



June 2021

# EverCare Enterprise Provider Training

Enhanced Linked Experience with Universal Patient Record

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

# HHAeXchange Linked Contract Training Agenda



- **HHAeXchange Implementation Overview**
- **Enhanced Linked Patient Functionality & Demo**
- **Go Live Preparedness & Implementation Tasks**
- **Timeline and Next Steps**
- **Support and Provider Resources**
- **Questions?**



## 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.

# HH AeXchange Implementation Overview





## MISSION & PURPOSE

# Enable the most effective homecare ecosystem everyday

Empowering **simpler** and **better outcomes** for patients who represent some of the most vulnerable and fragile members of our society. **HHaExchange** connects the dots among states, managed care payers, providers, members and caregivers.

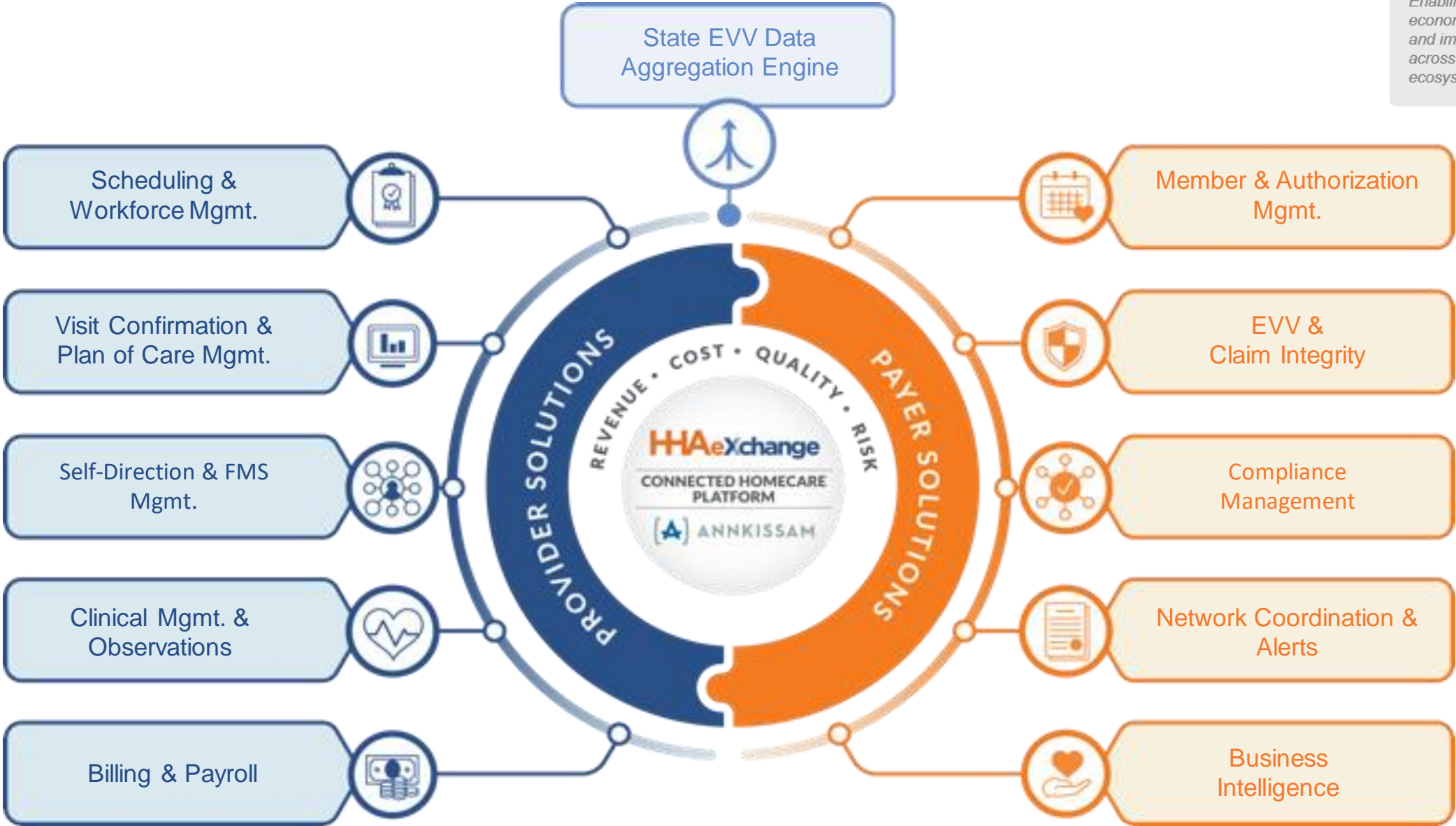
---

Better Homecare, Better Health

---

# Our Strategic Framework


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





## EverCare Implementation Overview: Enterprise Providers

**Existing Enterprise Providers** are providers who have their own HHAX portal and currently use our HHAX system. Providers will move from the internal to the new linked contract to allow for a direct connection to EverCare.

Enterprise provider are in Phase 2 of this implementation.

- 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, communications, 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.

**GO-LIVE: July 26th, 2021**

# Enhanced Linked Patient Functionality & Demo





# Go Live Preparedness & Implementation Tasks





## EverCare: Go-Live Preparedness

- Providers **receive members and authorizations** on the linked Payer contract  
*If you are missing any members or authorizations, please contact your contracted Payer via the Communications Module*
- Members will be sent as Confirmed (Active status), unless the provider has multiple offices, in which case they will be sent as Pending  
*If sent as Pending, please Accept and assign the Member to the correct office promptly*
- Use the HHAX Communication Module if there are any issues/concerns regarding the Member/Auth data received  
*To prevent claim denials, providers should not change the Primary Billing Address or Phone Number 1*
- Missed Visit Reason: For missed visits, providers are required to indicate the OMIG missed visit reason and action taken



