HHAeXchange

Molina Healthcare of New York: Agency Model – Provider Information Session

October 2022

HHAeXchange Presenters

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Agenda

> **HHAeXchange Mission and Purpose**

> **EVV Process & Benefits of HHAeXchange**

> **In Scope Services**

> **HHAeXchange System Functions**

> **Next Steps for Providers & End User Training Registration**

> **Questions?**

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Top 6 Takeaways from Today

- **Authorizations**
  - How to review authorizations sent from the payer in HHAeXchange

- **Communication**
  - How to communicate with the MCOs using HHAeXchange's Notes

- **Visit Confirmation**
  - Auto scheduling and confirmation from EVV clocking
  - How to add and review visits in HHAeXchange

- **Invoicing / Billing**
  - How to review invoices and bill in HHAeXchange

- **Training**
  - How to register users for **System User Training**
  - Receipt of LMS Credentials

- **Next Steps**
  - Important Dates
  - How to access Quick Start Guides and Support Articles

What Applies to Me?

As we walk through this presentation, you will see an indicator next to the HHAeXchange logo in the upper right-hand corner of your screen. This indicator will identify if that workflow applies to an HHAX user, an EDI user or both.

HHAX

- o The HHAX indicator applies to providers who will utilize the free HHAeXchange tools.
- o An in-depth HHAX specific System User training will be provided separately. Please monitor your emails for training invites.

EDI

- o The EDI indicator applies to providers who utilize a 3rd party EVV system.
- o An in-depth EDI specific training will be provided separately. Please monitor your emails for training invites.

Mission & Purpose

An End-to-End Ecosystem

For Better Care

MISSION & PURPOSE

Enable the most effective homecare ecosystem everyday

Empowering **simpler** and **better outcomes** for people who represent some of the most vulnerable and fragile members of our society. **HHAeXchange** connects the dots among states, managed care payers, providers, members and caregivers.

