



# EverCare Provider Information Session April 6<sup>th</sup> & April 9<sup>th</sup>

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# Team Introductions: EverCare

- Welcome from Network and Provider Relations
  - **Suzanne Untener**
    - *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.



**FATIMA SHEIKH**  
**Sr. Implementation Specialist, Implementation Services**

- 6+ years of healthcare IT, Analytics, and healthcare training
- Prior experience at CVS Pharmacy (Corporate), Agadia, & Asembia
- Worked previously as a Regional Trainer, Data Analyst & Business Analyst



# Agenda

- Information Session Goals
- HHAeXchange Overview
- CURES Act Mandate
- Provider Landscape
- Services in Scope
- Provider Workflow in HHAeXchange
- Provider Onboarding & Timeline
- Contact Information
- Questions?





# Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation and understand the providers in scope for Phase 1
- Understand the key next steps for providers to be ready for the 5/17/2021 go-live
- Review the provider workflow in HHAeXchange
- Provide contact information and where to find additional resources



# HH AeXchange 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

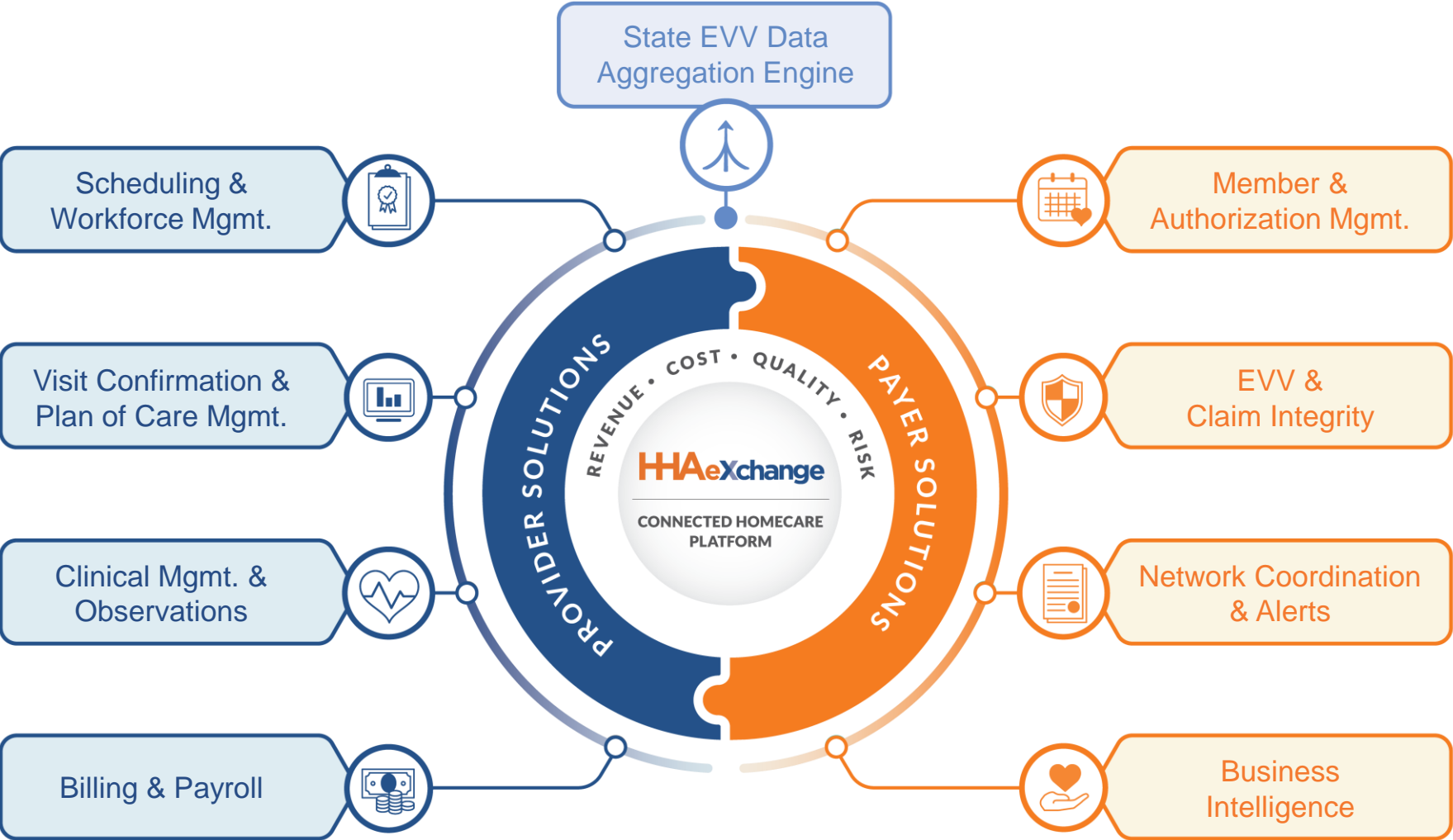
- Industry-leading platform to capture and report on EVV confirmation data
- Easy-to-use point-of-care visit confirmation tools for caregivers
- HHAX providing data aggregation for submission of EVV data subset to EMedNY