## EverCare: Provider Workflow Reminders

### Billing

- Please utilize the “Save & Send” functionality when sending claim batches
- This step is critical when working with the Enhanced Linked (UPR) Contract, as it will ensure claims are sent directly to the Payer. Providers should *not* use the **Export** function for these claims, as exporting these claims to a clearinghouse results in duplicate submissions, leading to claim rejections.

### POC

- Plan of Care compliance will not be enforced by the payers to start. The contract is set to a read-only POC Duty Compliance value of No Compliance. If you would like to configure a specific compliance level for this contract, please contact HHAeXchange support by emailing us at [support@hhaexchange.com](mailto:support@hhaexchange.com)

### Perform Patient Merge

- Providers are encouraged to merge member records as they are received



# EverCare: Provider Workflow Reminders

## Placement Acceptance

- When getting an unconfirmed placement for multi-office functionality, please look at the UBC Code on the Auth to check which office the service code applies to for that patient

## Communication

- Any contract related questions should be directed to the payer. Any system related questions can be sent to HHAeXchange via Support

## Rate Management

- Provider's review the contracted services codes added on their HHAeXchange Portal. Evercare will manage provider rates on the linked contract. Please review rates information in HHAeXchange and use the communications module in HHAX for any follow up questions to EverCare.

# Provider Timeline & Next Steps





# 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.



## EverCare Provider Onboarding: Next Steps

Phase 2: Enterprise Providers	Important Dates
Enhanced Linked Training	<b>Week of June 28<sup>th</sup></b> <ul style="list-style-type: none"><li>• June 28</li><li>• June 30</li><li>• July 1</li></ul>
Contract Linking	<b>Starting July 6<sup>th</sup> 2021</b>
Member & Auth Data load	<b>Starting July 8<sup>th</sup> 2021</b>
Go Live Dates	<b>July 26<sup>th</sup> 2021</b>



## Provider Resources



<https://hhaexchange.com/evercare/>



**HHAeXchange Support**

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

**EverCare**

[Evercareevvhelp@evercare.org](mailto:Evercareevvhelp@evercare.org)



**HHAeXchange Support**

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