Better Homecare, Better Health

HHAeXchange:
National Footprint of Homecare Management

85+
Payers Served

4
State Aggregator
Contracts

6,800+
Homecare Agencies

677,000+
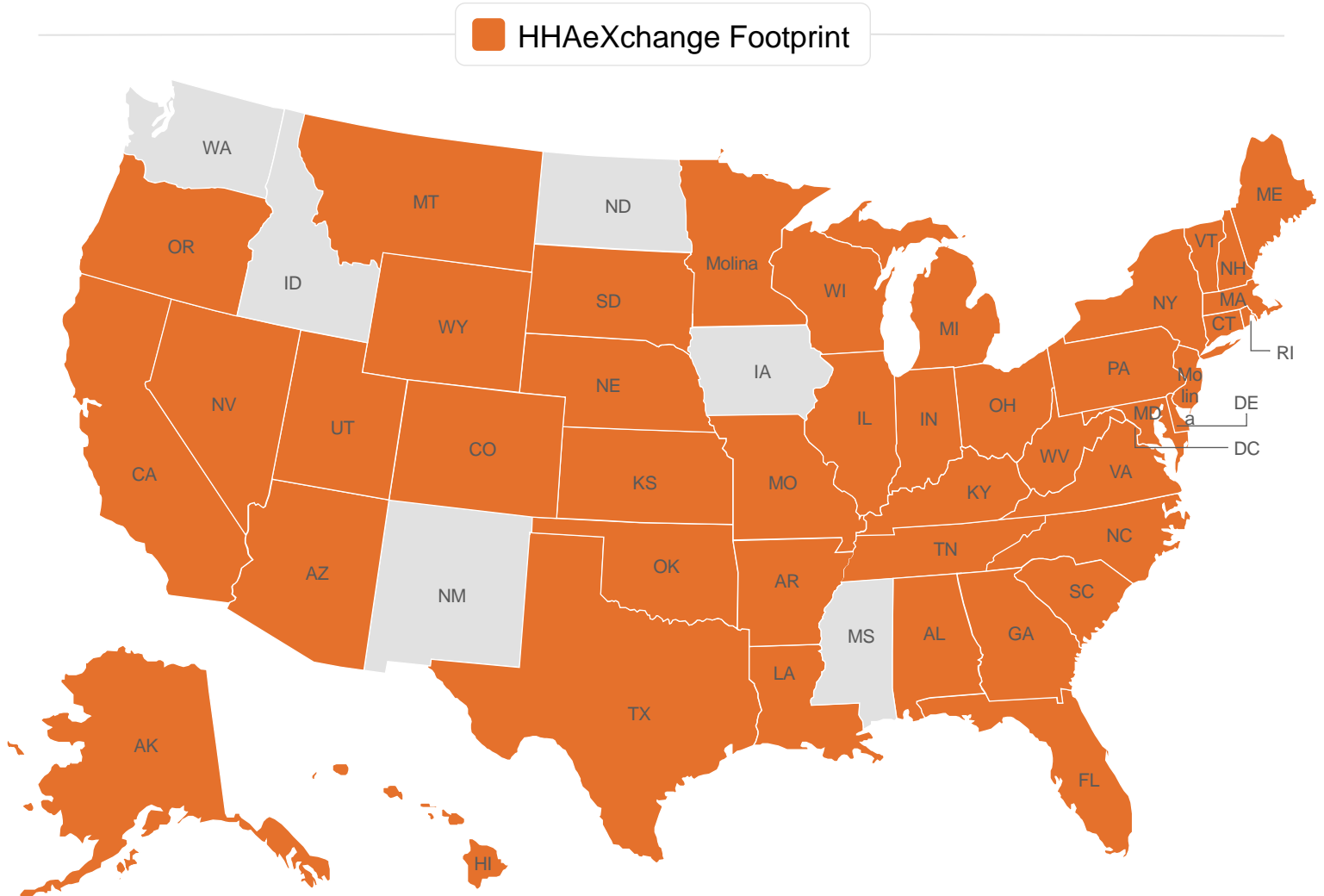Members Serviced

141M
Annual
Visit Confirmations

$17.8B
Annual Payments
Managed

700,000+
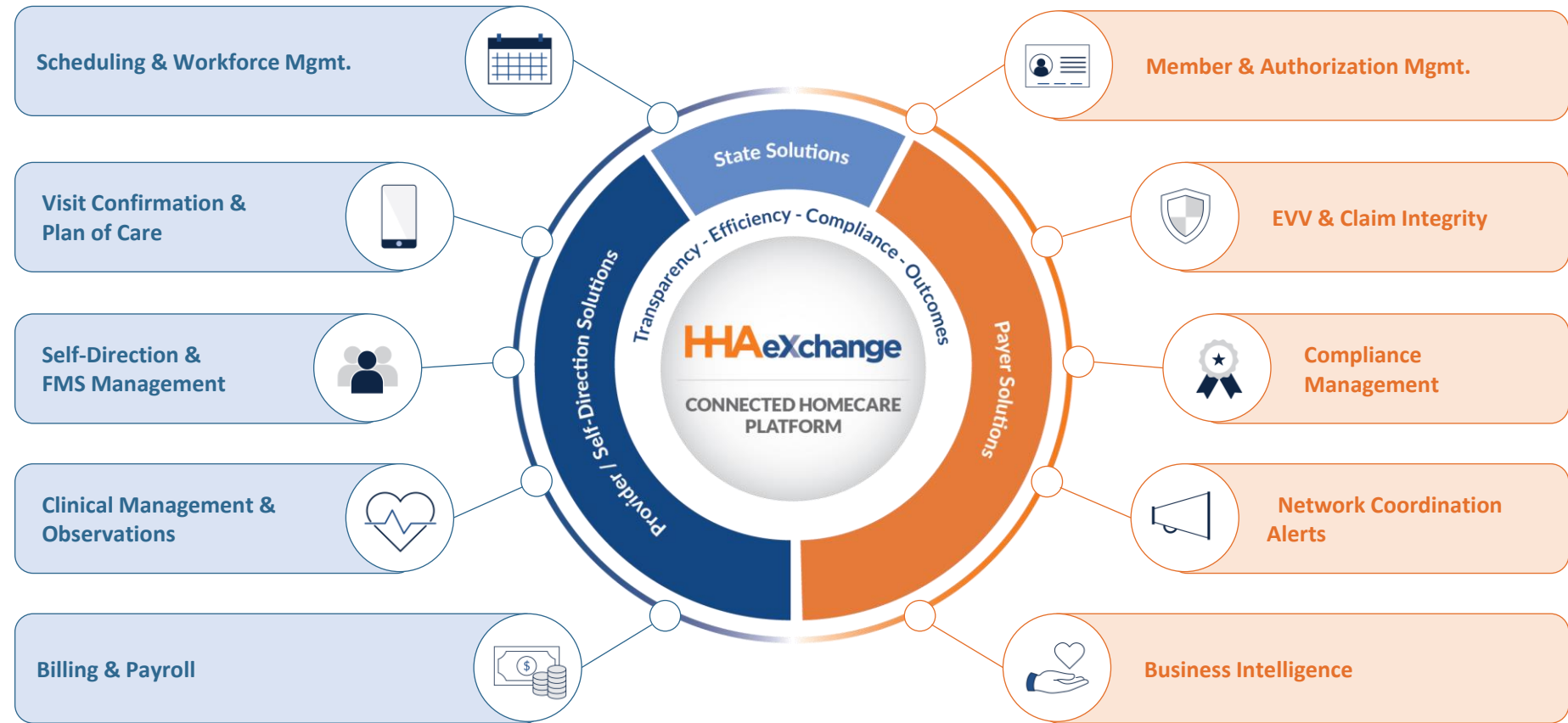Caregivers Working

67,000+
Back-Office Users

HHAeXchange Footprint

September 2022

Our Strategic Framework for Homecare Stakeholders:
Providers, Payers & States

Scheduling & Workforce Mgmt.

Visit Confirmation & Plan of Care

Self-Direction & FMS Management

Clinical Management & Observations

Billing & Payroll

State Solutions

Transparency - Efficiency - Compliance - Outcomes

Provider / Self-Direction Solutions

Payer Solutions

HHAeXchange

CONNECTED HOMECARE PLATFORM

Member & Authorization Mgmt.

