Healthfirst
Go-Live Support

Agenda

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❯ **Frequently Asked Questions**

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Provider Landscape

Provider Landscape in HHAeXchange

Providers are required to begin billing through HHAeXchange as of **Jan 1, 2023.** Claims submitted outside of HHAeXchange for in-scope services will be denied as of this date.

If you do not have an HHAeXchange Provider Portal, please complete the **Enrollment Form** to have a portal created and to make your EVV Selection.

Provider Options for EVV Compliance	
Electronic Data Interchange (EDI)	Integrating with your current 3rd Party EVV system is required for compliance.
Free-EVV Tools	Using Free HHAX Portal and EVV tools for compliance.
Enterprise Platform	Using full HHAX Enterprise platform and EVV tools for compliance.

Recent Changes and Updates

Updates to TV Modifiers

o Most initial authorizations were loaded with all units/hours under the TV modifier

o Healthfirst/HHAX has adjusted export codes to remove the "TV" modifier

- o Existing authorizations will remain as is – please schedule and confirm with the TV modifier. Claims will be sent w/out the TV modifier
- o Any submissions for authorized services already sent with TV modifier will still be accepted and processed by Healthfirst
- o Going forward, any new authorizations from Healthfirst will be sent without the TV modifier

o Please review your Healthfirst contract service codes to confirm this change, contact support if you do not see the export codes changed
- o *Admin -> Contract Setup-> Search Contract-> Search for "Active" Healthfirst contracts and click on Service Codes link to view export codes*

NEW Feature: Service Code Bundles

This functionality ties all service codes into a single authorization. When a service bundle is assigned to an authorization, Providers can use any of the included Allowed Service Codes to record and bill for the service(s) performed on a visit.

Last 3 authorizations							
Payer	**Auth. #**	**From Date**	**To Date**	**Discipline**	**Svc. Code**	**Max units for Auth**	**Type**
Healthfirst (Q/A) (acd)	19720731	11/21/2022	02/28/2023	PCA	T1019:U2:TV	N/A	Hourly

Calendar

Month: November ▾   Year: 2022

Allowed Service Codes

- T1019:U2
- T1019:U2:TV
- T1019:U2:TV:MAP
- T1019:U2:TV:MMC
- T1019:U2:TV:SHP

Monday	Tuesday	Wednesday		Frida
31	1			3
7	8	9		10

NEW Feature: Service Code Bundles

NEW Feature: Service Code Bundles

o Additional service code is now setup for each line of business to allow providers to manage rates by service code

o You now have a different version of each service code to account for the 3 lines of business. Each new service code added has an "**MCD** (Managed Medicaid)," "**CC** (Complete Care)," and "**SHP** (Senior Health Partners)" version

o Example: T1019:U1 is main service code.
  o Providers can choose to use either T1019:U1, T1019:U1:MCD, T1019:U1:CC, or T1019:U1:SHP to schedule and bill services. Providers can enter in a different rate for each of these service codes.

  o Please navigate to *Admin>Admin Contract Setup>Billing Rates within your support center for additional instructions.*

Service Code Bundles Next Steps

o If you have not done so already, please review and add rates to the new service codes. You can begin scheduling using these bundles for any new member and authorizations you are receiving

o Please note we are in the process of updating existing authorizations with the appropriate bundled service

o Service code bundles are not available for authorizations that have been previously scheduled/billed. If you *have* already scheduled/billed against the authorization, you will need to manage the rates at the member profile level

   o Please navigate to Patient > UPR> Added Rates Page for UPR Linked Contract Patients within your support center for additional instructions.

FAQs

Question: Where can I access Training Support and Resources?

Answer:
1) Visit the Healthfirst Provider Information Center: https://hhaexchange.com/Healthfirst
2) Visit the Support Center once you have logged in to your portal.

562
Notification

1
Messages

0
ToDo's

0
Open Cases

0
Chat

Support Center | Sign Out

Welcome - Chuck (Charlie Home care LLC)

Enterprise 22.07.01 AWSPRODWEB04 : 443 (Chrome/104.0.0.0) chrome 104 (Doc Chrome 104)
8/17 17:18 EST

New User Creation

Question: How can an admin user create an additional user?

Answer:
- Users designated with roles to edit permissions are granted the ability to add New Users and deactivate User Accounts.
- Navigate to Admin > User Management > New User to access the Add New User page.
- Refer to the Admin Functions Process Guide (pg. 3) for additional information.

Missing Member & Authorization Information

Question: What do I do if I am missing a member and/or authorization from the new Healthfirst contract?

Answer:

- Contact Healthfirst using the communication module in HHAeXchange. This feature allows both parties to communicate within the HHAX portal. Please refer to the Communications Process Guide.

Member Profile Updates

Question: Why can't I change the member demographics on my members profile? How do I make these changes?

Answer:
- The billing address and primary phone number are controlled by the payer. The Provider can update the additional member demographic fields by editing the member profile. Refer to the Patient Placement and Management Process Guide (pg. 9)
- If the billing address or primary phone number need to change, please send a communication to Healthfirst through the HHAX portal.

Caregiver Mobile App

Question: How do I retrieve the mobile ID?
Answer: When first setting up the mobile app, the system will create the mobile ID. Navigate to Settings and User Agreement to find the Mobile ID.

Question: How do I reset mobile app password for my caregivers?
Answer: A caregiver can reset their own password directly from the login screen using the "Forgot Password?" link.

Please refer to the Caregiver Mobile App Process Guide for more information.

Provider Rates

Question: Can I update/add my service code rates on the linked contract?

Answer:
- Yes. A provider can add or update rates for service codes on the linked contract.

Question: Can I add a unique rate for a specific member?

Answer:

- Yes. A provider can add a member specific rate to a Member under the Patient & Rates tab.

Diagnosis Code Management

Question: Can I change or update the Dx code for HealthFirst members?

Answer:
- Healthfirst is sending diagnosis codes on the file. Providers are responsible for validating diagnosis codes as needed in HHAX.

- If a change is needed Providers will need to contact Healthfirst through the communication module requesting Diagnosis Code to be updated.

Mutual Code Scheduling

Question: How is mutual care authorized by HealthFirst?

Answer:
- Mutual cases are enabled in HHAeXchange for Healthfirst.

- Authorizations are issued for both mutual member with the full number of hours and providers should schedule both members with overlapping schedules.

Provider Resources

Additional FAQ Resources:

o Support Center-> FAQs

o <u>General EVV FAQs</u>

HHAeXchange Training Request:

o Please navigate to the URL below to access our training request form

https://www.cognitoforms.com/HHAeXchange1/ProviderTrainingRequest

Provider Resources

https://hhaexchange.com/healthfirst

HHAeXchange Support

support@hhaexchange.com

edisupport@hhaexchange.com

- Providers with an existing HHAeXchange portal please use the **HHAeXchange Live Chat** within your Support Center to receive assistance from a Live Agent.
- *The Live Chat option is recommended for quicker response times.*

Healthfirst Support: 1-888-801-1660
HHAeXchange Support: 1-855-400-4429