

August 5th, 9th, 10th 2021

Senior Whole Health Caregiver Experience Features

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➤ — Background

➤ — Care Insights Functionality

➤ — Plan of Care Functionality

➤ — Timeline + Next Steps

➤ — Questions

Caregiver Experience Updates





Caregiver Experience Enhancements

- Two new Caregiver features will be rolled out for members on the MAP (Senior Whole Health) HHAeXchange contract starting August 23rd, 2021
 - Roll out to all MLTC (SWHNY-MLTC) contract members to be targeted for a later date
- Payer-managed Plan of Care (POC)
 - Targeted to improve visibility into tasks being performed for members
 - Payer-managed POC will be used to help providers build out care plan
 - Compliance to be enforced for required tool
- Care Insights
 - Additional enhancement available to caregivers to improve value-based outcomes, target social determinant of health (SDOH) factors, and improve member experience
 - Provider engagement will be beneficial to help delivery quality initiatives

Care Insights





Care Insights Overview

- What is Care Insights?
 - Provider impact + Caregiver impact
- Cohorts
 - Base Cohort (general VBC questions), Care Transitions (following discharge), Food Insecurities (food insecurity SDOH), Wellness (socialization services), Diabetes (diabetes disease management/monitoring)
- Question Examples
 - Is the patient showing any general signs of being unwell? Is the patient taking their medication as prescribed? Did the member experience any pain today? Has the member received the flu shot?
- Initiative goals and expectations
 - Decrease hospital readmission rates, improve member education on self-management, highlight aspects of quality-driven care (e.g. shortness of breath, vaccination, pain control), target and identify food insecurities, monitor changes to member's overall wellness
 - Collaboration between Care Management, Quality, Provider Relation teams and Providers, Caregivers, and Members

Plan of Care





Payer-Managed Plan of Care (POC)

- Initiative goals and expectations
 - Improve collaboration with providers to manage and distribute member's plan of care and to increase visibility into tasks performed
 - Ensure assigned tasks are being completed to contribute towards improved member outcomes
- Plan of Care
 - POC Compliance
 - Compliance will initially be set at Payer Compliance (at least 5 confirmed duties, one of which must be Personal Care)
 - After initial period once all is stable, compliance will be upgraded to Max Compliance (all confirmed duties on POC)
 - Duty Mapping enhancements – demo
 - Available for HHAX EVV only

POC Duty Mapping Demo





POC Duty Mapping

- [Job Aid link](#) – for HHAX EVV

Contract Setup (Universal Patient Payer1-PROD (MIA)) Enterprise 23.07.03 11:10

General Billing Rates Billing/Collections Scheduling/Confirmation **Duty Mapping** Eligibility Quickbooks Notes/Uploads

Duty Code	Duty Name	Duty Category	Linked Contract Duty
10	Self Administration of Meds	Personal Care	1 - BATHE IN TUB111 (Personal Care)
11	MR 011	Activities	11 - MR 011 (Personal Care)
12	MR 012	Caring Hospice	12 - MR 012 (Personal Care)
13	MR 013	Personal Care	13 - MR 013 (Nutrition)
14	MR 014	Personal Care	14 - MR 014 (Personal Care)
15	MR 015	Nutrition	15 - MR 015 (Activity)
16	MR 016	Long Term Care	Select
17	MR 017	Personal Care	Select
18	Bath-Best Test	Personal Care	Select

155	Shampoo/ Lavado del cabello	General Duties	Select
156	Skin Care/ Cuidado de la piel	General Duties	Select
157	Nail Care/ Cuidado de unas	General Duties	Select
175	New 175	Activity	Select
178	Companion Care	General Duties	Select
200	Patient is on a prescribed diet	Nutrition	Select

Timeline + Next Steps





Timeline + Next Steps

- Care Insights:
 - Questions become available to caregivers via the HHAX mobile app starting on Monday, 8/23
- Plan of Care
 - Duty mapping becomes available Monday, 8/16
 - POC Compliance becomes enforced starting Monday, 8/23



Additional Resources

- HHAeXchange Support
 - support@hhaexchange.com
 - 855-400-4429
 - Provider Info Center: <https://hhaexchange.com/senior-whole-health/>
- SWH Support
 - Care Management: SWHNY-CareMgmt@MolinaHealthCare.Com