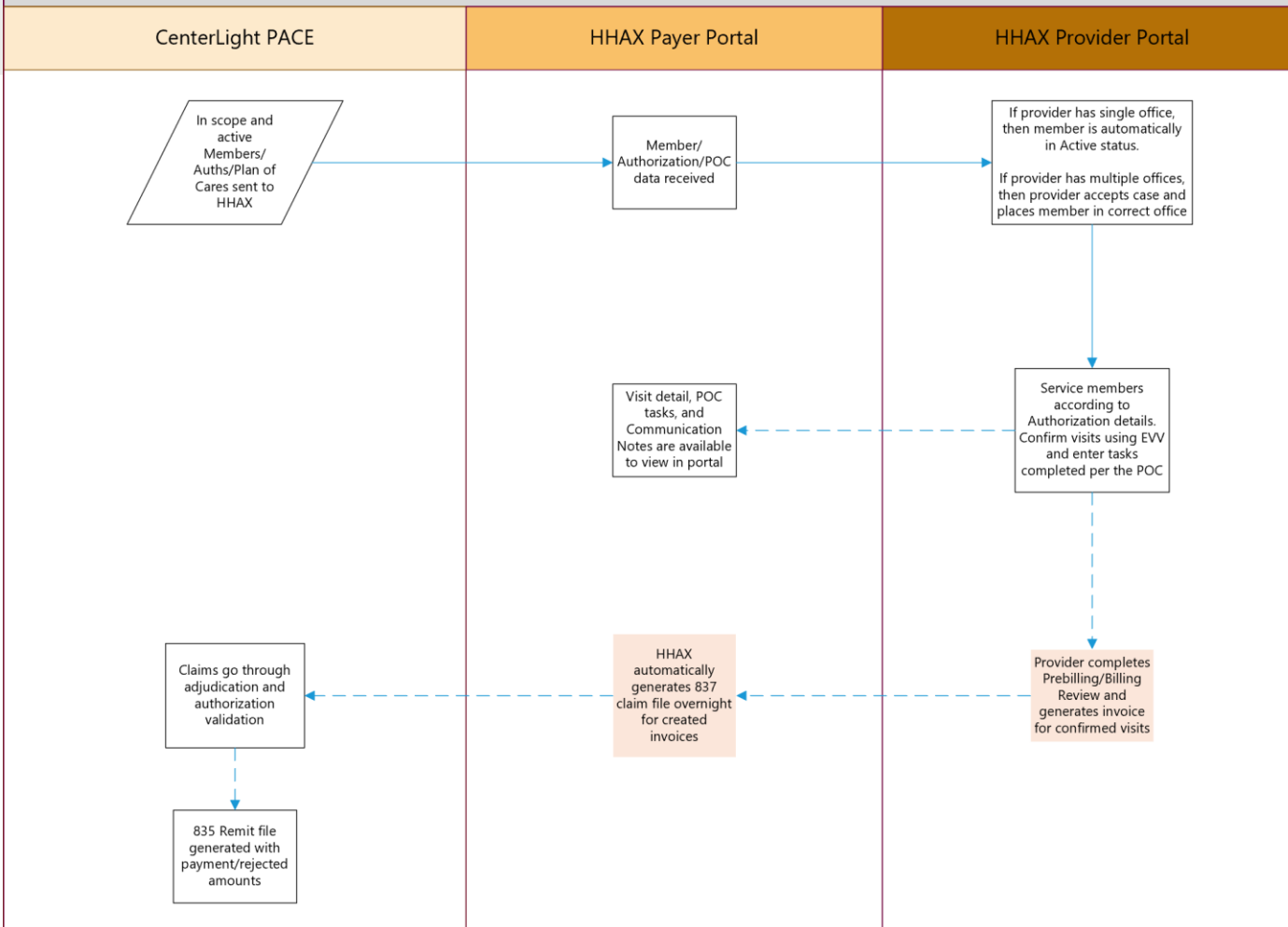
Enterprise Providers

- Providers who have their own Enterprise HHAX portal as their agency management and EVV solution.
- You will be able to continue using HHAeXchange, utilizing the system's enhanced Linked Contract functionality. Providers will be implemented with the linked CenterLight Healthcare PACE contract.

HHAX Provider Workflow Review



End-to-End Process Map





Member Management

- Members and Authorizations will be sent to your provider portal prior to the **8/29/22 Go Live**
 - Providers will validate the data received to ensure accuracy and reach out to CenterLight Healthcare PACE with any discrepancies
- 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 authorization end date + 30 days
 - Members will be reactivated by receiving a new auth in HHAX
 - Be sure to regularly review member eligibility for any changes. If a member loses eligibility, they may still be Active since they have an auth loaded to their profile, but their claims would deny
 - Providers can manually update a member's status on the UPR contract



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 CenterLight Healthcare PACE with any discrepancies
 - Authorizations will be sent as daily (PCA) or weekly (CDPAP)
 - Mutual cases will be authorized as split in HHAX (e.g. each member receives an equal split of the authorization)
- Authorizations will match the current format (time period, unit breakdown etc...), but will be transmitted via the linked contract in HHAX.
- The process to request/adjust authorizations will remain the same.