## 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



GFE extended deadline to 1/1/2021 for PCS. Providers are able to use the system for scheduling, confirming visits, and billing starting 05/17/2021 to ensure compliance with the mandate.



# Provider Groups





# Provider Landscape

- Provider Types:
  - **Non-Portal:** Provider does not use HHAeXchange and does not already have their own EVV system. Non-Portal providers are able to use HHAeXchange free of charge to capture EVV for EverCare members.
  - **EDI (Electronic Data Interchange):** Providers who have their own EVV system, separate from HHAeXchange.
    - EDI providers may continue to work in their own system for scheduling, recording visits, and billing, but the data will be sent to HHAeXchange via a file from the alternate EVV vendor.
    - If you have your own EVV system, you can reach out to [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com) at any time for any questions about the integration process and file specifications.
- **GO LIVE: May 17<sup>th</sup>, 2021**

# 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:blank 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**

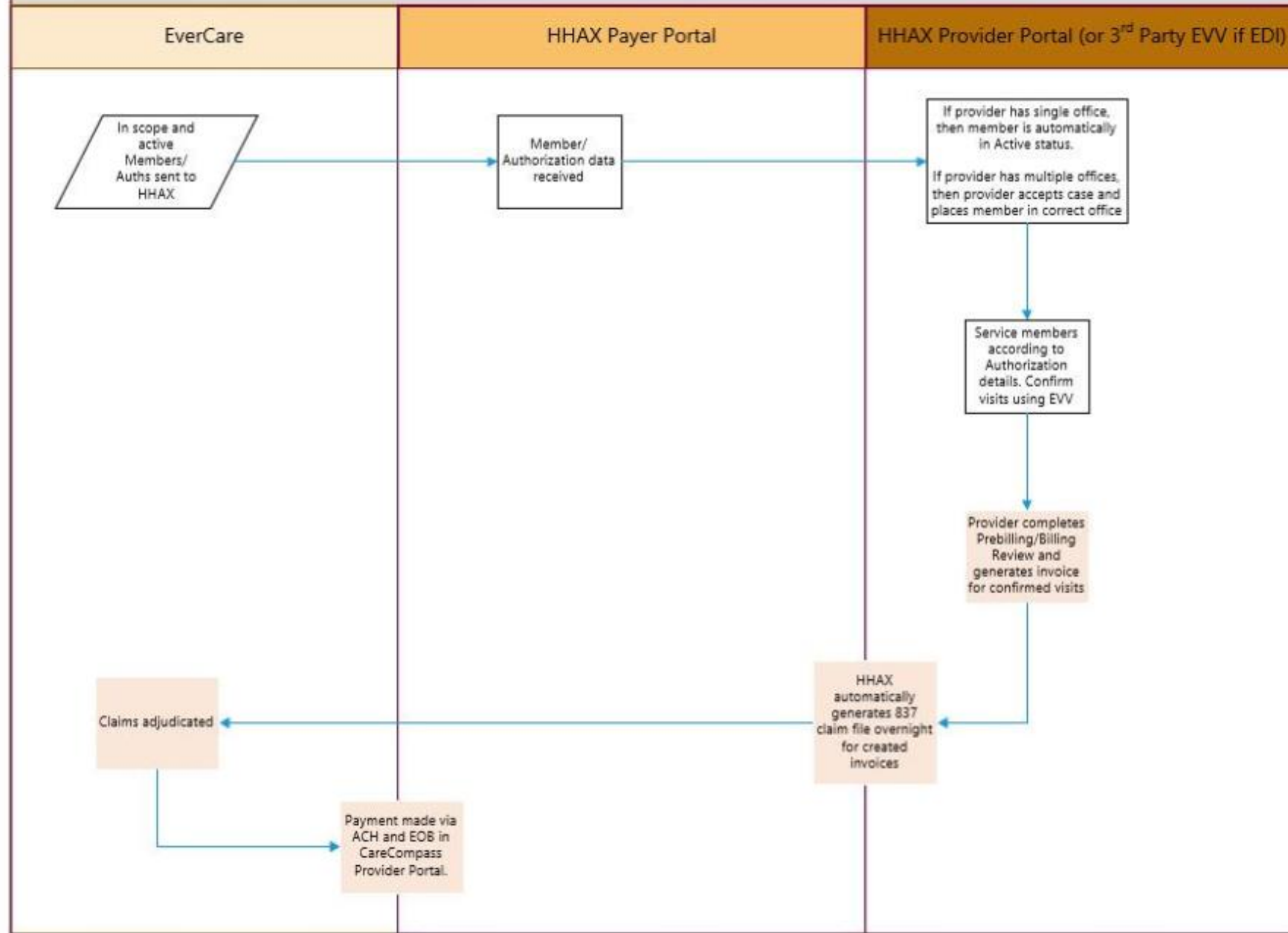
**T1031 Nursing - LPN Visit**





# 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 5/17/2021 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 – 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-HIPPA 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





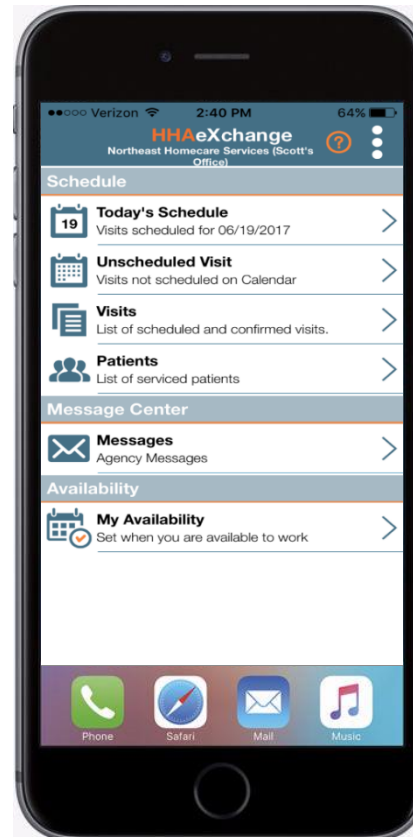
# HHAX Workflow – Visit Confirmation

- 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

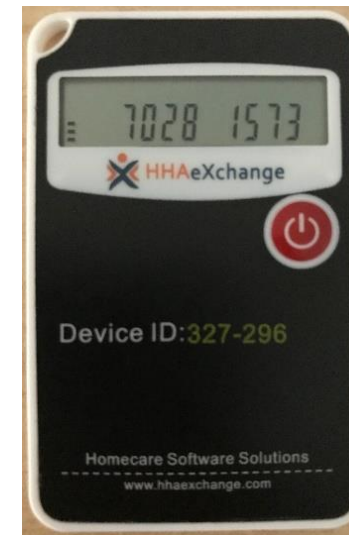
# HH AeXchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device

# HHAX Workflow – Billing Option

- For dates of service 5/17/2021 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

