RiverSpring Enterprise Provider Training

Agenda

- Provider Information Overview

- Enhanced Linked Patient Functionality + Demo

- Go-Live Preparedness + Implementation Tasks

- Provider Reminders

- Timeline, Next Steps, and Resources

Provider Overview

o RiverSpring will implement the HHAeXchange enhanced linked contract functionality on Tuesday, **December 12, 2022.**

o 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.

o 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.

Demo

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

Go-Live Preparedness + Implementation Tasks

o Providers **receive members and authorizations** on the linked RiverSpring payer contract by the end of November. RiverSpring and HHAeXchange will communicate the date closer to.

- o If you are missing any members or authorizations, please contact RiverSpring 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 RiverSpring linked contract effective Monday, December 12, 2022 (Go Live)

Provider Reminders

o Plan of Care (POC)

  o POC compliance will not be enforced by the Payer in HHAX. The UPR contract is set to a read-only POC Duty Compliance value of **No Compliance**. If you would like to configure a specific compliance level for this contract, please contact HHAX support at support@hhaexchange.com

o Member Status

  o Members will be discharged from the RiverSpring contract based of the last day of the latest auth loaded. Discharged members will be reactivated by receiving a new authorization

  o Be sure to regularly review member eligibility for any changes. If a member loses eligibility, they may still be Active since they have an auth loaded to their profile, but their claims would deny

  o Providers can manually update a member's status on the UPR contract

Provider Reminders

o Billing

- o Providers will be responsible for resolving all Prebilling and Billing Review issues in HHAX to ensure invoices are compliant and to reduce denials
- o Providers should download the 837 claim file and submit to the clearinghouse as you are doing currently for your RiverSpring contract
  - o Providers are responsible for tracking and maintaining the status of the claim
    - This process will be similar to that of other internal contracts

o Initial Billing Configuration for Enterprise providers

- o Enterprise providers will need to please send an email to support@hhaexchange.com detailing which contract should be used to copy for the new internal RiverSpring Health Plans linked contract. The source contract should have your most up to date clearinghouse information. Additional instructions will be provided during your enhanced link contract training.

Provider Reminders

o Rate Management

   o 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.

      o 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)

o Manual Broadcasting Process

   o RiverSpring will manually broadcast new members to their Providers, and the Providers will need to review and accept/deny placements from the Pending Placement Queue

      o In order to make this process more efficient for RiverSpring, please ensure your service zip codes are accurate and up to date

Provider Reminders

o The HHAeXchange Communication Module will be used at go-live for RiverSpring

 o For all RiverSpring related questions – contact Jack Nunez, AVP Business Operations

  o Phone number : 800-771-0088

  o Email : Jack.Nunez@elderservehealthplans.org

 o Any system related questions should be sent to HHAX support at
support@hhaexchange.com or 1-855-400-4429

Timeline and Next Steps

Provider Onboarding Milestones: Enterprise Providers

Oct. 11th – Nov. 4th

Nov. 15th – Nov. 18th

November 28th

December 12th

- Providers attend 1 Training Session on Enhanced Linked Training

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

- RiverSpring contract is linked on November 28th
  - Add rates to contract
  - Update/validate contract configurations
- Starting November 28th, accept Placements from the linked contract and assign to appropriate office
- Perform Patient Merge and update Master Weeks*

- Providers receive *Welcome Letters* and *Welcome Packets*
- Providers attend Information Sessions
- Providers complete the *Enterprise Provider Linking Survey*
  - If opting in on this survey, then the starred items are N/A

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Provider Onboarding Next Steps

Step	Date
Enhanced Linked Contract Training	Tuesday, November 15th Thursday, November 17th Friday, November 18th
UPR Contract Linking	Starting November 28th
Member + Auth Data load to linked contract	Starting November 28th
Provider Go-Live	December 12th

HHAX Opt-In: Patient Merge & Contract Copy

o If you completed the Enterprise Provider Linking Survey, the offices you designated will be linked beginning **November 28, 2022**. If you did not complete the survey, then *all* NY offices will be linked.

o If you opted in for the backend patient merge and contract-level configuration copy (for providers with a RiverSpring census of 300 or more), this will be completed after the linking

Process	If you opted in	If you did not opt-in (or RiverSpring census < 300)
Patient Merge	Starting November 28, 2022, accept the placements from the linked contract ASAP. The merge will be performed for Active members only. The Master Week will be updated to reflect the linked RiverSpring contract in the Bill To field effective December 12, 2022.	Accept the placements from the linked contract ASAP and manually perform the patient merge and Master Week update as demonstrated in this demo
Contract Configuration Copy	All editable configurations on the internal contract you entered will be copied over to the UPR contract. The Billing Rates tab will not be copied, and you will be responsible for adding/editing rates, as they will be loaded as $0	Review the internal RiverSpring contract and edit the configurations as needed

Merge Process Next Steps

o Step 1 : Once you are linked to the Payer and data has loaded, you will need to accept the members from RiverSpring

   o Your members will need to be in an "active" status in order for the Member Merge Process to be successful

o Step 2: HHAX will perform the back-end Member Merge Process before go live.

o Step 3: HHAX updates the "Bill To" field within the Master Week

o Step 4: After the Merge Process is complete, the Provider should login and validate the merge of patient records has occurred successfully.

Contract Configuration Copy Next Steps

o Step 1 : HHAX performs the back-end Contract Configuration Copy Process before go live.

o Step 2: After the Contract Configuration Copy Process is complete, the Provider will need to add rates to the RiverSpring linked contract

    o Admin > Contract Setup > Search Contract (Contract Name: RiverSpring) > Billing Rates Tab)

    o Providers have the opportunity to add rates to the new contract based on their current contract amount.

o Step 3: Once the process is complete, the Provider should login and validate that all information is correct

Support Ticket Entry

o General Support

   o Email: Support@hhaexchange.com

     o Provider Name

     o Provider Tax ID

     o Background on the issue/concern

     o Questions/statement on the assistance needed

o Visit our Support Center

Provider Resources

https://hhaexchange.com/riverspring/
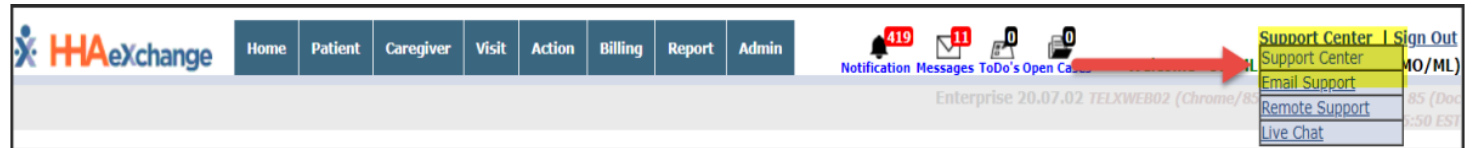
HHAeXchange Support

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

Jack Nunez – AVP Business Operations

800-771-0088

Jack.Nunez@elderservehealthplans.org

Questions?