

A background image showing a smiling man in the foreground and a smiling woman behind him, both appearing to be in a park or outdoor setting. The image is overlaid with a blue-to-orange gradient.

# Molina Healthcare of NY Enterprise Provider Training

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



- — **Provider Information Overview**
- — **Enhanced Linked Patient Functionality + Demo**
- — **Go-Live Preparedness + Implementation Tasks**
- — **Demo**
- — **Timeline, Next Steps, and Resources**



## Provider Overview: Enterprise Providers

- Molina Healthcare of New York will implement the HHAeXchange enhanced linked contract functionality on **Monday, December 12, 2022**.
- 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.



## 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



- Members and Authorizations will be sent to your provider portal prior to the go-live date
  - Providers will validate the data received to ensure accuracy and reach out to Molina Healthcare of NY with any discrepancies
- Providers with multiple HHAX offices (locations), will need to accept the case and assign to the correct office prior to servicing members; providers with a single HHAX office will receive the placement automatically
- Members are discharged from their HHAX portal by the payer based off the latest member file loaded to the system



## Authorization Management



- Providers will use the authorization imported to HHAX to schedule, confirm, and bill visits for members
  - Providers will validate the data received to ensure accuracy and reach out to Molina Healthcare of NY with any discrepancies
  - 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.
- 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.
- Providers are responsible for validating and adjusting diagnosis codes as needed in HHAX. Further system training on how to do this will be provided.

- Visits should be scheduled based on the authorization provided by Molina Healthcare of NY
- Providers can schedule a single visit or can utilize the HHAX master week to create a rolling schedule
- 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



- For dates of service **12/12/22** and forward, providers can submit invoices via the linked contract in HHAX
- Providers will be responsible for resolving all Prebilling and Billing Review issues in HHAX to ensure invoices are compliant and to reduce denials
- HHAX will generate the 837-claim file and send to Molina Healthcare of NY
  - HHAX will monitor clearinghouse responses to ensure successful transmission
- HHAX Providers will manage their own rates in HHAX, and are responsible for adding rates prior to submitting first invoices
  - Rate regions will be configured on the linked contract to account for varying rates by region
- Once the claim is received by Molina Healthcare of NY, standard adjudication and payment process will follow
  - The current process for receiving an 835 will remain in place (SSI)



## Communications



- 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 will be provided on this.
- For Molina Healthcare of NY related communications (plan specific policies/procedures, authorization requests, claims questions, etc.), providers should contact the following email address: [MHNYPProviderServices@Molinahealthcare.com](mailto:MHNYPProviderServices@Molinahealthcare.com).
- For all HHAX related communications (system questions/troubleshooting, training requests, etc.), providers should contact [support@hhaexchange.com](mailto:support@hhaexchange.com)



## Patient Merge & Contract Set Up

- If you completed the [Enterprise Provider Linking Survey](#), the offices you designated will be linked beginning November 21.
- If you did not complete the survey, then *all* NY offices will be linked.

Patient Merge	<ol style="list-style-type: none"><li>1. Accept the placements from the linked contract ASAP.</li><li>2. Perform Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for Molina Healthcare of New York are transferred over)</li><li>3. After merging, Providers can update the Bill To field on Master Weeks and Calendar for dates of service 12/12/2022 and forward on the linked contract</li></ol>
Contract Configuration Copy	<ol style="list-style-type: none"><li>1. Review the editable configurations on the linked contract. Please review the contracted service codes added on the HHAeXchange Portal (Admin &gt; Contract Setup &gt; Search Contract (Contract Name: Molina Health New York) &gt; Billing Rates Tab).</li><li>2. Providers can add rates to the new contract based on their current contract amount.</li><li>3. Providers are given the flexibility of managing and editing their rates as needed.</li></ol>

Demo





# Timeline and Next Steps for Providers



## Go-Live Preparedness + Implementation Tasks

- Providers will **receive members and authorizations** on the linked Molina Healthcare of New York payer contract by November 28, 2022.
  - If you are missing any members or authorizations, please contact Molina Healthcare of New York with specific details
- Members will be sent as **Confirmed** unless the provider has multiple offices, in which case they will be sent as **Pending**
  - 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.
  - If receiving a **Pending** placement, review the Service Code and Zip Code on the authorization to confirm which office the member should be placed in
- Patient Merge
  - Providers are encouraged to merge member records as soon as they are received on the UPR contract
  - After the merge is complete, update the 'Master Week Bill To' to reflect the Molina Healthcare of New York linked contract effective Monday, 12/12 (Go Live)



## Provider Onboarding Next Steps

Step	Date
Enhanced Linked Contract Training	Monday, November 14 Wednesday, November 16 Friday, November 18
UPR Contract Linking	Starting Nov. 21
Member + Authorization Data loaded to linked contract	Starting Nov. 28
Provider Go-Live Support Webinar	Dec. 5
Provider Go-Live	Dec. 12



# Provider Onboarding Milestones:

## Enterprise Providers



Oct. 4 – Oct. 28



Nov. 1 – Nov. 18



Nov. 21 – Dec. 5



Dec. 12



- Providers complete the [Enterprise Provider Linking Survey](#)
- Providers attend at least one of the Enhanced Linked Training Sessions.

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

- Complete Agency Contact Form
- Providers receive *Welcome Letter*
- Providers attend Information Session
- Providers receive [Welcome Packets](#)

- 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
- Starting Nov. 21, accept placements from the linked contract and assign to appropriate office.
- Perform Patient Merge and update Master Weeks.



# 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>

The screenshot shows the HHAeXchange State Info Hub website. At the top, there is a navigation bar with the HHAeXchange logo, links for Solutions, Partner Connect, Resources, State Info Hub, Company, Login, and a Request Your Demo button. Below the navigation bar is the heading "State Info Hub" and a subheading: "Homecare providers: here is your go-to source for the most up-to-date training, forms, EDI processes, FAQs, and contact information." There is a search bar labeled "Search by Title" and a filter dropdown menu labeled "Filter by State" with "New York" selected. Below the search bar, there are six cards representing different healthcare providers, each with a logo, name, and a "Go to Info Hub" link. The cards are: 1. teamcare (A MEDICARE AND MEDICAID PACE PROGRAM), 2. RiverSpring Health Plans, 3. MOLINA HEALTHCARE, 4. CenterLight Healthcare PACE of NY, 5. RiverSpring Health Plans Information Center, 6. Molina Healthcare of New York Info Center, 7. Senior Whole Health (SWH), 8. Nascentia Health (TOMORROW'S HEALTHCARE TODAY), 9. FIDELIS CARE.



# Provider Resources



## State Info Hub

<https://hhaexchange.com/molina-ny>



## HHaEXchange Support

[Support@hhaexchange.com](mailto:Support@hhaexchange.com)  
[EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)

## Molina Healthcare of NY Support:

[MHNYProviderServices@Molinahealthcare.com](mailto:MHNYProviderServices@Molinahealthcare.com)



## HHaEXchange Support

1-855-400-4429