Molina Healthcare of New York: Agency Model – Go Live Support

March 2023

Agenda

Provider Information Overview

Go-Live Preparedness + Implementation Tasks

FAQs

Next Steps and Resources

Provider Landscape

Enterprise Providers

o   Providers who have their own Enterprise HHAX portal as their agency management and EVV solution.

o   You will be able to continue using HHAeXchange, utilizing the system's enhanced Linked Contract functionality.

o   **Existing EDI Providers:**

o   Providers who have their own HHAX portal which is used to integrate confirmed and billed visit data with their third-party EVV system

o   EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration

Existing Free EVV Providers:

o   Providers who have their own Free EVV HHAX portal which is used to manage EVV and billing to ensure compliance with linked payers

New Providers:

o   Providers who do not have an existing HHAX provider portal. These providers have two options for this implementation:

   o   **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed and billed visits to Healthfirst

   o   **Free EVV:** Use a Free EVV HHAX portal to confirm and bill visits

Personal Care Aide

Level I 15 Minutes

Level I Two Client

Level I Multiple Client

Level I Weekend/Holiday

Level II Basic – 15 Minutes

Level II Basic Two Client

Level II Multiple Client

Level II Hard to Serve

Level II Two Client Hard to Serve

Level II Weekend/Holiday

Level II Live In

Level II Live in Two Client

Level II Live in Two Client Hard to Serve

Level II Live in Weekend/Holiday

Consumer Directed Personal Assistant

Basic – 15 Minutes

Enhanced

Two Consumer

Two Consumer Enhanced

Live in

Live in Enhanced

Live in Two Consumer

Live in Two Consumer Enhanced

Nursing

Nursing Assessment/Evaluation

Nursing Care in Home (RN)

RN – Per Hour and 15 min

Nursing Care in Home (LPN)

LPN – Per Hour and 15 min

Home Health Care

Occupational Therapy

Physical Therapy

Speech Therapy

Nutritional Counseling

Medical Social Services

Respiratory Therapy

Go-Live Preparedness + Implementation Tasks

o Providers **received members and authorizations** on the linked Molina Healthcare of NY contract starting 2/6/23.
- o If you are missing any members or authorizations, please contact Molina Healthcare of NY 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 Molina Healthcare of NY's linked contract effective 2/6/23.

Member Management

o Members and Authorizations are sent to your provider portal
- o Providers will validate the data received to ensure accuracy and reach out to Molina Healthcare of NY with any discrepancies

o 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

o Members are discharged from their HHAX portal by the payer based off the latest authorization and member file loaded into the system
- o Member will be discharged on the date provided on the Member profile by Molina Healthcare of NY.

Authorization Management

o Providers will use the authorization imported to HHAX to schedule, confirm, and bill visits for members

- o Providers will validate the data received to ensure accuracy and reach out to Molina Health of NY with any discrepancies
- o Authorizations will be sent as total hours for the duration of the authorization to HHAX.

- o Authorizations will be transmitted from Molina Healthcare of NY to HHAX. The process to request/adjust authorizations will remain the same as it is today.

o Providers are responsible for validating and adjusting diagnosis codes as needed in HHAX.

Scheduling

o Visits should be scheduled based on the authorization provided by Molina

o Providers can schedule a single visit or can utilizing the HHAX master week to create a rolling schedule

o Scheduled services that are not performed should be marked as a Missed Visit

Visit Confirmation

○ Visits will be confirmed using EVV, either using the HHAeXchange EVV tools or a third-party vendor's EVV tools

○ Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
  ○ 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

○ Plan of Care compliance will not be enforced by Molina Healthcare of New York in HHAX

Billing Process

o Providers will be able to submit invoices via the linked contract in HHAX at a later date (to be communicated)

o Providers will be responsible for resolving all Prebilling and Billing Review issues HHAX to ensure invoices are compliant and to reduce denials

o HHAX will generate the 837-claim file and send to Molina Healthcare of NY
  o HHAX will monitor clearinghouse responses to ensure successful transmission

o Once the claim is received by Molina Healthcare of NY, standard adjudication and payment process will follow
  o The current process for receiving an 835 will remain in place (SSI)

