



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 <u>EDISupport@hhaexchange.com</u> 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 in 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

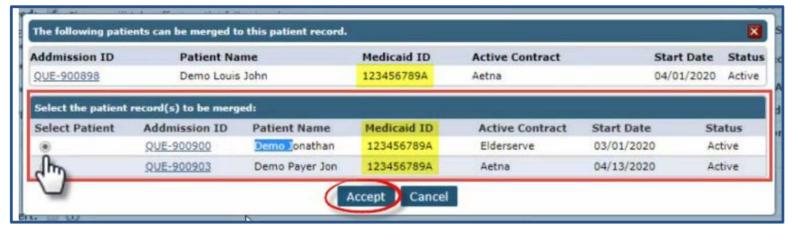
Patient Merge – ENT Only

Patient > General > Merge Patient Record

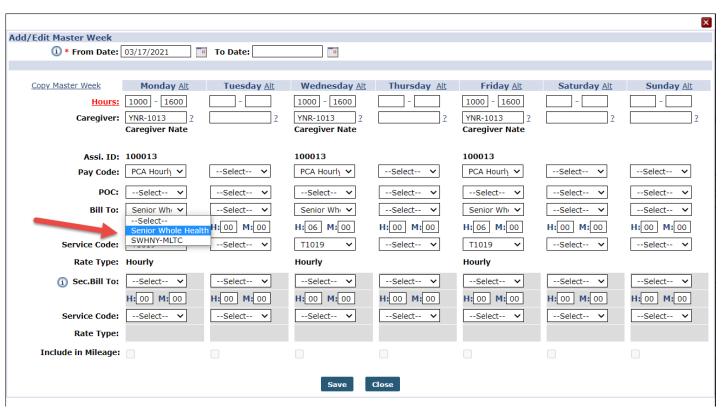
Patient Merge Guide:

Pages 7-9





Master Week Update – ENT Only



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

<u>SWHProviderRelationsNY@magellanhealth.com</u>



HHAeXchange Support

855-400-4429