

A background image showing an elderly man with glasses and a woman laughing together. The image is overlaid with a blue-to-orange gradient.

# Healthfirst Go-Live Support

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- Provider Landscape
- Recent Changes and Updates
- Go-Live Preparedness & Implementation Tasks
- Frequently Asked Questions
- Next Steps and Resources

# 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

- Most initial authorizations were loaded with all units/hours under the TV modifier
- Healthfirst/HHAX has adjusted export codes to remove the "TV" modifier
  - Existing authorizations will remain as is – please schedule and confirm with the TV modifier. Claims will be sent w/out the TV modifier
  - Any submissions for authorized services already sent with TV modifier will still be accepted and processed by Healthfirst
  - Going forward, any new authorizations from Healthfirst will be sent without the TV modifier
- Please review your Healthfirst contract service codes to confirm this change, contact support if you do not see the export codes changed
  - *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:  Year:

Monday	Tuesday	Wednesday	Thursday	Friday
	31	1		3
	2	8	9	10

**Allowed Service Codes**

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



## NEW Feature: Service Code Bundles

**Schedule:**

\* **Schedule Time:**  -   **Temporary** Cal

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**POC:**  As

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\* **Primary bill to:**  [History](#) **Sec**

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\* **Service Code:**  ^

**Bill Type:**



## NEW Feature: Service Code Bundles

- Additional service code is now setup for each line of business to allow providers to manage rates by service code
- 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
- Example: T1019:U1 is main service code.
  - 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.
  - Please navigate to *Admin>Admin Contract Setup>Billing Rates within your support center for additional instructions.*



## Service Code Bundles Next Steps

- 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
- Please note we are in the process of updating existing authorizations with the appropriate bundled service
- 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
  - Please navigate to Patient > UPR> Added Rates Page for UPR Linked Contract Patients within your support center for additional instructions.

# FAQs





## Training Support

**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.



[Support Center](#) | [Sign Out](#)  
Welcome - Chuck (Charlie Home care LLC)



## 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.

Contract Setup (Healthfirst (NYC)) Enterprise 22.10.01 AWS-PROD-WEB09 1:443 (Chrome/107.0.0.0) Chrome 107/16  
Chrome 107/ 12/07/2022 02:56:11

General **Billing Rates** Billing/Collections Scheduling/Confirmation Eligibility Quickbooks Notes/Uploads

**Billing Rates**

Status:  Discipline:  Rate Type:

From Date:  To Date:

Page 1 of 4 | [Next](#) [Last](#)

Search Results (165)

Discipline	Service Code	Billing Units Per Hour	From Date	To Date	Rate Type	Rate	Min Visit Hours For Daily	Status	
LPN	T1031	1.00	08/15/2022	12/31/2099	Visit	0.000000		Active	<a href="#">Edit</a> <input type="button" value="Update Rate"/>
LPN	S9124	1.00	08/15/2022	12/31/2099	Hourly	0.000000		Active	<a href="#">Edit</a> <input type="button" value="Update Rate"/>



## Provider Rates

### 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.

Navigation menu:

- Visits
- POC
- Caregiver HX
- Others
- Rates**
- Financial
- Vacation
- Document Management
- Clinical**
- Info
- Settings

Payment Terms

\*Payment Terms :  (In Days) [Save](#)

Service Code Details

Service Code	Contract Name	Billing Units Per Hour	From Date	To Date	Rate Type	Rate Min Visit Hours For Daily	Status	<a href="#">Add</a>



## 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.



## Additional FAQ Resources:

- Support Center-> FAQs
- General EVV FAQs

## HHAEExchange Training Request:

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

<https://www.cognitofrms.com/HHAEExchange1/ProviderTrainingRequest>

The screenshot shows a web application interface. On the left is a sidebar menu with the following items: Billing, Reports, Dashboard, Admin, Mobile App, Job Aids - General, Process Guides/PDFs, Videos, Release Notes, and FAQs. The 'FAQs' item is highlighted. The main content area is titled 'FAQs' and contains the following text: 'This topic lists the most Frequently Asked Questions (and their Answers) about the that category's questions.' Below this text are two sections of FAQs, each with a checkbox icon and a title: 'Billing Questions...' and 'Member Management Questions...'. Each section contains several blue hyperlinks to specific FAQ articles.

**FAQs**

This topic lists the most Frequently Asked Questions (and their Answers) about the that category's questions.

- Billing Questions...**
  - [Why are some Visits not shown in Billing?](#)
  - [How do I bill Internal/UPR Contracts?](#)
  - [How do I bill Linked Contracts?](#)
  - [How do I fix Claims held in Billing Review?](#)
  - [How do I Un-Export a Claim?](#)
- Member Management Questions...**
  - [Why can't I see any Members when other Users can?](#)
  - [Why can't I see Open Cases when other Users can?](#)
  - [Can I Add Multiple Servicing Addresses for a Member?](#)
  - [A Member is Missing an Authorization \(Linked Contract\), How Can I Fix This?](#)
  - [How do I Add a Temporary Authorization?](#)
  - [How do I Merge Members \(Internal and Linked\)?](#)
  - [How do I Update a Billing Dx Code for an Internal Member?](#)



<https://hhaexchange.com/healthfirst>

## HHAEExchange Support

support@hhaexchange.com

edisupport@hhaexchange.com

- Providers with an existing HHAEExchange portal please use the **HHAEExchange 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

**HHAEExchange Support:** 1-855-400-4429