



**Centerlight PACE  
Provider Information Session  
May 17<sup>th</sup>, 19<sup>th</sup> & 20<sup>th</sup>**

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# Team Introductions: Centerlight PACE

- Welcome from Network and Provider Relations
  - Seema Poonai, Administrative Manager
    - To better communicate and interface with our LHCSA partners
    - Benefits us to have real time data and receive quicker feedback
    - Through the interface, you will receive authorizations and aide plan care.
    - Help the partnership with Providers in EVV compliance & ensure members are getting the care they need



# Team Introductions: HHAeXchange



**SARAH PECHAR**  
**Manager, Client Success**

- 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



**FRISHTA SARWARI**  
**Project Manager, Implementation**

- 8+ years of Healthcare IT and software implementation experience
- Prior experience at Practicehwy.com implementing Fertility Clinic EMR/EHR Software to clients across the United States and Canada.



**SARAH MURPHY**  
**Implementation Specialist, Implementation Services**

- 5+ years of Home Care Operations Management and Administration
- Prior experience working within and managing LHCSA's in New York City providing skilled and non-skilled care to patients.



# Agenda

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- Information Session Goals and Overview
- Provider Landscape & Key Implementation Dates
- Services in Scope
- Provider Workflow in HHAeXchange
- Contact Information
- Questions?



# Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation and understand the providers in scope for Phase 2
- Understand the key next steps for providers to be ready for the **7/12/2021** go-live
- Review the provider workflow in HHAeXchange
- Provide contact information and where to find additional resources



# HHAEExchange Implementation Overview

# 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 Centerlight PACE easy and efficient.

## How we're helping Centerlight PACE meet the Cures Act Mandate

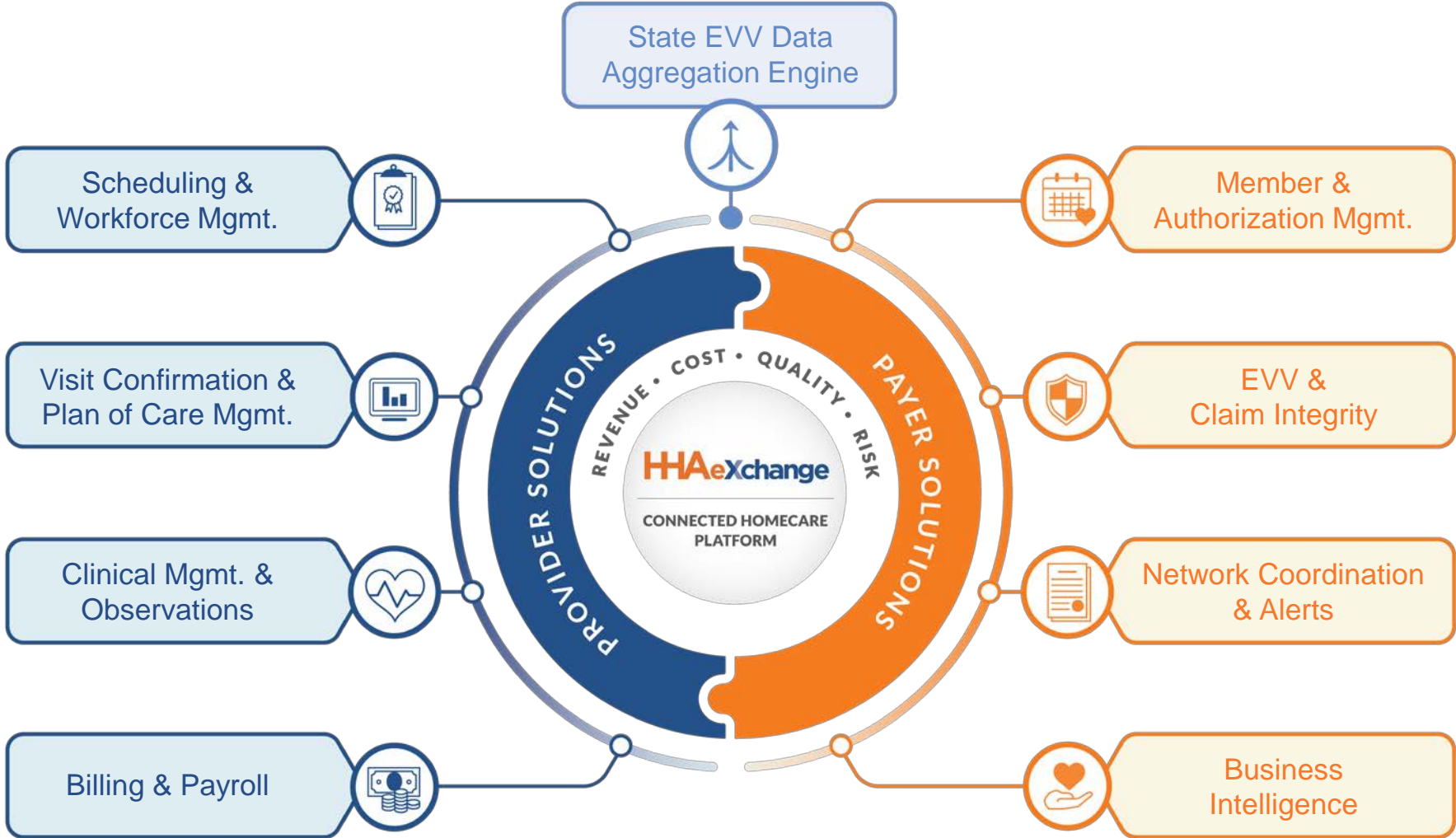
- Industry-leading platform to capture and report on EVV confirmation data
- Easy-to-use point-of-care visit confirmation tools for caregivers