Communications

o The HHAeXchange Communication Module will be used. This application allows providers to send and receive messages to and from Molina Healthcare of NY in a timely manner. It also allows you to keep the two-way communication history safe, secure, and easily accessible.

o For Molina Healthcare of NY-related communications (plan specific policies/procedures, authorization requests, claims questions etc…), providers should contact the following email address: MHNYProviderServices@Molinahealthcare.com.

o For all HHAX-related communications (system questions/troubleshooting, training requests etc…), providers should contact support@hhaexchange.com
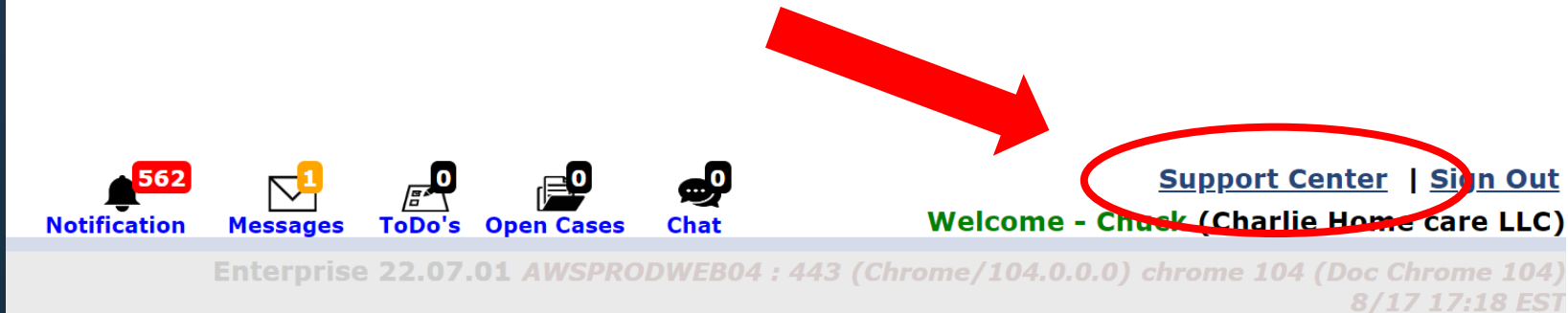   o If EDI (third-party EVV integration) related, then contact EDIsupport@hhaexchange.com

FAQs

Training Support

Question: Where can I access Training Support and Resources?

Answer:
1) Visit the Molina Healthcare of NY Provider Information Center: https://hhaexchange.com/molina-ny
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 permission are granted the ability to add New Users and deactivate User Accounts in the system.
- 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 Molina Healthcare of NY contract?

Answer:
- Contact Molina Healthcare of NY using the communication module. This feature allows both parties to communicate with one another 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 do that?

Answer:
- The billing address and primary phone number are controlled by Molina Healthcare of NY. 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 Molina Healthcare of NY 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 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: How do I update my rates?

Answer:
- Navigate to the Bill Info Tab for a visit, then go to Contract Setup/Billing Rates to manage rates.

Please refer to the Universal Patient Record (UPR) Guide (pg. 13)

Travel Time / Over Time (TT/OT)

Question: How do I document travel time or over time?

Answer:
- Travel Time and Over Time are not in scope for Molina Healthcare.

Diagnosis Code Management

Question: Can I change or update the Dx code for Molina Healthcare of NY members?

Answer:
- Providers are responsible for adding/managing Dx Codes.

Mutual Code Scheduling

Question: How is mutual care authorized by Molina Healthcare of NY?

Answer:
- Mutual Codes are authorized where each member receives half of the total hours.

- For Example:
    - For 10 total hours per day, each member receives an auth for 10 hrs/day and the schedule is created as back-to-back

    - 12p - 5p for member A & 5p - 10p for member B

Provider Resources

State Info Hub
https://hhaexchange.com/molina-ny

HHAeXchange Support
Support@hhaexchange.com
EDISupport@hhaexchange.com

Molina Healthcare of NY Support:
MHNYProviderServices@Molinahealthcare.com