

May 2022

RiverSpring Health Plans Provider Information Session

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➤ — **Team Introductions**

➤ — **Information Session Goals and Overview**

➤ — **Provider Landscape + Key Implementation Dates**

➤ — **Provider Workflow in HHAeXchange**

➤ — **Contact Information**



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HHAeXchange Implementation Overview





Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation
 - Understand the provider options for using HHAeXchange with RiverSpring
- Review the future-state provider workflow in HHAeXchange
- Understand the key next steps for providers to be ready for go-live
- Provide contact information and where to find additional resources and support to prepare for go-live

Cures Act Mandated EVV



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 RiverSpring on **July 5, 2022**, to ensure compliance with the Cures Act.

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



What is HHAeXchange?



HHAeXchange is the premiere Homecare Management Software company for the Medicaid LTSS population. We are the leaders in connecting payers and homecare agencies to enable more collaboration, communication, and workflow efficiencies. Through the use of the HHAeXchange portal, our goal is to make working with RiverSpring easy and efficient.

How We're Helping RiverSpring Meet the Cures Act Mandate

- Industry-leading scheduling and billing platform for back-office users and EVV confirmations
- Easy-to-use point-of-care visit confirmation tools for caregivers

What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Free EVV solution for time & attendance and duty tracking
- Electronic billing



Services in Scope

Aide, Interpretive Services, 15 min	HHA 15min	Nutrition Therapy, visit	PCW, 15min	Registered Nursing, regular visit. Existing Patients. PRN (Unscheduled RN visits/Emergency) visits
CDPA 15 min outer borough	HHA Live in	Occupational Therapy, evaluation	Personal AID : Live In	Respiratory Therapy, evaluation
CDPA live in	HHA, 15min, 2 client, outer borough	Occupational Therapy, visit	Personal Aide, 15 min	Respiratory Therapy, visit
CDPA two client	HHA, 15min, two client	PA Live In	Personal Aide, Live in	RN regular visit, existing patients
CDPA two client outer borough	Home Attendant, 15 min	PA, Live In	Personal Care Aide, 15 min	RN, OASIS by CHHA
CDPAP basic 15 min	Home Attendant, live-in	PCA, 15 Min, 2 Client	Personal Care Aide, live-in	RN, Telephonic UAS Assessment
CDPAP live in two client	Home Health Aide, 15 min	PCA, 2 client, outer borough	Physical Therapy, evaluation	RN, UAS Assessment, for existing patients
CDPAP live in two client outer borough	Housekeeper, 15 min	PCW live in	Physical Therapy, visit	Social Work, visit
CDPAP live in, outer borough	LPN Private Duty 15 min	PCW live in two client	Private Duty Nursing, RN, 15 mins	Speech Therapy, visit
HHA 15 min outer borough	LPN visit	PCW live in two client hard to serve	Registered Nursing, assessment evaluation. New Patient	Speech Therapy, evaluation