## What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Real-time messaging with Centerlight PACE
- Free EVV solution for time & attendance and duty tracking
- Electronic billing option

# Integrated Solutions for Homecare Stakeholders: Providers, Payers, States

*Enabling enhanced economic performance and improved compliance across the homecare ecosystem*





# Cures Act Mandated EVV

Section 12006 of the 21st Century Cures Act requires states to implement an 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.

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



GFE extended deadline to 1/1/2021 for PCS. Providers are able to use the system for scheduling, confirming visits, and billing starting 07/12/2021 to ensure compliance with the mandate.



# Provider Groups



# Provider Landscape

## Existing Enterprise Providers:

Providers who have their own HHAX portal and currently use our HHAX system.

As part of this partnership, HHAeXchange will implement an enhanced linked ecosystem to improve provider communications, streamline authorization management, and increase payment integrity.

**GO-LIVE: July 12<sup>th</sup>, 2021**

# 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

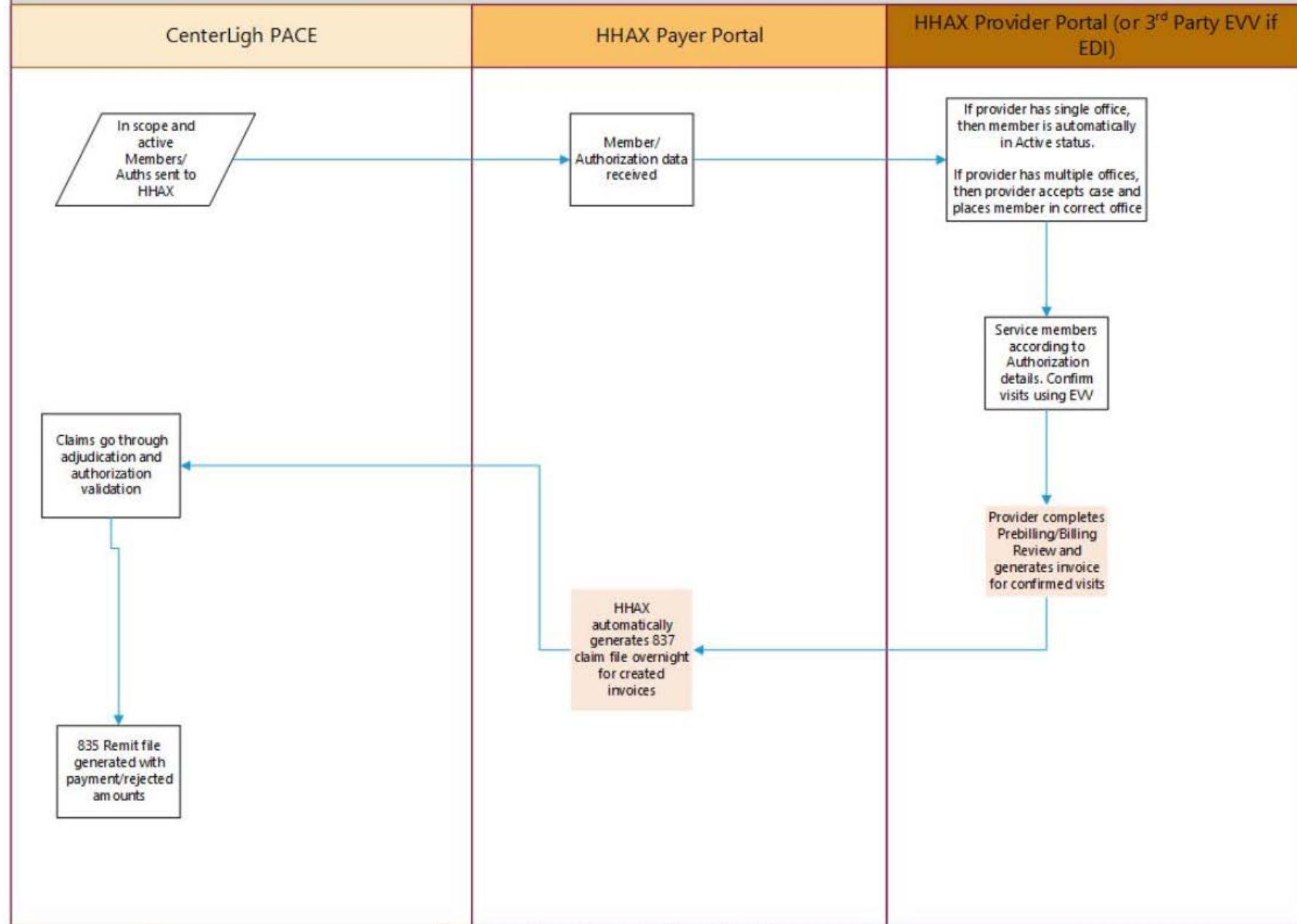
T1020:U5 – PCS Level II  
Live in Two Client Hard  
to Serve | Personal care  
service, per diem  
T1020:U6 – CDPA Live  
in

T1020:U6 – CDPA Live  
in



# Provider Workflow in HHAeXchange

# End-to-End Process Map





# HHAX Workflow Review



# HHAX Workflow – Member Management

- Members and Authorizations will be sent to the provider portal prior to the 7/12/2021 go-live
  - Providers will validate the data received to ensure accuracy
- 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.





# HHAX Workflow- Plan of Care (POC)

- Member Demographics and POC imports to HHAX from Care Compass.
- In HHAX payer portal the POC, including the tasks and frequency is applied to Member profile.
- In HHAX provider portal coordinators view the POC in the member file.
- Coordinator prints POC out to provide to caregiver.
- Caregiver enters task while clocking out via telephony or mobile app.
  - Coordinator can view completed tasks on the visit confirmation
- Visits without POC compliance will be held up in prebilling during the invoicing process.
  - POC Compliance= 5 tasks, 1 of which must be Personal Care



## HHAX Workflow – Authorization Management

- Providers will use the authorization imported to HHAX to schedule and bill visits for members
- Authorizations will match the current format (time period, unit breakdown etc...), but will be transmitted via HHAX instead of your current process
- The process to request authorizations will remain the same. If review is needed of the auth loaded to HHAX, providers should communicate to Centerlight PACE for review



# HHAX Workflow - Disenrollment

- Members are disenrolled on the member eligibility discharge date OR the authorization end date +30 days, whichever comes first.
- A discharge date will be loaded to the member's profile in HHAX if a member is disenrolled. An automatic discharge notification would be sent in the system and services are to be stopped on that date.
- HHAeXchange will send all providers follow up communication regarding initial discharge process for internal contracts ahead of Go-Live date.



# HHAX Workflow – Communications

- The HHAeXchange Communication Module can be used to communicate member specific issues for the Centerlight PACE team to review
- Providers can use the following reasons to communicate via HHAX
  - Authorization Edit
  - Calendar Note
  - Change in Condition
  - Change in Service
  - Change of Schedule
  - Critical Adverse Incident
  - Death
  - Delete Authorization
  - 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



# HHAX Workflow – Visit Confirmation

- Visits will be confirmed using EVV either via HHAX or the provider's third-party EVV system
- Manual visit confirmations should NOT be taking place. For any specific reason this does occur, please reach out to Centerlight PACE immediately for further direction/instructions.
- For missed visits, providers are required to indicate the OMIG missed visit reason and action taken

# HHAX Workflow – Billing Option

- For dates of service 7/12/2021 and forward, providers have the option to submit invoices for compliant visits via HHAX
  - HHAX will generate the 837I and send to Centerlight PACE
  - Providers will be responsible for resolving all prebilling issues, to ensure invoices are compliant and to reduce denials
- Rates:
  - Initial Rates will be loaded by HHAeXchange
    - Providers will need to do initial review of the rates prior to go-live
  - Centerlight PACE will manage any rate updates through PPI
    - Providers will be in charge of updating the correct rates in HHAeXchange

# HHAX Workflow – Billing Option

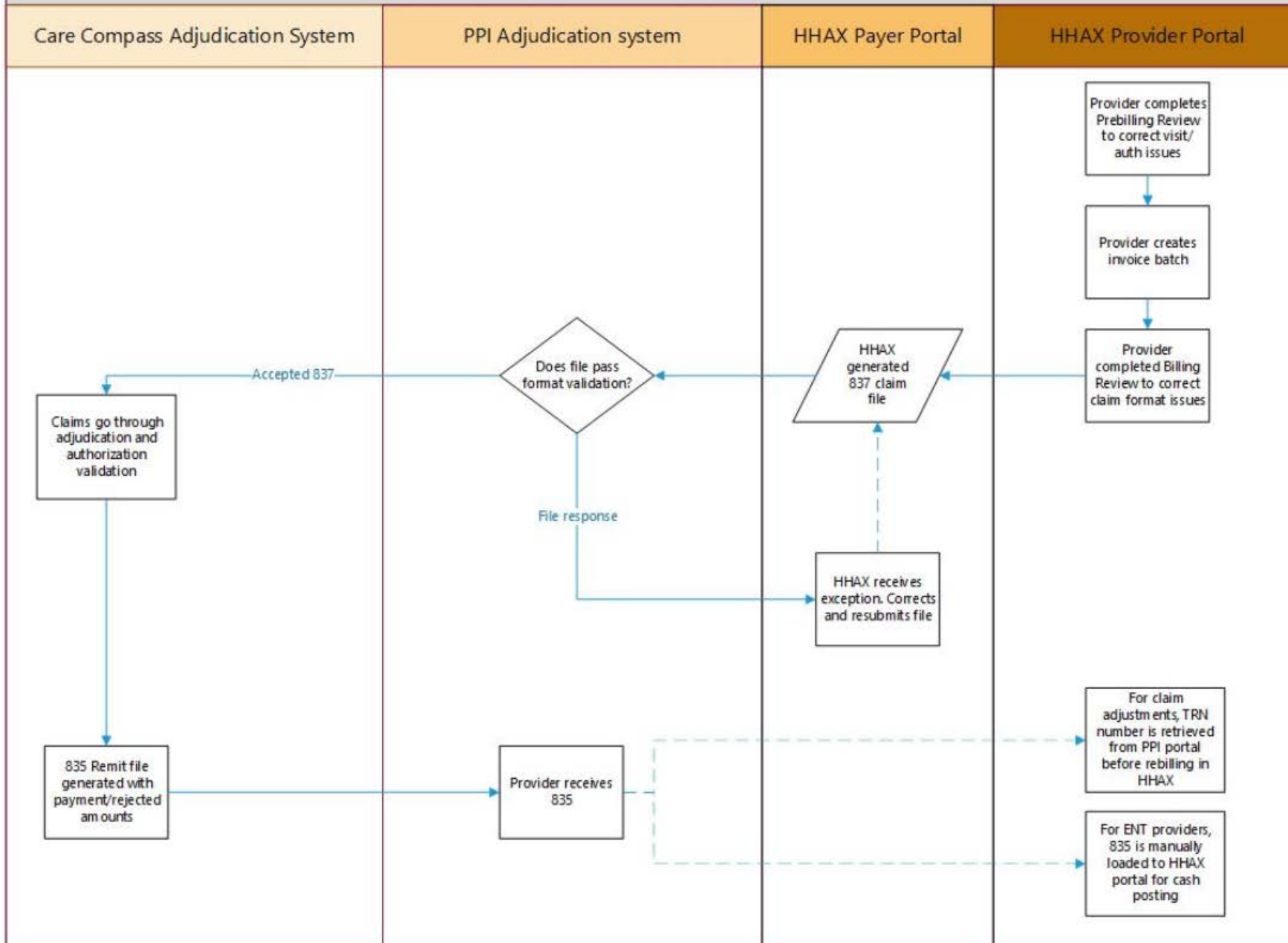
- Once the clean claim is received, expect a turnaround for adjudication
  - Centerlight PACE team will work with you through denials and payments
- Remittance advice will be available on the Centerlight PACE Provider Portal
- Providers should contact Centerlight PACE for questions about any denied claims
  - Any required rebilling will be completed in HHAX using the “rebilling” functionality

Need additional help to resolve claims issues? Contact the CenterLight Customer Resolution team at (833) 252-2737

For additional system usage assistance, re-billing and correction to claims, please e-mail HHAX at [support@hhaexchange.com](mailto:support@hhaexchange.com)



# Billing







# Timeline & Next Steps

# Provider Onboarding Milestones: Phase 2 ENT Providers

April

- All providers receive welcome letters
- Providers sign up for Information Session

May

- Providers receive their Welcome Packet
- **Providers attend Information Sessions to understand the next steps and timeline.**

June

- Providers attend training session that reviews how to use the linked contract functionality in the HHAeXchange system.
- Accept Placements from the Linked Contract in HHAX.
- Discharge internal patients on 7/11/21
- Providers receive member/Auth data through the linked contract
- Create Master Week in HHAX and assign caregivers
- Providers to begin using the communications module in HHAX portal to communicate with linked payer.

July

- Review rate Management in HHAX
- **Go Live: July 12, 2021**
- Phase 2: Providers ensure EVV compliance



# Upcoming Provider Steps



## Provider Onboarding Steps – ENT Providers

- Welcome Letter: *sent week of April 29<sup>th</sup>*
- Attend Information Sessions: *May 17<sup>th</sup> , 19<sup>th</sup> , 20<sup>th</sup>*
- Welcome Packet: *May 21<sup>st</sup>*
- Linked Contract Training Webinar: *Attend one session*
  - Monday June 7<sup>th</sup> 12:00 PM
  - Tuesday June 15<sup>th</sup> 10:00 AM
  - Thursday June 17<sup>th</sup> 12:00 PM
- Contract Linking: *June 14<sup>th</sup>*
- Member/Auth Data via the new linked contract : *June 18<sup>th</sup>*
- **Go-Live: July 12<sup>th</sup> 2021**

# Provider Resources



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

## **HHAeXchange Support**

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



## **Centerlight PACE**

Christopher Hickey [Chickey@centerlight.org](mailto:Chickey@centerlight.org)

Seema Poonai [Spoonai@centerlight.org](mailto:Spoonai@centerlight.org)



## **HHAeXchange Support**

855-400-4429