EVV & Claim Integrity

Compliance Management

Network Coordination Alerts

Business Intelligence

EVV Mandate
and Benefits
of HHAeXchange

Cures Act Mandated EVV
The Six Data Elements

Section 12006 of the 21st Century Cures Act requires states to implement an Electronic Visit Verification (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.
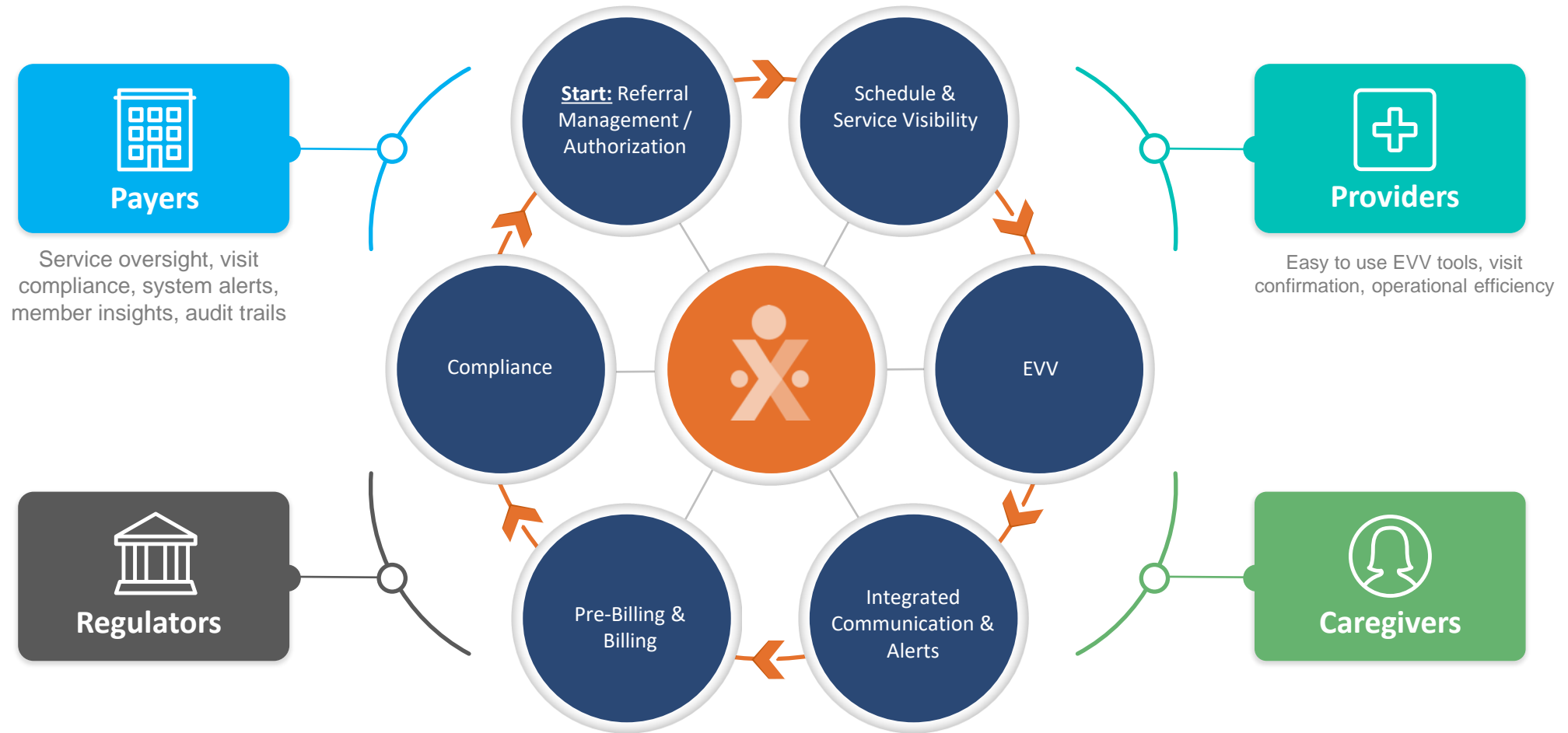
HHAeXchange will be implemented for Molina Healthcare of New York on **December 12, 2022,** to ensure compliance with the Cures Act.

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

- Type of Service Performed
- Individual Receiving the Service
- Date of the Service
- Location of the Service Delivery
- Individual Providing the Service
- Time the Service Begins and Ends

HHAeXchange
The most comprehensive EVV platform for PCS and HHCS

Payers

Service oversight, visit compliance, system alerts, member insights, audit trails

Providers

Easy to use EVV tools, visit confirmation, operational efficiency

Regulators

Caregivers

Start: Referral Management / Authorization

Schedule & Service Visibility

EVV

Integrated Communication & Alerts

Pre-Billing & Billing

Compliance

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.

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 (including CHHA's). 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
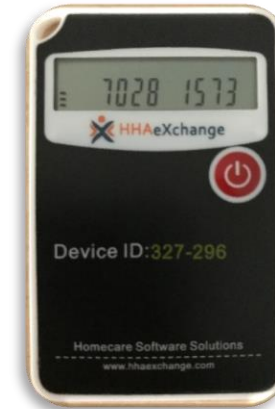
HHAeXchange EVV Methods

Telephony
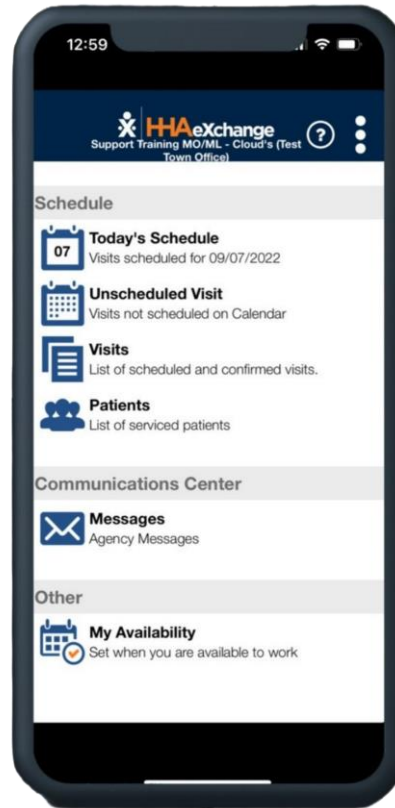
Caregiver Mobile App

FOB Device

In Scope Services

Services in Scope

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

Services in Scope Continued...