Provider Options





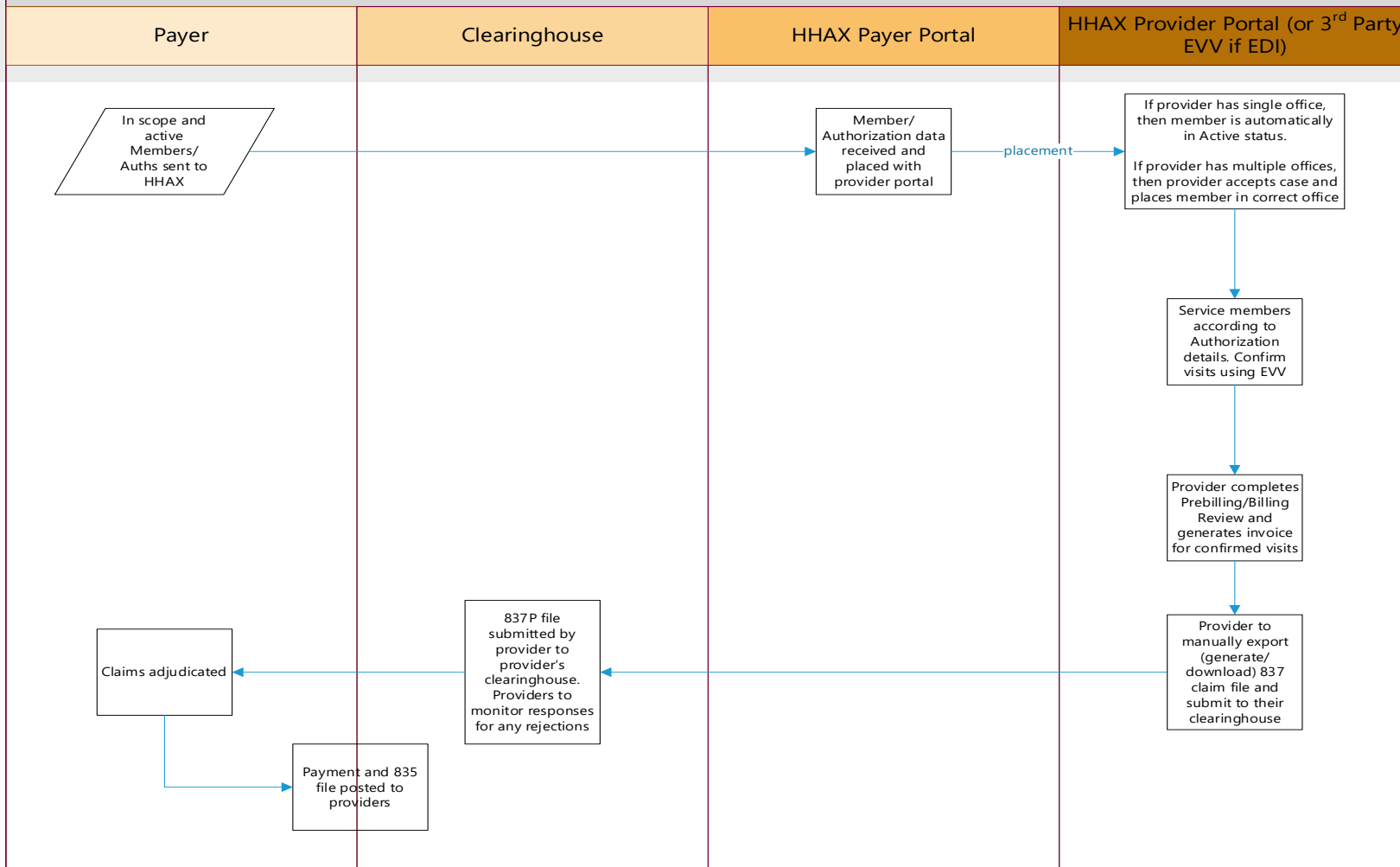
Provider Landscape

- **Existing Enterprise Providers:** Providers who have their own Enterprise HHAX portal as their agency management and EVV solution
- **Existing EDI Providers:** Providers who have their own HHAX portal which is used to integrate confirmed and billed visit data with their third-party EVV system
 - EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration.
- **Existing Free EVV Providers:** 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:** Providers who do not have an existing HHAX portal. These providers have two options for this implementation:
 - **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed and billed visits to RiverSpring.
 - **Free EVV:** Use a Free EVV HHAX portal to confirm and bill visits

HHAX Provider Workflow Review



End-to-End Process Map





Member Management

- Members and Authorizations will be sent to your provider portal prior to the 7/5 Go Live
 - Providers will validate the data received to ensure accuracy and reach out to RiverSpring with any discrepancies
- 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
- Members are discharged from their HHAX portal by the payer based off the latest authorization loaded to the system
 - Members will be discharged on the last day of the latest auth loaded
 - Members will be reactivated by receiving a new auth in HHAX



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 RiverSpring with any discrepancies
 - Authorizations will be sent as Entire Period in HHAX with the recommended weekly breakdown in the notes
 - Mutual cases will be authorized as split in HHAX (e.g. each member receives an equal split of the authorization)
- Authorizations will match the current format (time period, unit breakdown etc...), but will be transmitted via the linked contract in HHAX. The process to request/adjust authorizations will remain the same



Visit Confirmation

- Visits will be confirmed using EVV, either using the HHAeXchange EVV tools or sent to HHAeXchange via third-party integration.
- Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
 - 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 the payer in HHAX
 - ENT providers are able to enable a higher compliance level for this contract



Billing Process

- For dates of service **7/5/22** and forward, providers can create invoices via the linked contract in HHAX
- Providers will complete prebilling and billing review to ensure correct claim formatting.
- Provider will generate and export the 837P claim file from HHAX and send to their clearinghouse



