# Fidelis Care Enterprise Provider Training

# Agenda

Provider Information Overview

Enhanced Linked Patient Functionality + Demo

Go-Live Preparedness + Implementation Tasks

Provider Reminders

Timeline, Next Steps, and Resources

# Provider Overview

- Fidelis Care will implement the HHAeXchange enhanced linked contract functionality on Monday, **Dec 13th, 2021.** All claims for in-scope services will be required to be submitted through HHAX as of **Feb 14th, 2022** or else they will be denied.

- 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, 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.

**Demo**

# Go-Live Preparedness + Implementation Tasks

o Providers **receive members and authorizations** on the linked Fidelis Care payer contract on 11/29/21

   o If you are missing any members or authorizations, please contact Fidelis Care with specific details

o Members will be sent as **Confirmed** unless the provider has multiple offices, in which case they will be sent as **Pending**

   o If sent as Pending, please accept the placement from the *Pending Placement Queue* and assign the member to the correct office as soon as possible.

   o If receiving a **Pending** placement, review the Service Code and Zip Code on the auth to confirm which office the member should be placed in

o Patient Merge

   o Providers are encouraged to merge member records as soon as they are received on the UPR contract

   o After the merge is complete, update the Master Week Bill To to reflect the Fidelis Care linked contract effective Monday, 12/13

# Provider Reminders

- o Plan of Care (POC)
  - o POC compliance will not be enforced by the Payer in HHAX. The UPR 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 HHAX support at [support@hhaexchange.com](mailto:support@hhaexchange.com)

- o Member Status
  - o Members will be discharged from the Fidelis Care contract based of the last day of the latest auth loaded. Discharged members will be reactivated by receiving a new authorization
  - o Be sure to regularly review member eligibility for any changes. If a member loses eligibility, they may still be Active since they have an auth loaded to their profile, but their claims would deny
  - o Providers can manually update a member's status on the UPR contract

# Provider Reminders

o Billing

   o Utilize the **Save & Send** functionality when sending claim batches

   o This step is critical when working with the UPR contract, is it will ensure claims are sent directly to the Payer via the linked connection. Providers should not use the Export function for these claims, as this will result in duplicate submissions to the clearinghouse, leading to claim rejections.

o Rate Management

   o Review the in-scope service codes on the UPR contract. Providers are responsible for adding and editing rates, as they will be loaded with $0. There are three rate regions that will be configured:

      o Downstate (NYC 5 boroughs); Collar (Nassau, Suffolk, Westchester); Rest of State (all other counties)

o The HHAeXchange Communication Module will be used at go-live for Fidelis

   o For all Fidelis-related communications (plan specific policies/procedures, authorization requests, claims questions etc…), providers can also contact their Fidelis Care Provider Relations Specialist or call the Fidelis Call Center at 1-888-FIDELIS (1-888-343-3547)

   o Any system related questions should be sent to HHAX support

# HHAX Opt-In: Patient Merge & Contract Copy

o If you completed the Enterprise Provider Linking Survey, the offices you designated will be linked beginning Nov 23rd. If you did not complete the survey, then all NY offices will be linked beginning Nov 23rd.

o If you opted in for the backend patient merge and contract-level configuration copy (for providers with a Fidelis census of 50 or more), this will be completed after the linking

| Process | If you opted in | If you did not opt-in (or Fidelis census < 50) |
|---|---|---|
| Patient Merge | Accept the placements from the linked contract ASAP. The merge will be performed on 12/2 and 12/9, and will only be done for Active members.<br><br>The Master Week will be updated to reflect the linked Fidelis Care contract in the Bill To field effective 12/13. | Accept the placements from the linked contract ASAP and manually perform the patient merge and Master Week update as demonstrated in this demo |
| Contract Configuration Copy | All editable configurations on the internal contract you entered will be copied over to the UPR contract. The Billing Rates tab will not be copied, and you will be responsible for adding/editing rates, as they will be loaded as $0 | Review the UPR contract and edit the configurations as needed |

# Timeline and Next Steps

# Provider Onboarding Milestones: Enterprise Providers

**Nov 17th – Nov 22nd**

**Nov 23rd – Dec 12th**

**Dec 13th**

**Feb 14th, 2022**

• Providers attend 1 Training Session on Enhanced Linked Training

• Provider go-live
  • Scheduling, confirming, billing visits occur on the linked HHAX contract

• Fidelis Care contract is linked on Nov 23rd
  • Add rates to contract
  • Update/validate contract configurations
• Starting Nov 29th, Accept Placements from the linked contract and assign to appropriate office
• Perform Patient Merge and update Master Weeks*

• Claims for EVV-mandated codes must be submitted through HHAX, otherwise they will be denied.

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# Provider Onboarding Next Steps

| Step | Date |
|------|------|
| Enhanced Linked Contract Training | • Nov 17th<br>• Nov 19th<br>• Nov 22nd |
| UPR Contract Linking | Starting Nov 23rd |
| Member + Auth Data load to linked contract | Starting Nov 29th |
| Provider Go-Live | Dec 13th |
| Claim denial date (if submitted outside HHAX) | Feb 14th, 2022 |

# Support Ticket Entry

o General Support

   o Email: Support@hhaexchange.com

      o Provider Name

      o Provider Tax ID

      o Background on the issue/concern

      o Questions/statement on the assistance needed

o Visit our Support Center

# Provider Resources
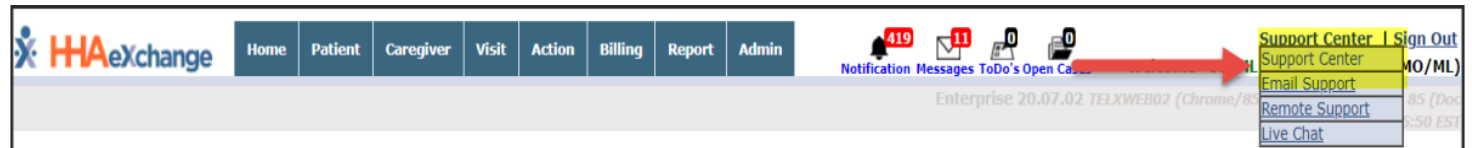
https://hhaexchange.com/fideliscare/

**HHAeXchange Support**
support@hhaexchange.com

**HHAeXchange Support**
 (855) 400-4429

**Fidelis Call Center**
1-888-FIDELIS (1-888-343-3547)