

Oct 25th, 2021

Fidelis Care *Provider Portal Questionnaire Overview*

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➤ — Introduction to Fidelis Care Implementation

➤ — Welcome Letter

➤ — Provider Portal Questionnaire

➤ — Info Session Registration

➤ — Contact Information & Q/A

Team Introductions



Fidelis Care

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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, and a Good Faith Exemption extended the deadline to January 1, 2021.

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



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 Fidelis Care easy and efficient.

How We're Helping Fidelis Care 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

What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Real-time two-way messaging with Fidelis Care
- Free EVV solution for time & attendance and duty tracking
- Electronic billing



Welcome Letter- New Providers

Dear Provider,

Section 12006 of the Twenty First Century Cures Act and The Centers for Medicare & Medicaid Services (CMS) requires that states begin utilizing an Electronic Visit Verification (EVV) System for all Personal Care Services (PCS) by January 1, 2021, and all Home Health Care Services by January 1, 2023. Therefore, the Cures Act Mandate requires all visits to be timestamped via an electronic verification method utilizing EVV tools to record the member, caregiver, location of the service, date of the service and the type of service performed.

Overview of Implementation

Your Agency's Action Items

For providers who currently do not have a Provider Portal with HHAExchange, please complete the following action items below:

- **Action required:** Attend the Joint meeting between Fidelis and HHAExchange for all providers that will be new to HHAExchange to review the importance of completing the Provider Portal Questionnaire. During this meeting, HHAExchange will review and demo how to complete the online questionnaire and discuss the information that will be requested for portal creation.

Have Questions?

If you have questions or need help, please feel free to contact your Fidelis Care Provider Relations Specialist or contact the Provider Call Center at 1-888-FIDELIS (1-888-343-3547). For questions or help with HHAExchange, please email HHAExchange at Support@HHAExchange.com or visit us at <https://hhaexchange.com/fideliscare/>.

Contact Information



Fidelis Care Provider Portal Questionnaire

NOTE: You only need to complete this questionnaire once per provider. This questionnaire is intended for providers who do not have an HHAExchange provider portal.

In order to complete this registration, you will need the following information regarding your agency:

- Company name, address, and phone number
- Electronic Visit Verification (EVV) system in use (if applicable) and vendor contact
- Technical person and Administrator in your office (name, email, phone)
- NPIs
- Agency Medicaid ID
- Approximate number of members your agency services today

Overview

Your Agency Information

Please add each agency by Tax ID and location by NPI, if you have more than one location.

✖ Agency Tax ID 1

Agency Tax ID *

Location Name if Different from Above

Only required when registering multiple locations.

✖ Agency NPI 1

Does your agency currently use an EVV system to capture the start time, end time, and location of the members service? *

- Yes - I currently have my own EVV system and would like to integrate with HHAX (EDI)
- No - I currently do not have my own EVV system and would like to use HHAX (Free EVV)
- Yes - I currently have my own EVV system but would like to use HHAX (Free EVV)

EVV Selection



Next Step: Welcome Packet & Info Session

This concludes the survey. As the main point of contact, please review the corresponding Welcome Packet, based on the EVV option you elected:

- EDI Option: Please carefully review your **EDI Welcome Packet** and register for training dates.
- Free HHAX Option: Please carefully review your **Free EVV Welcome Packet** and register for training dates.

3. Register for Information Session
4. Visit our Provider Info Center page on our website

1. Click and save the correct Welcome Packet based on your EVV selection
2. Review all your Agency's next steps and ensure you are preparing for Dec 13 Go Live

Next Steps:

1. Register for Information Session

Info sessions will be held for all providers to share key dates and details about the implementation, including key workflow changes, system benefits, and next steps.

Register Here

For further questions and concerns, please visit our Provider Information Center Page at <https://hhaexchange.com/fideliscare/>



Contact Information : Q & A

Fidelis Direct Contact Information:

- Contact your Fidelis Care Provider Relations Specialist
- Provider Call Center: 1-888-FIDELIS (1-888-343-3547)

HHaEXchange:

- For questions and issues, email HHaEXchange at Support@hhaexchange.com.
- 855.400.4429

Questions?

Please use the Q/A to ask questions of our Panelists