Billing Process

- Providers will be responsible for resolving all Prebilling and Billing Review issues in HHAX to ensure invoices are compliant and to reduce denials
- Providers will manage their own rates in HHAX or via the interface for integrating providers and are responsible for adding rates prior to submitting first invoices.
 - Two rate regions will be configured on the linked contract to account for varying rates by region
 - Downstate (NYC 5 boroughs)
 - Outer Counties (Nassau, Suffolk, Westchester)





Communications

- The HHAeXchange Communication Module will be used at go-live for RiverSpring
- For all HHAX-related communications (system questions/troubleshooting, training requests etc.), providers should contact support@hhaexchange.com
 - If EDI (third-party EVV integration) related, then contact EDIsupport@hhaexchange.com



Broadcasting

- The HHAeXchange Broadcasting feature will be used post go-live July 5th, 2022 in order to facilitate reaching out to providers for member assignment.
- The member profile will be imported into HHAeXchange in “waiting” status. They will then be selected from the Placement Queue to be broadcasted.
- Broadcast placement without auth is sent. Member Preferences are noted in the Special Requests section (service hours, gender, language, etc.)
- Providers view broadcasts in Pending Placement Queue to determine if they can staff the case.
- The first provider to accept placement receives the member and the broadcast is then removed.
- RiverSpring will review placement, accept, and the authorization will be entered and sent.