Visit Confirmation

- Visits will be confirmed using EVV using the HHAeXchange EVV tools
- 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.
- For missed visits, providers are required to indicate the OMIG missed visit reason and action taken
- Payer Compliance will be configured for Plan of Care



Billing Process

- For dates of service **08/29/22** and forward, providers can create invoices via the linked contract in HHAX
- Providers will complete prebilling and billing review to ensure correct claim formatting.
- Once the billing steps are completed by the provider, HHAX will automatically generate and export the 837 claim file
- Providers will manage their own rates in HHAX, and are responsible for adding rates prior to submitting first invoices
 - Three rate regions will be configured on the linked contract to account for varying rates by region
 - NYC
 - Westchester
 - Long Island (Suffolk and Nassau County)



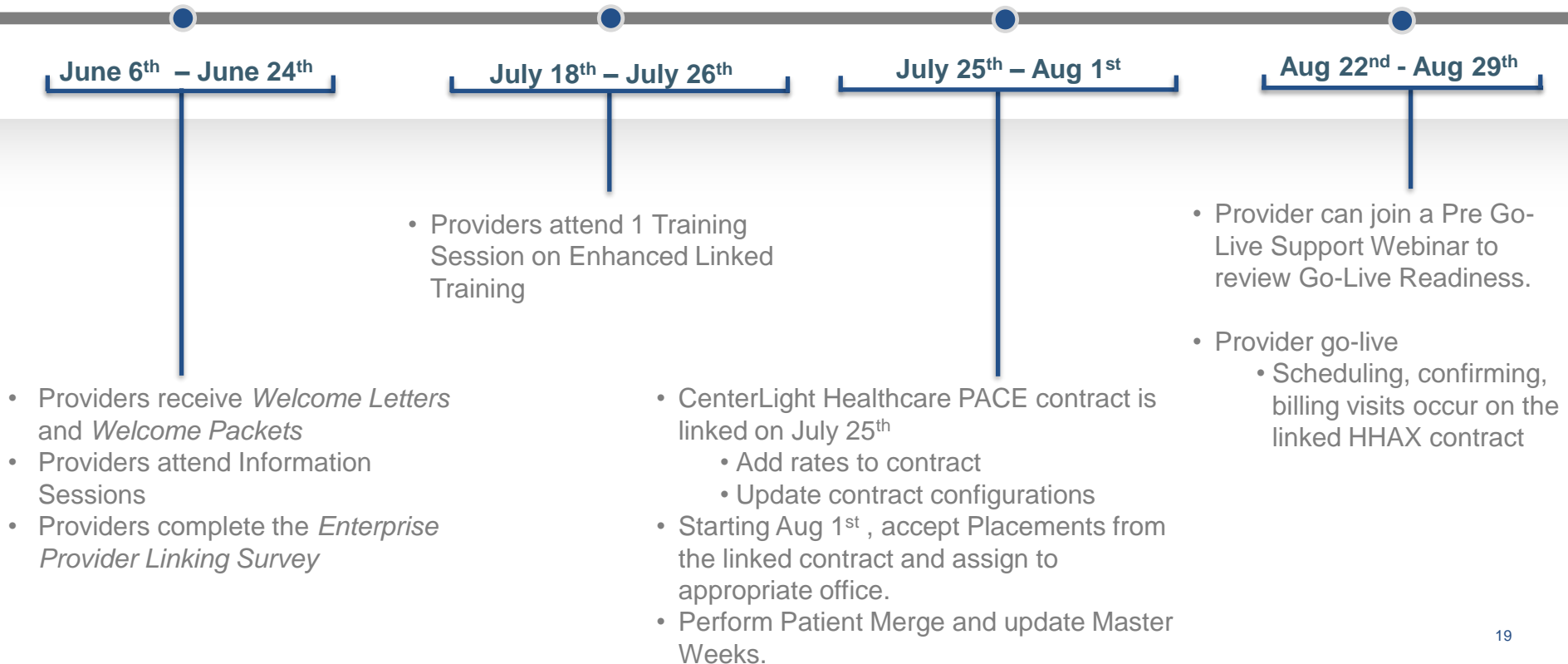
Communications

- The HHAeXchange Communication Module will be used at go-live for CenterLight Healthcare PACE
- For all HHAX-related communications (system questions/troubleshooting, training requests etc.), providers should contact support@hhaexchange.com
- Providers can use the following reasons to communicate via HHAX
 - Additional Service hours beyond authorized hours
 - Authorization Edit
 - Change in Condition
 - Change in Service
 - Change of Schedule
 - Communication
 - COVID-19
 - Discharge
 - Fall
 - Hospitalization
 - Incident
 - New Authorization
 - On call
 - Patient Compliant
 - Priority/Emergency

Timeline and Next Steps



Provider Onboarding Milestones: Enterprise Providers





Next Steps

- ENT Providers
 - Complete the [Office Linking Survey](#) to indicate which offices should be linked to CenterLight Healthcare PACE
 - Please complete by Friday, July 15, 2022
 - If the form is not completed, all offices will be linked
 - Register for [Enhanced Linked Contract](#) training
 - July 18th at 1:00 pm; July 21st at 11:00 am; July 26th at 3:00 pm
 - Register for the Pre-Go Live Support Webinar
 - Refer to the welcome packet & info center page for the upcoming dates

Contact Information





<https://hhaexchange.com/centerlight-pace-ny/>

HHaEXchange Support



support@hhaexchange.com

- Providers with an existing HHaEXchange portal please use the **HHaEXchange Live Chat** within your Support Center to receive assistance from a Live Agent.
- *The Live Chat option is recommended for quicker response times.*



CenterLight Healthcare PACE Support: 1-833-252-2737

HHaEXchange Support: 1-855-400-4429