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

End to End Process

Payers

Payer Clearinghouse

HHAX Payer Portal

HHAX Provider Portal

In scope and active Members/Auths sent to HHAX

Member/Auth data received and placed with provider portal

If provider has single office, then member is automatically in Active status.
If provider has multiple offices, then provider accepts case and places member in correct office

Service members according to Authorization details. Confirm visits using EVV

Provider completes Prebilling/Billing Review and generates invoice for confirmed visits

HHAX automatically generates 837P or 837i claim file overnight for created invoices

837P or 837i file received and processed. HHAX monitors responses for any rejections

Claims adjudicated

Payment and 835 file posted to providers

HHAeXchange System Functions

Member Management

o Members and Authorizations will be sent to your provider portal prior to the go-live date

    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 to 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. Providers will need to check the notes to determine the weekly breakdown of hours.

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. Further system training on how to do this will be provided.

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

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

o Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
  o In HHAX, providers will enter an edit reason and action taken for why the visit was manually edited

o For missed visits, providers are required to indicate the OMIG missed visit reason and action taken

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

Mobile User Management

o Mobile User Management allows you to manage your caregivers mobile access for EVV clocking

o You can assist the caregivers with their mobile app password resets

Billing Process

o For dates of service **12/12/22** and forward, providers can submit invoices via the linked contract in HHAX

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 at go-live. 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. Further training to be provided on this.

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

Next Steps for Providers

Project Plan Review

Provider Onboarding Milestones:

Enterprise Providers
Fee EVV & New Providers
EDI Providers
All Providers

Oct. 4 – Oct. 28

- Complete Agency Contact Form
- Providers receive *Welcome Letter*
- New Providers complete the *Provider Portal Questionnaire*
- Providers attend Information Session
- Providers receive *Welcome Packets*
- Providers initiate contact with HHAX to begin the integration process
  - Contact EDIsupport@hhaexchange.com
  - Work with the HHAX EDI team to setup and test the integration before go-live

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Nov. 1 – Nov. 18

- Complete Linking Survey by Nov 15, 2022.
- Providers attend at least one of the Enhanced Linked Training Sessions.
- Providers receive/log into LMS
- Providers attend the system user training webinars
- Providers log into HHAX portal
- Providers attend EDI provider onboarding webinar and user training

Nov. 21 – Dec. 5

- Molina NY contract is linked starting Nov. 21
- Review and Update rates to contract, as needed
- Starting Nov. 28 placements are sent to provider portal to validate accuracy
- Pre-Go Live Support Webinar Available

Dec. 12

- **Provider go-live**
  - Scheduling, confirming, billing visits occur on the linked HHAX contract
  - Confirmed and billed visits are sent to HHAX provider portal via integration

Register Team Members for Training

Register Your Team for System User Training

Free EVV○ New Providers○
EDI Providers

○ Register by clicking **here**

○ **Have each of your team members register to attend our system end user training.**

   ○ Monday, Nov. 14 : Member Management, Visit Management, and EVV

   ○ Tuesday, Nov. 15: Billing and Administration

   ○ Wednesday, Nov. 16: HHAeXchange Introduction to EDI Integration

Molina Healthcare of New York - System User Training

| Description | Welcome to the System User Training for the HHAeXchange Provider Portal ! These trainings will be held on Monday and Tuesday with a live Q/A chat option available to you for any questions or concerns. There will be an additional session held on Wednesday for EDI providers ONLY! |

Onboarding Links

o **EDI Providers:**
- o Contact EDIsupport@hhaexchange.com with the subject line of "Molina Healthcare - NY" to initiate the integration process with your third-party EVV vendor
- o Register for *EDI Onboarding*
- o Register for the *System User Training Webinar Week*
- o Register for *Post EDI Training*

o **New Providers + EVV Providers**
- o Complete the *Provider Portal Enrollment Survey*
- o Register for the *System User Training Webinar Week*