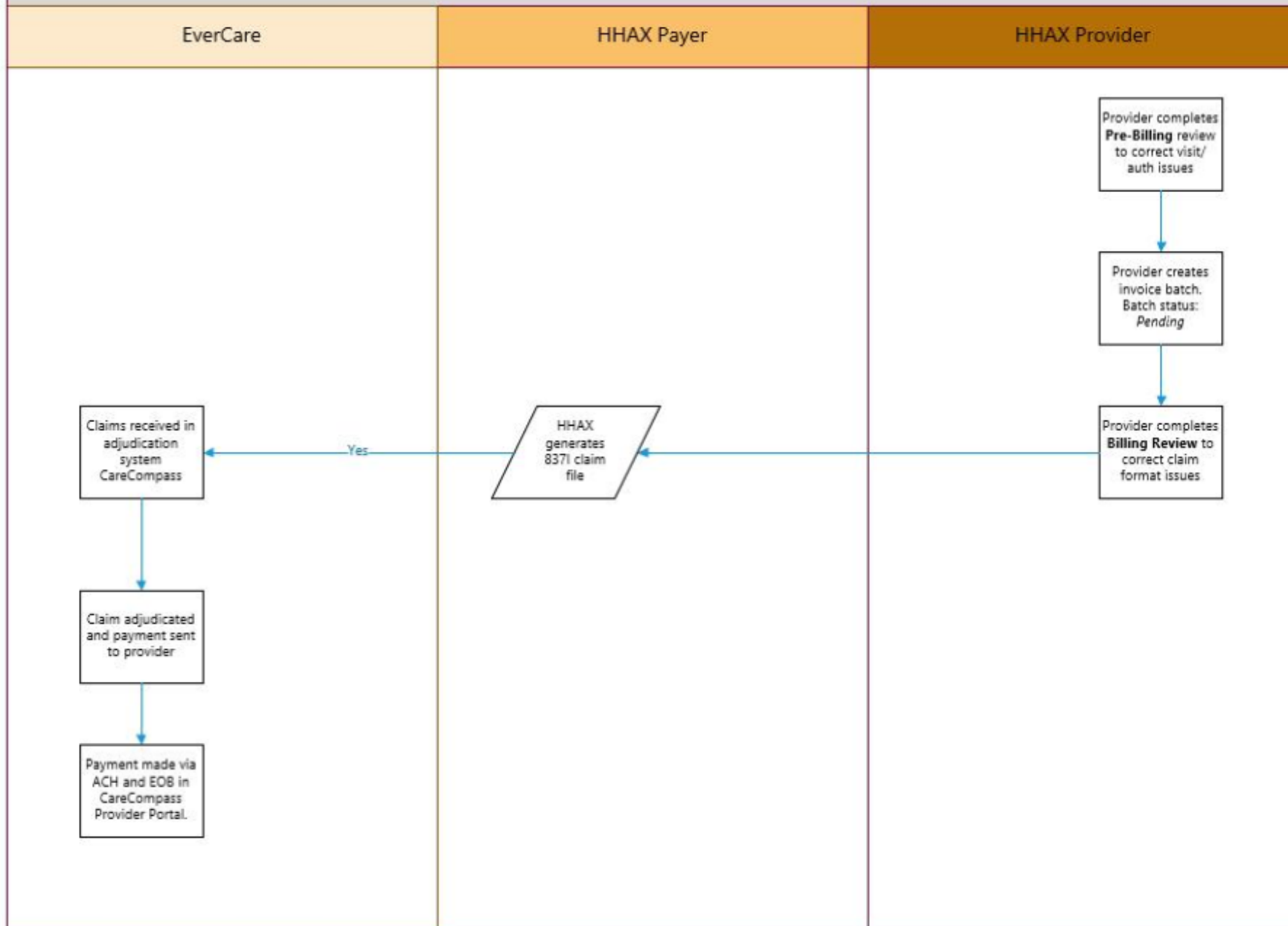
- Once the clean claim is received, expect a turnaround for adjudication
  - EverCare team will work with you through denials and payments
- Remittance advice will be available on the EverCare Provider Portal
- Providers should contact EverCare for questions about any denied claims
  - Any required rebilling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

Need additional help to resolve claims issues? Contact the EverCare team at [EverCareevvhelp@EverCare.org](mailto:EverCareevvhelp@EverCare.org)

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



## Billing / Payment Process



An elderly couple is shown in a kitchen. The man, on the left, has white hair and wears glasses and a grey sweater. He is kissing the woman on the cheek. The woman, on the right, has short grey hair and wears glasses and a yellow top. She is smiling broadly. The background shows white kitchen cabinets and a sink area with a faucet.

