



## ***SWHNY Information Sessions***

*11/3/20, 11/4/20, and 11/5/20*

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# Agenda

- Team Introduction
- Information Session Goals
- What is HHAeXchange?
- 21<sup>st</sup> Century Cures Act Background
- Provider Landscape
- Key Implementation Dates
- Services in Scope
- Provider Workflow in HHAeXchange
- Member(Patient) Management
- Communication Notes
- Claims and Billing
- SWHNY Information Center
- Next Steps
- Questions?



# Team Introductions

- SWHNY Team
  - Cheryl Parris
  - Michelle Ritchie
  - Jason Moskowitz
  - Stephanie Cruz
  - Yeemei Marino
  
- HHAeXchange Team
  - Daniel Jakubovitz
  - Tanzeel Sahibzada
  - Fatima Abbas
  - Tima Sheikh
  - Ariel Jimenez



# Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation
- Understand the services in scope and benefits of using HHAeXchange
- Preview the flow of information in HHAeXchange
- Provide contact information and where to find additional resources

# 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 SWHNY easy and efficient.

## How We're Helping SWHNY 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
- HHAX providing data aggregation for submission of EVV data subset to MMIS

## What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Real-time two-way messaging with SWHNY
- Free EVV solution for time & attendance and duty tracking
- Electronic billing

# 21<sup>st</sup> Century Cures Act Background

Section 12006 of the 21st Century CURES Act requires states to implement an 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 for PCS.

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







# Provider Landscape

- Provider Types:
  - **Enterprise:** Provider already uses HHAeXchange for EVV and member management
  - **Non-Portal:** Provider does not use HHAeXchange and does not already have their own EVV system. Non-Portal providers are able to use HHAeXchange free of charge to manage SWHNY members
  - **EDI (Electronic Data Interchange):** Providers who have their own EVV system, separate from HHAeXchange
    - EDI providers may continue to work in their own system for scheduling, recording visits, and billing, but the data will be sent to HHAeXchange via a file from the alternate EVV vendor. Communications with SWHNY will be done within the HHAeXchange portal
    - If you have your own EVV system, you can reach out to [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com) at any time for any questions about the integration process and file specifications



# HHaEXchange Implementation

- SWHNY provider network will use the HHaEXchange Professional system for scheduling and confirming visits as of 12/5/2020
  - Technical go-live (provider network linked and data loaded) of 11/24/2020
  - Providers are encouraged to review and validate member/auth data in portals prior to 12/5/2020 go-live, and communicate any errors to SWHNY for correction
- Provider onboarding info sessions: 11/3/2020, 11/4/2020, and 11/5/2020
- Provider training sessions starting on the week of 11/16/2020. Links to training will be shared after the Information Session
  - Enterprise Providers: 11/16/2020 and 11/19/2020
  - EDI Providers via LMS: Week of 11/16/2020
  - New HHAX Portal Providers via LMS: Week of 11/16/2020
- SWHNY Information Center: <https://hhaexchange.com/senior-whole-health/>
- SWHNY Provider Relations : [SWHProviderRelationsNY@magellanhealth.com](mailto:SWHProviderRelationsNY@magellanhealth.com)



# Services in Scope

PCA – 15 min

PCA – Two  
Client – 15 min

PCA – Multiple  
Client – 15 min

PCA – Live in –  
per diem

PCA – Live in  
Two Client – per  
diem

CDPAP – 15 min

CDPAP – Two  
Consumer – 15  
min

CDPAP – Live in  
– per diem

CDPAP – Live in  
Two Consumer –  
per diem

HHA – 1 hour

HHA – 15 min

HHA – Live in –  
per diem

HHA – Live in  
Two Client – per  
diem

HHA – Two  
Client – 15 min

LPN – 1 hour

LPN – 15 min

Nursing Care in  
Home (LPN) –  
per diem

Nursing Care in  
Home (RN) – per  
diem

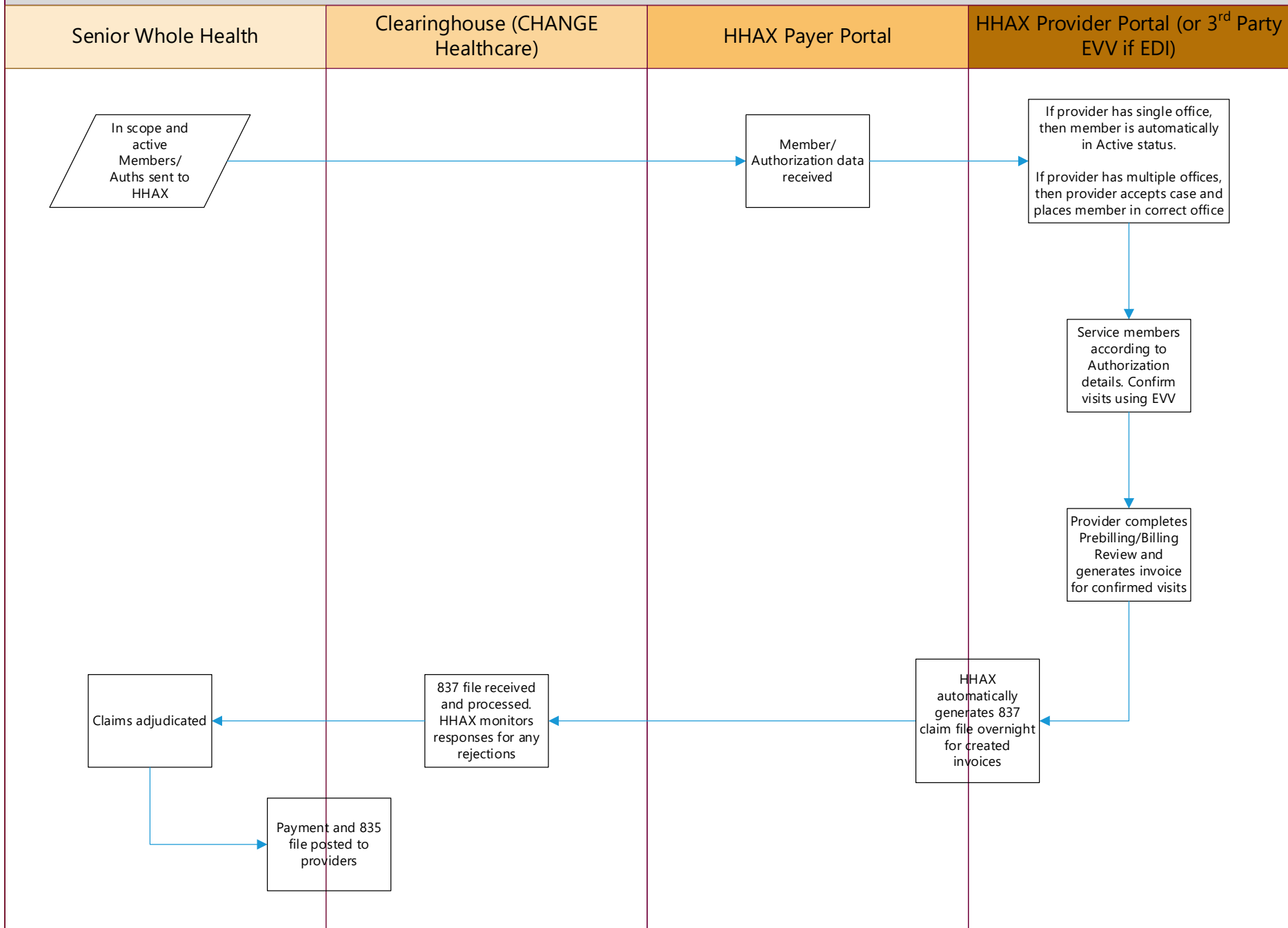
RN – 1 hour

RN – 15 min



# Provider Workflow in HHAeXchange

# End-to-End Process Map





# Member Management (Placement)



# Member Placement

## Future HHAX workflow

- Providers will be receiving member and authorization records within their HHAX portal on 11/24/2020 to prepare for the 12/5/2020 go-live
- Placements will be sent as confirmed unless the provider has multiple offices, in which case it will be sent as pending
  - Providers with multiple offices will accept cases and place members in the correct office directly through the HHAX provider portal

# Updates to Member Profile

## Future HHAX workflow

- SWHNY will allow providers to manage the member phone 2 & 3 and additional addresses sections of the Member Profile page within HHAeXchange
  - Providers should be reviewing the member's information to add these additional phone numbers and addresses where the member is serviced
- SWHNY will manage the primary phone number and primary/billing address
- This will allow for EVV to run smoothly with no exceptions for wrong phone number or address

# Authorizations

## Future HHAX workflow

- Authorizations will be available In HHAeXchange for review prior to the 12/5 go-live
- Providers will receive weekly authorization types in HHAeXchange
- For authorization updates, providers will enter a request utilizing the HHAX communication module. The SWHNY team will respond to the request within the communication module
- In case of authorization updates (e.g. reduced hours), the SWHNY team will add a new authorization in the system, and the provider will receive a communication note advising there is a new authorization

# Member Disenrollment

## Future HHAX workflow

- SWHNY Members are discharged within HHAX due to cancellation of services, loss of eligibility, or the Member is deceased
- In case of a member status update, a discharge date will be added directly in HHAeXchange by the SWHNY team
- Provider will receive system Communication containing details about the end of services, and an automatic discharge notification will be sent directly within HHAeXchange



# Service Interruption

## Future HHAX workflow

- Provider will notify SWHNY using the communication portal about any current or upcoming service interruptions (e.g. hospitalization, member vacation, etc.)
- SWHNY will amend the initial Auth and notification will be sent to the provider
- When member is ready, SWHNY will issue new Auth for resumption of services



# Communication & Notes



# Communication

- The HHAeXchange communication module will be the preferred method of communication between SWHNY and provider. Fax and phone will be used as back up
- Providers will use communication notes in HHAX to communicate with SWHNY for the below scenarios:
  - Authorization Edit
  - Calendar Note
  - Change in Condition
  - Change in Service
  - Change of Schedule
  - Critical Adverse Incident
  - Death
  - Delete Authorization
  - Health/medical crisis
  - Hospital and Other Admissions
  - Hospital Discharge
  - Member family caregiver change due to emergency
  - Member request for provider change
  - Missed service
  - Vacation/Out of Area
  - Other





# Billing



# Submitting Claims

As of a 12/5/20 visit date and going forward, the process for invoices and submission of claims will follow the steps below:

1. HHAeXchange generates 837P and 837I files
2. Claims are sent to Change Healthcare
3. Claims are adjudicated by SWHNY
4. Provider retrieves remits from Change Health (or choose to have HHAeXchange retrieve and display in Portal)

# Submitting Claims

- Authorizations are required for billing
  - SWHNY team will be responsible for adding/editing services codes
  - Provider to use appropriate service codes for scheduling services
- Providers are responsible to manage rates in HHAeXchange (Contracted rates need to be entered prior to first invoicing)
- Providers are requested to bill in weekly increments
- Providers are required to resolve all prebilling issues before billing
  - HHAeXchange runs each invoice through a series of common billing error rules prior to the claim being released
- Re-billing will be done using HHAeXchange in the event anything needs to be corrected on the claim

# Submitting Claims (cont.)

- Remittance advice is still available in Change Healthcare
- For denied claims, providers should contact SWHNY claims team for clarification
- The HHAX provider portal will facilitate any required re-billing and correction to a claim
- For claims resolution, please continue to follow the same process by calling the SWHNY Claims Department
- For additional HHAX system usage assistance, re-billing and correction to claims, please e-mail [support@hhaexchange.com](mailto:support@hhaexchange.com)

# SWHNY Information Center [\(hhaexchange.com/senior-whole-health/\)](https://hhaexchange.com/senior-whole-health/)



Senior Whole Health.

HHAeXchange is the premiere Homecare Management Software company for the Medicaid LTSS population. We are the leaders in connecting payers and homecare agency providers to enable more collaboration, communication, and workflow efficiencies.

Through the use of the HHAeXchange Portal, our goal is to make working with Senior Whole Health easy and efficient.

**OVERVIEW**

BENEFITS

INFO SESSIONS

TRAINING

EDI PROCESS

FAQs

CONTACT

# Next Steps After This Session

1. **Enterprise:** Providers have already been working in the HHAeXchange System
  - Next Steps:
    - ☐ Register and Attend the Enhanced Linked Training Webinar
2. **EDI:** Providers that have their own EVV system and want to continue to use it – need to integrate
  - Next Steps:
    - ☐ Contact [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com) to begin the integration
    - ☐ Receive Learning Management System (LMS) credentials and review training - *starting the week of 11/16*
    - ☐ Attend System Training Webinar – specifically EDI Training Sessions
3. **New Providers**
  - Using HHAeXchange Free EVV Tools:
    - ☐ Complete Provider Portal Survey – *will be added to the Info Center Page (overview tab)*
    - ☐ Receive Learning Management System (LMS) credentials and review training
    - ☐ Attend System Training Webinar – *starting the week of 11/16*
  - Using your own EVV System:
    - ☐ EDI Providers – contact [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)
    - ☐ Receive Learning Management System (LMS) credentials and review training - *starting the week of 11/16*
    - ☐ Attend System Training Webinar – specifically EDI Training Sessions





Questions?