



Senior Whole Health MLTC Transition

March 22nd and 24th, 2021



Agenda

- Background
 - MLTC v MAP
- Provider Impact in HHAX
- Provider Tasks/Timeline
- Billing Impacts
- Contact Information

Team Introductions: HHAeXchange & SWH

- **HHAeXchange:**
 - Fatima Abbas – *Director of Implementation*
 - Daniel Jakubovitz – *Project Manager*
 - Fatima (Tima) Sheikh – *Sr. Implementation Specialist*
- **Senior Whole Health**
 - Michelle Ritchie
 - Lissette Acevedo
 - Jason Moskowitz





Background

- Senior Whole Health MLTC members will be transitioning to a new payer ID for dates of service 4/1/21 and forward
- Senior Whole Health MAP members will continue to be on the existing payer ID



Provider Impact in HHAeXchange

- New linked contract will be loaded to your HHAX portal – “SWHNY-MLTC”
 - MLTC members will be managed under the new contract starting 4/1/21
 - MAP members will continue to be managed under the existing contract
- ENT Provider Impact
 - Patient records need to be merged with the new placement received
 - Authorization/patient information will remain the same.
- EDI impact
 - Contact EDISupport@hhaexchange.com to update the payer ID/contract on your integration files



Provider Timeline – Week of 3/22

- **3/22:** New contract “SWHNY-MLTC” is linked in HHAX. Provider-entered rates from “Senior Whole Health” contract will be copied over to new contract
 - *Action Required:* Providers validate they receive the new linked contract and confirm all settings are accurate
- **3/23:** Member/Auth placements will begin to be sent from new linked MLTC contract. All placements will be sent by 3/25
 - *Action Required:* If multiple offices, accept placements into the current office you are servicing the member in
 - *Note:* MAP members will continue to be managed via the existing contract “Senior Whole Health”
- **3/23 – 4/1 (ENT only):**
 - *Action Required:* Merge placement from new contract with existing patient record in same office
- **3/23 – 4/1 (ENT only):**
 - *Action Required:* After merging, update *Bill To* on Master Weeks and Calendar for dates of service 4/1 and forward to the new contract

Provider Timeline – Week of 3/29

- **3/29 – 4/1:** Continue to accept member/auth placements from new contract
 - *Action Required:* accept all placements into correct office by 4/1
 - *Note:* For the week including 4/1, track auth utilization across both contracts
 - *Action Required:* contact SWH if any placement information is incorrect or missing
- **3/29 – 4/1 (ENT only):**
 - *Action Required:* Continue to merge placements from new contract with existing patient record in same office
 - *Action Required:* Continue to update *Bill To* on Master Weeks/Calendar for dates of service 4/1 and forward to the new contract
- **3/31:** MLTC members will be discharged from existing “Senior Whole Health” contract by Senior Whole Health
 - *Action Required:* Validate discharge is received

Provider Timeline – Week of 4/5

- **4/5:** Validate data on each linked contract (“SWHNY-MLTC” and “Senior Whole Health”) is correct
 - *Action Required:* Contact SWH if any member/authorization info on the new contract is incorrect/missing
- **4/5 – 4/9:** Ensure visits post 4/1 for MLTC members are correctly updated with a Bill To of “SWHNY-MLTC” to ensure claims are exported correctly and to prevent denials
- **4/9:** Proceed with working in the HHAX portal as an indication of a smooth transition



Patient Merge – ENT Only

[Patient Merge Guide:](#)
Pages 7-9

Patient > General > Merge Patient Record

Patient Info - Active

Name: Demo Louis John DOB: 01/01/1900	Admission ID: QUE-900898 Primary Alt. Patient ID:	Patient ID: Home Phone: 456-789-1111	Contract: Aetna Address: LONG ISLAND CITY, NY, 11101
Coordinators: Coordinator Queens	Office: Support Queens	Languages:	

Merge Patient Record

Admission ID	Alt. Patient ID	Patient Name	Contracts	Status	Action
QUE-900897		Demo Jon	Aetna	Completed	Merge Patient

The following patients can be merged to this patient record.

Admission ID	Patient Name	Medicaid ID	Active Contract	Start Date	Status
QUE-900898	Demo Louis John	123456789A	Aetna	04/01/2020	Active

Select the patient record(s) to be merged:

Select Patient	Admission ID	Patient Name	Medicaid ID	Active Contract	Start Date	Status
<input type="radio"/>	QUE-900900	Demo Jonathan	123456789A	Elderserve	03/01/2020	Active
<input type="radio"/>	QUE-900903	Demo Payer Jon	123456789A	Aetna	04/13/2020	Active

Master Week Update – ENT Only

Add/Edit Master Week

*** From Date:** 03/17/2021 **To Date:**

[Copy Master Week](#)

	Monday Alt	Tuesday Alt	Wednesday Alt	Thursday Alt	Friday Alt	Saturday Alt	Sunday Alt
Hours:	1000 - 1600	<input type="text"/> - <input type="text"/>	1000 - 1600	<input type="text"/> - <input type="text"/>	1000 - 1600	<input type="text"/> - <input type="text"/>	<input type="text"/> - <input type="text"/>
Caregiver: Caregiver Name	YNR-1013 ²	<input type="text"/> ²	YNR-1013 ²	<input type="text"/> ²	YNR-1013 ²	<input type="text"/> ²	<input type="text"/> ²
Assi. ID: 100013			100013		100013		
Pay Code:	PCA Hourly	--Select--	PCA Hourly	--Select--	PCA Hourly	--Select--	--Select--
POC:	--Select--	--Select--	--Select--	--Select--	--Select--	--Select--	--Select--
Bill To:	Senior Wh ²	--Select--	Senior Wh ²	--Select--	Senior Wh ²	--Select--	--Select--
Service Code:	SWHNY-MLTC	--Select--	T1019	--Select--	T1019	--Select--	--Select--
Rate Type:	Hourly		Hourly		Hourly		
Sec. Bill To:	--Select--	--Select--	--Select--	--Select--	--Select--	--Select--	--Select--
Service Code:	--Select--	--Select--	--Select--	--Select--	--Select--	--Select--	--Select--
Rate Type:							
Include in Mileage:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Hours: H: 00 M: 00 H: 00 M: 00 H: 06 M: 00 H: 00 M: 00 H: 06 M: 00 H: 00 M: 00 H: 00 M: 00

Save **Close**



Patient > Master Week > Edit > Bill To



Billing Impacts

- For dates of service 4/1/21 onward, all claims for MLTC patients must be submitted under the new contract “SWHNY-MLTC”
 - DOS prior to 4/1/21 should be billed under “Senior Whole Health”, including any rebilling required
 - **ENT Providers:** Update Master Weeks/visits post 4/1/21
 - **EDI Providers:** Contact EDI Support to update payer ID post 4/1/21
- Claims for MAP patients will continue to be submitted under the existing contract “Senior Whole Health”

Provider Resources



<https://hhaexchange.com/senior-whole-health/>



HHAeXchange Support

support@hhaexchange.com

SWH Provider Relations

SWHProviderRelationsNY@magellanhealth.com



HHAeXchange Support

855-400-4429