# Timeline & Next Steps

# Provider Onboarding Milestones: Phase 1 (Non-Portal)

## Starting March 1<sup>st</sup>

- All providers receive welcome letters
- Providers sign up for Information Sessions
  - *New Providers:* Complete the survey

## Starting April 1<sup>st</sup>

- Providers receive their Welcome Packet
- **Providers attend Information Session**
- Provider begin signing up for System training webinars
- Providers *attend* System Training Webinar

## Starting May 1<sup>st</sup>

- Providers receive their portal credentials
- Providers start logging into the system and review the data
- Providers build internal workflows when utilizing the HHAeXchange Provider Portal in preparation for go-live.
- **Go Live: May 17<sup>th</sup>, 2021**
- Providers ensure EVV compliance

# Provider Onboarding Milestones: Phase 1 (EDI)

## Starting March 1<sup>st</sup>

- All providers receive welcome letters
- Providers sign up for Information Sessions
  - *New Providers:* Complete the survey

## Starting April 1<sup>st</sup>

- Providers receive their Welcome Packet
- **Providers attend Information Session**
- Provider begin signing up for System training webinars
- EDI Providers attend an EDI specific onboarding webinar.
- Providers work on EDI Integration
- Providers attend System Training Webinar

## Starting May 1<sup>st</sup>

- EDI Providers continue to work on EDI Integration process
- EDI Providers attend Post Go-Live EDI Training
- Providers receive their portal credentials (*New providers*)
- Providers build internal workflows when utilizing the HHAeXchange Provider Portal in preparation for go-live.
- **Go Live: May 17<sup>th</sup>, 2021**
- Providers ensure EVV compliance





# Upcoming Provider Steps



## Provider Onboarding Steps – New Providers

- Welcome Letter: *sent week of 3/8/2021*
- Complete Survey: *needs to be completed by 4/2/2021*
- Welcome Packet: *4/2/2021*
- Attend Information Sessions: *4/6/2021 or 4/9/2021*
- System Training Webinar: *4/26/2021 – 4/30/2021*
- Go-Live: *5/17/2021*

# Provider Onboarding Steps – EDI Providers

- Welcome Letter: *sent week of 3/8/2021*
- Welcome Packet: *4/2/2021*
- Attend Information Session: *4/6/2021 or 4/9/2021*
- Contact EDI Support to begin Integration: *As soon as possible*
  - Email [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com) with subject line: *“EverCare Integration”*
- System Training Webinar *4/26/2021 - 4/30/2021*
- EDI Onboarding Process: *Starting 4/14/2021*
- Post Integration EDI Training : *Starting 4/28/2021*
- Go-Live: *5/17/2021*





# EDI Onboarding Integration Steps

- Reach out to EDI Support – [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)
- Provider Information Center Page (unique to your implementation)
  - Review the EDI Process tab – *review the import, export specs and code table guide*
  - *Providers should forward specs to their 3<sup>rd</sup> party EVV vendor*
- Validate Visit Import file - <https://edi.hhaexchange.com/>
- After successfully validating a test file, the HHAeXchange Integration Team will contact the provider with next steps within 48 hours
- Integration team will provide instructions on how to establish an SFTP connection and provide helpful links to walk through the integration process
- Once integration is completed, HHAX Integration team will provide links to additional training

*\*\*Providers can learn more detail about these process by attending the EDI Training sessions starting April 14<sup>th</sup>*



# Provider Resources



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



**HHAeXchange Support**

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

**EverCare Provider Relations**

[EverCareevvhelp@EverCare.org](mailto:EverCareevvhelp@EverCare.org)



**HHAeXchange Support**

**855-400-4429**



Questions?