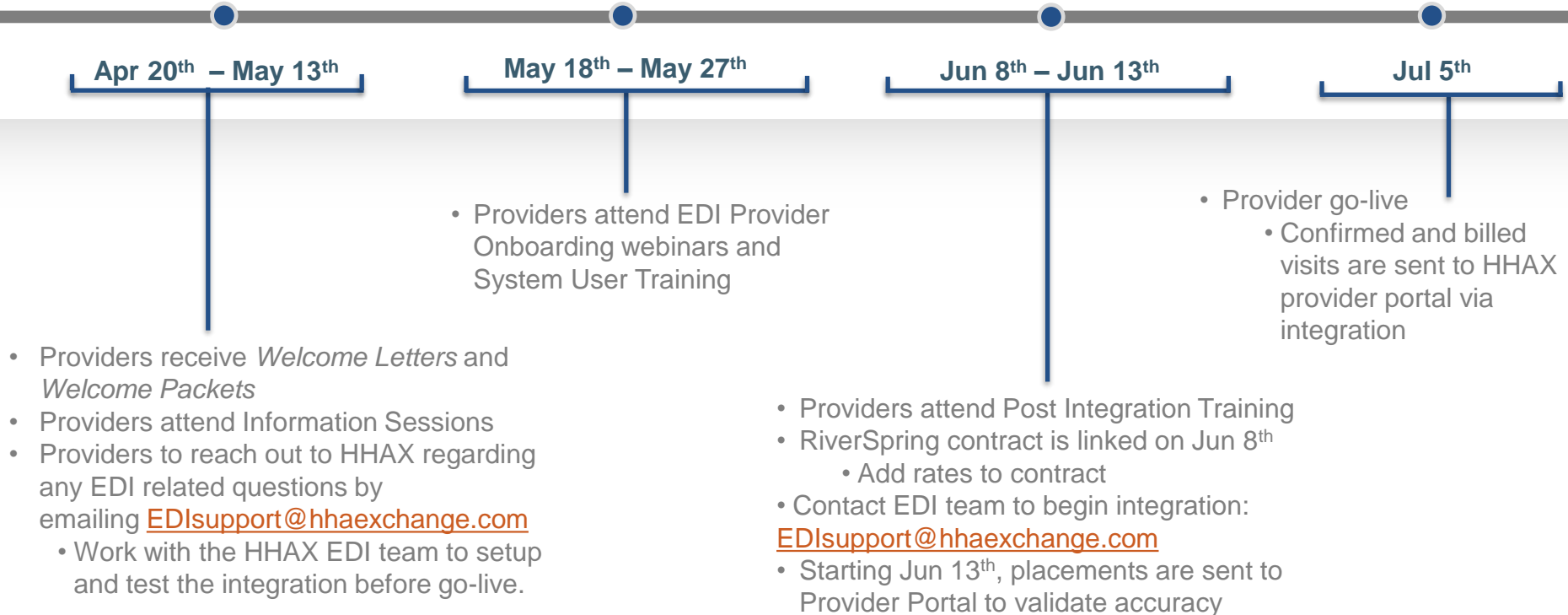
Timeline and Next Steps



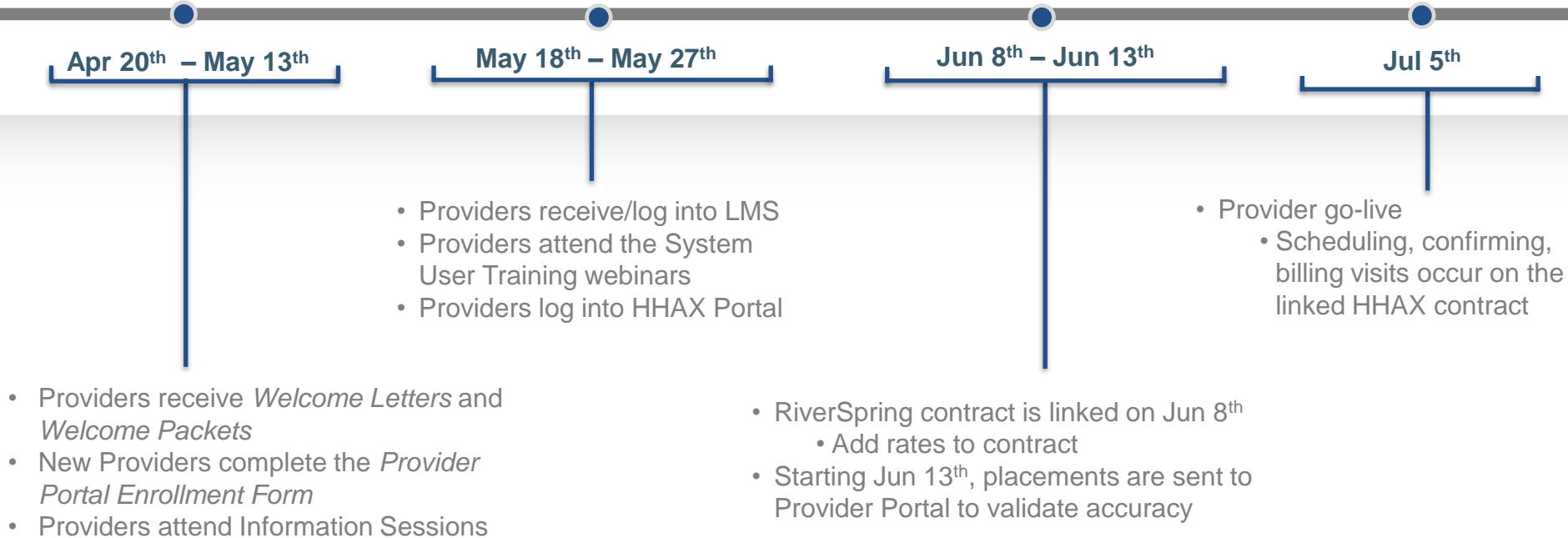
Provider Onboarding Milestones: Enterprise Providers



Provider Onboarding Milestones: EDI Providers



Provider Onboarding Milestones: Free EVV + New Providers





Next Steps

- ENT Providers:
 - Register for *Enhanced Linked Contract* training
 - May 31st at 12p; Jun 2nd at 3p; Jun 3rd at 9a
 - Complete the *Office Linking Survey* to indicate which offices should be linked to RiverSpring
 - If the form is not completed, all offices will be linked
 - Providers with high active RiverSpring census can opt in to have internal member records merged with the new linked record, rather than completing this step manually from the front end
- EDI Providers:
 - Contact EDIsupport@hhaexchange.com with the subject line of “RiverSpring Integration” to initiate the integration process with your third-party EVV vendor *once linking has occurred*
 - Register for the *System User Training Webinar Week*
 - May 23rd – May 27th where each day will be focused on specific functionality within HHAX
- Free EVV Providers:
 - Complete the *Provider Portal Enrollment Form*
 - Register for the *System User Training Webinar Week*
 - May 23rd – May 27th where each day will be focused on specific functionality within HHAX

Contact Information





<https://hhaexchange.com/riverspring/>

HHaEXchange Support



support@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.*



HHAX Support: 1-855-400-4429

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