o **Enterprise Providers**
- o Register the Enhanced Linking/UPR Training
- o Complete the Linking Survey
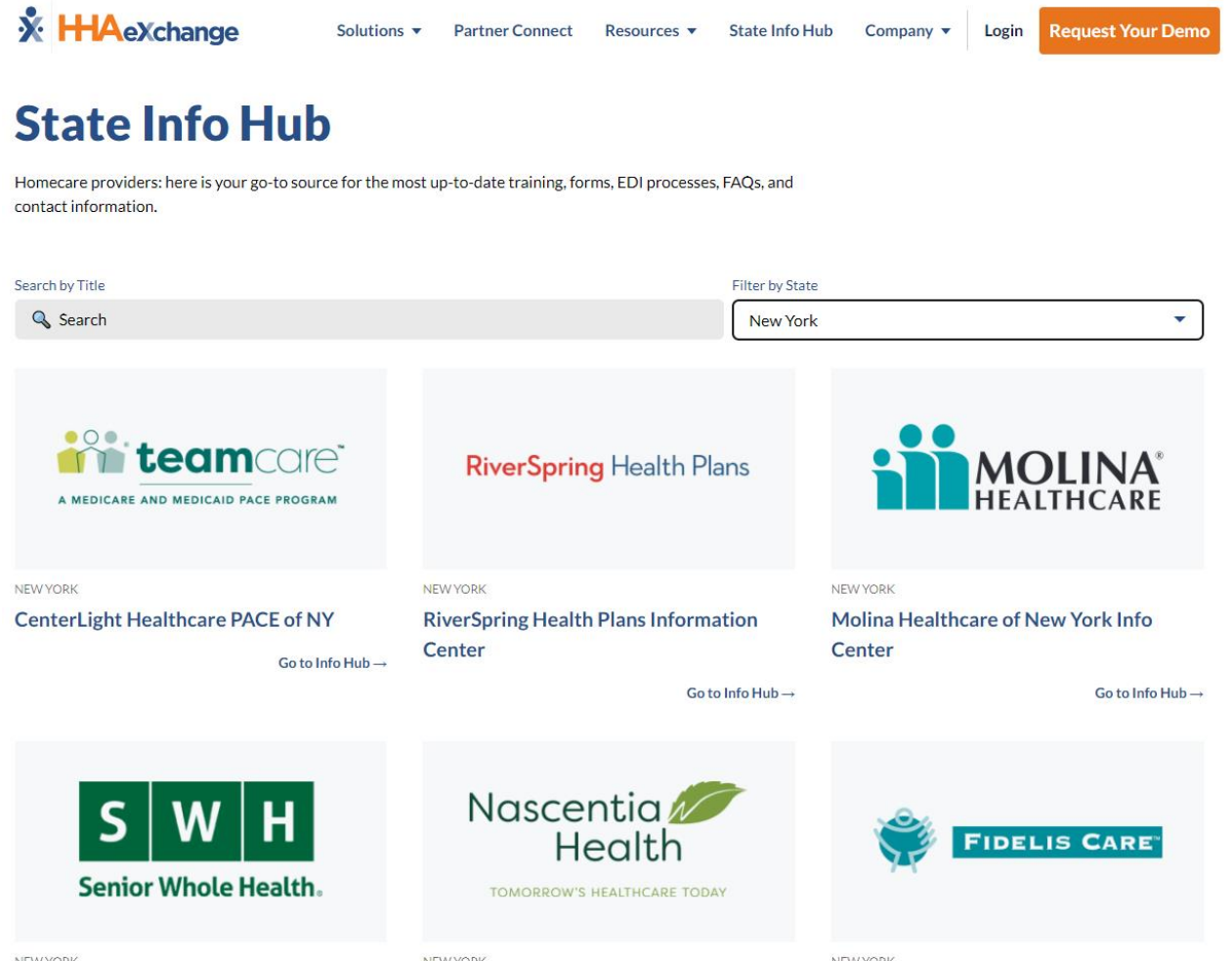
Support Resources

State Info Hub

○ To ensure you stay up to date on all the information for this project, please visit our State Info Hub

○ The State Info Hub will be your primary source of information throughout this implementation

○ The website also contains all documents such as welcome packets and training links

https://hhaexchange.com/molina-ny

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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

HHAeXchange Support
1-855-400-4429

Questions?

Thank You!