UnitedHealthcare Community Plan of NY:
Agency Model – Provider Information Session

February 2023

HHAeXchange Presenters

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Agenda

> UnitedHealthcare Community Care of NY Overview

> HHAeXchange Mission and Purpose

> EVV Process & Benefits of HHAeXchange

> In Scope Services

> HHAeXchange System Functions

> Next Steps for Providers & System User Training Registration

> Questions?

UnitedHealthCare Community Plan of NY Presenters

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Info Session Takeaways

Top 6 Takeaways from Today

- **Authorizations**
  - How to review authorizations sent from the payer in HHAeXchange

- **Communication**
  - System Communication
  - Communicating with Payer

- **Visit Confirmation**
  - Auto scheduling and confirmation from EVV clocking
  - How to add and review visits in HHAeXchange

- **Invoicing / Billing**
  - How to review invoices and bill in HHAeXchange

- **Training**
  - How to register users for **System User Training**
  - