EverCare
Provider Information Session
May 24 & May 27

Team Introductions: EverCare

- Welcome from Network and Provider Relations
  - **Suzanne Utener**
    - *Senior Manager, Claims Adjudication & Audit*

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

- 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 7/26/2021 go-live

- Review the provider workflow in HHAeXchange

- Provide contact information and where to find additional resources

HHAeXchange

HHAeXchange 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 EverCare easy and efficient.

## How we're helping EverCare 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
- HHAX providing data aggregation for submission of EVV data subset to EMedNY

What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Real-time messaging with EverCare
- 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
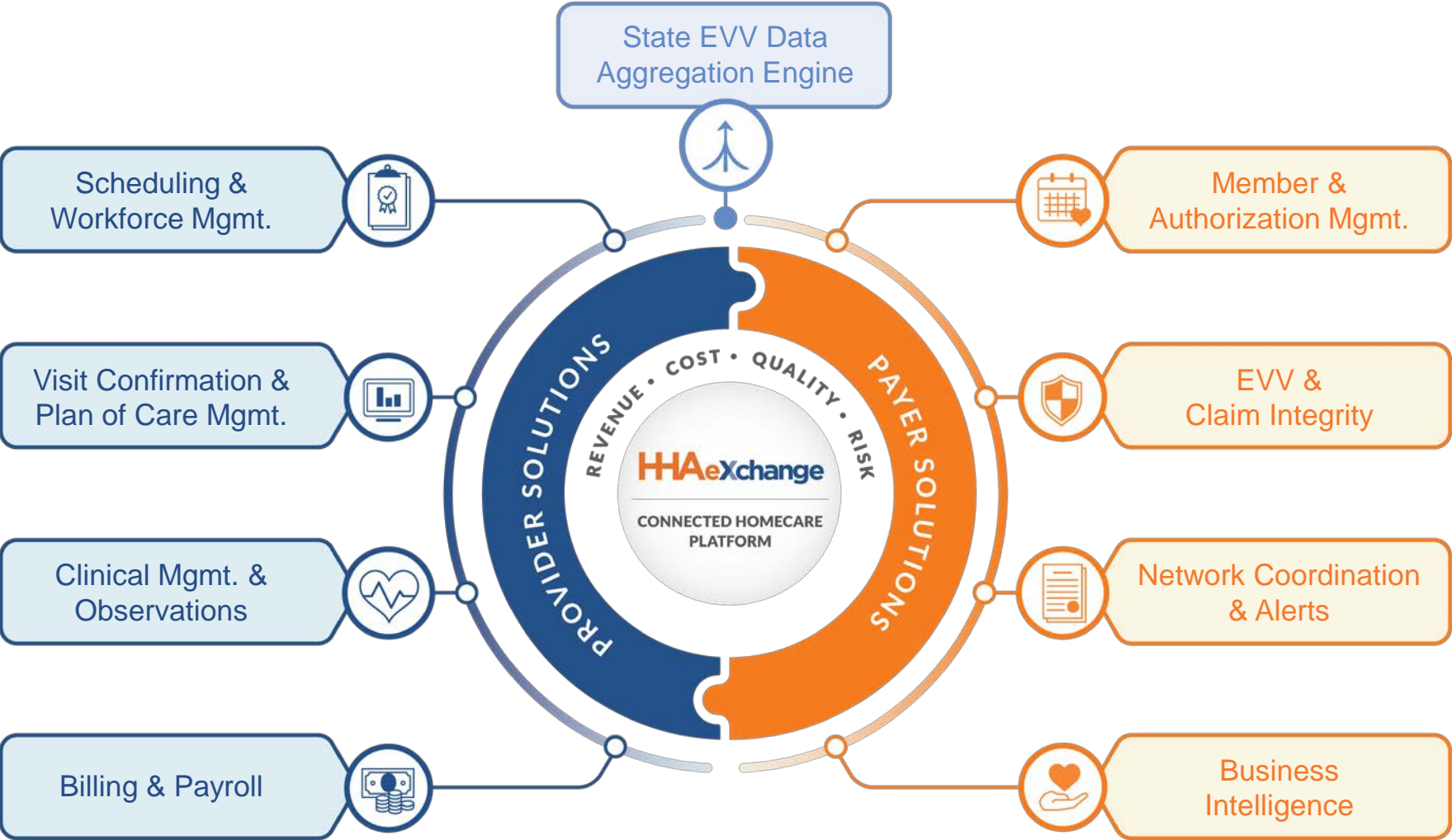
Cures Act Mandated EVV

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

- Type of Service Performed
- Individual Receiving the Service
- Date of the Service
- Location of the Service Delivery
- Individual Providing the Service
- Time the Service Begins and Ends

GFE extended deadline to 1/1/2021 for PCS. Providers are able to use the system for scheduling, confirming visits, and billing starting 07/26/2021 to ensure compliance with the mandate.

HHAeXchange

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 26, 2021

HHAeXchange

Services in Scope

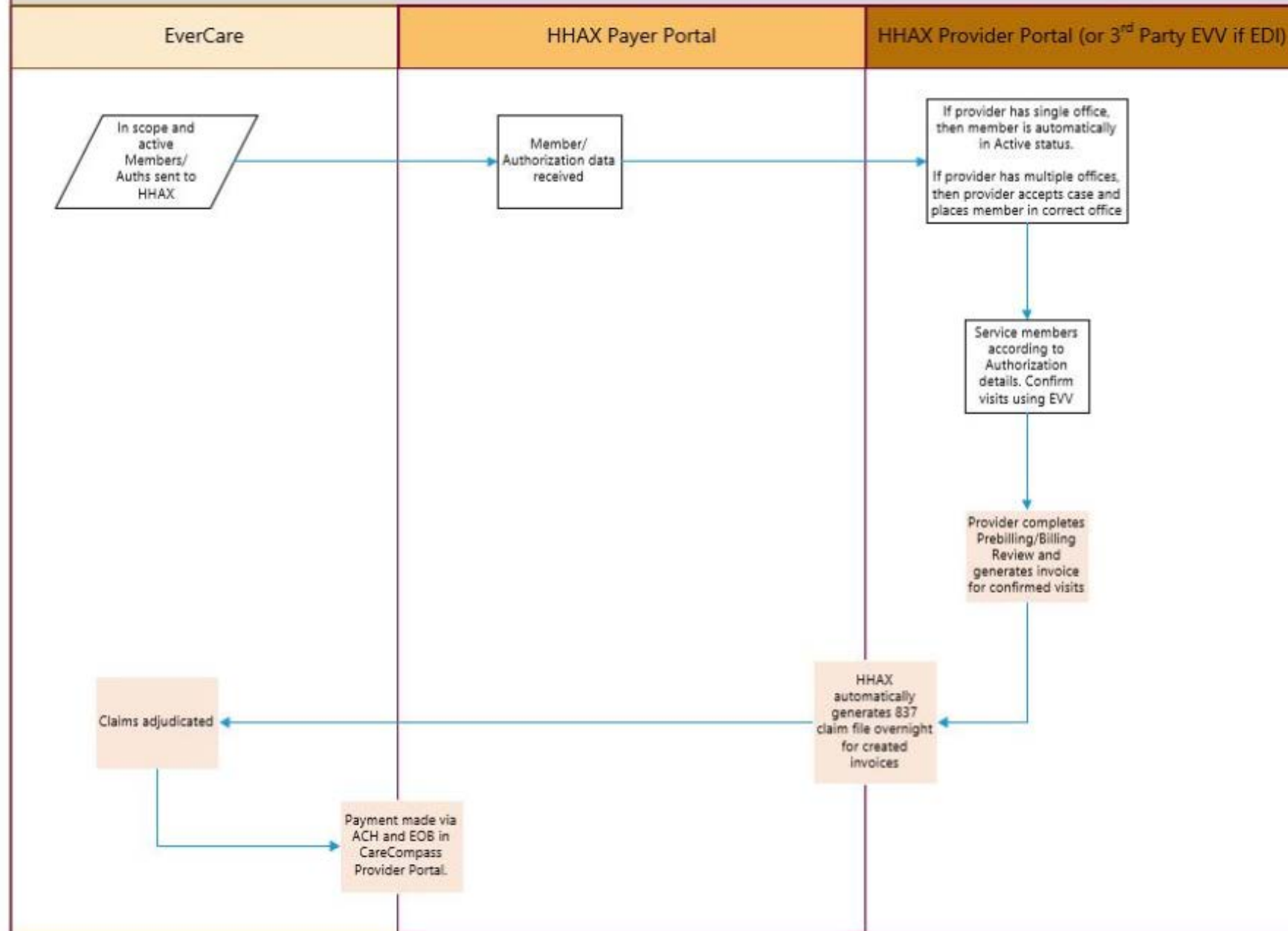|					
S5125 Home Health Aide - 15 minutes	S5126 Home Health Aide - Live-In	S9122 Advanced Home Health Aide	S9123 Nursing - RN per hour - CAP	S9123:GT Nursing, Telephonic, Assessment & Patient Management, 10+ minutes	S9124 Private Duty Nursing - LPN - per hour
S9127 Medical Social Services	S9127:GT Medical Social Worker, Telephonic, Assessment & Patient Management, 10+ minutes	T1000 Private Duty Nursing per hour - CAP	T1001 Nursing - RN Evaluation	T1019:U1 *Personal Care Aide Level II Basic	T1019:U2 *Personal Care Aide Level II Basic Two Client 1 of 2 Members in Household
T1019:U3 *Personal Care Aide Level II Basic Shared (Multiple Members)	T1019:U4 *Personal Care Aide per hour - hard to serve	T1019:U5 *Personal Care Aide per hour - two consumers hard to serve	T1019:U6 *CDPA Basic	T1019:U8 *CDPA Enhanced	T1020: PCA Level II Live In
T1020:U2 PCA Level II Live In Two Client	T1020:U5 PCA Level II Live In Two Clients Hard to Serve	T1020:U6 CDPA Live in	T1020:U7 CDPA Live in Two Consumers	T1020:U8 CDPA Live in Enhanced	T1020:U9 CDPA Live in Two Consumer Enhanced
T1030 Nursing - RN Visit	T1030:GT RN Supervision, Telephonic Visit	T1031 Nursing - LPN Visit	S5130: U1 PCA Hourly	S9123: 95 RN Visit	S9127: 95 MSW Visit

Provider Workflow in HHAeXchange

End-to-End Process Map

EverCare	HHAX Payer Portal	HHAX Provider Portal (or 3rd Party EVV if EDI)

In scope and active Members/ Auths sent to HHAX

Member/ Authorization data received

If provider has single office, then member is automatically in Active status.

If provider has multiple offices, then provider accepts case and places member in correct office

Service members according to Authorization details. Confirm visits using EVV

Provider completes Prebilling/Billing Review and generates invoice for confirmed visits

HHAX automatically generates 837 claim file overnight for created invoices

Claims adjudicated

Payment made via ACH and EOB in CareCompass Provider Portal.

HHAX Workflow Review

HHAX Workflow – Member Management

- Members and Authorizations will be sent to the provider portal prior to the 7/26/2021 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.

HHAeXchange

HHAX Workflow – Authorization Management

Scenario #1: Confirmed Cases – placements with Authorization

- 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 EverCare for review using the Notes/Communication Module in HHAeXchange

HHAX Workflow – Authorization Management

Scenario #2: Unconfirmed Cases – placements without Authorization

- **Current State:**
  - An Excel spreadsheet is emailed daily with the open case list
    - It provides non-hipaa case information (e.g. member city, zip, hours needed, member info
  - When a provider will accept a case from the open case list, they email back their acceptance
  - An authorization is then sent to that provider

- **Future State:**
  - EverCare manually sends a placement w/o authorization to provider in HHAX
  - Provider accepts placement
  - EverCare completes authorization in care compass with provider information and exports to HHAX
  - HHAX imports auth and sends to provider that member is already placed with.

HHAX Workflow - Disenrollment

- Members are disenrolled on the last date of the latest authorization on file for the member.

- 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

HHAX Workflow – Communications

- The HHAeXchange Communication Module can be used to communicate member specific issues for the EverCare 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 the Care Team at EverCare immediately.
    - The Care team will guide you through the steps needed
    - 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

HHAeXchange

HHAX Workflow – Billing Option

- For dates of service 7/26/2021 and forward, providers have the option to submit invoices for compliant visits via HHAX
  - HHAX will generate the 837I and send to EverCare
  - 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

  - EverCare will manage any rate updates through their HHAeXchange Portal.
    - Provider will be notified in advance once the rate changes will occur and will be held responsible for ensuring the correct information is displayed
      - *If the rate listed is incorrect, providers will have to reach out to the EverCare team*
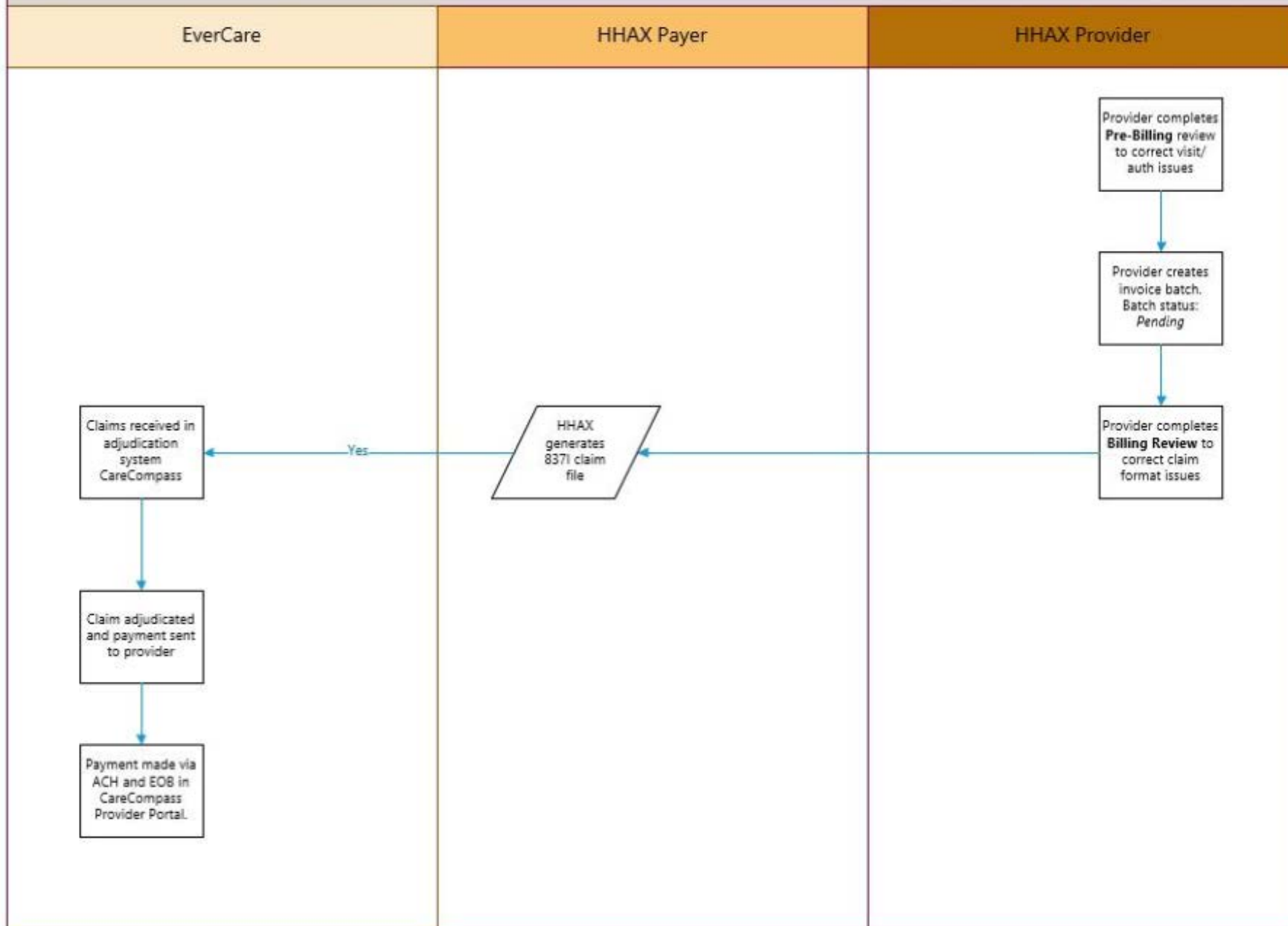
HHAX Workflow – Billing Option

- Once the clean claim is received, expect a turnaround for adjudication
  - EverCare team will work with you through denials and payments

- Remittance advice will be available on the EverCare Provider Portal

- Providers should contact EverCare 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 EverCare team at EverCareevvhelp@EverCare.org

For additional system usage assistance, re-billing and correction to claims, please e-mail HHAX at support@hhaexchange.com

HHAeXchange

Billing / Payment Process

EverCare	HHAX Payer	HHAX Provider
		Provider completes **Pre-Billing** review to correct visit/auth issues
		Provider creates invoice batch. Batch status: *Pending*
Claims received in adjudication system CareCompass	HHAX generates 837I claim file	Provider completes **Billing Review** to correct claim format issues
Claim adjudicated and payment sent to provider		
Payment made via ACH and EOB in CareCompass Provider Portal.		

Yes (on arrow from HHAX Payer to EverCare)

Timeline & Next Steps

HHAeXchange

Provider Onboarding Milestones: Phase 2 ENT Providers

May

- All providers receive welcome letters
- Providers sign up for Information Sessions
- Providers receive their welcome packets
- **Attend Provider Information Session**

June

- Providers attend the Enhanced Linked Training session which covers how to use the linked contract functionality in the HHAeXchange system.
- Begin preparing your agency to take the necessary steps outlined in training and welcome packet to prepare for linked contract

July

- Accept Placements from the linked contract
- Perform Patient Merge
- Update Master Week in HHAX
- Review Rate Management in HHAX
- Providers to begin using the communications module in HHAX portal to communicate with linked payer.
- **Go Live: July 26, 2021**
- Providers ensure use of new linked contract for EVV compliance.

HHAeXchange

Upcoming Provider Steps

Provider Onboarding Steps – ENT Providers

- Welcome Letter: *sent week of 4/26/2021*
- Welcome Packet: *5/24/2021*
- Attend Information Sessions: *5/24/2021 or 5/27/2021*
- Enhanced Linked Training Webinar: Attend One Session
    - *June 28th at 10:00 AM*
    - *June 30th at 2:00 PM*
    - *July 1st at 12:00 PM*
- Contract Linking: *7/5/2021*
- Member/Auth Data via the new linked contract: *7/7/2021*
- **Go-Live:** *7/26/2021*

HHAeXchange

Provider Resources

https://hhaexchange.com/EverCare/

HHAeXchange Support

support@hhaexchange.com

EverCare Provider Relations

EverCareevvhelp@EverCare.org

HHAeXchange Support

855-400-4429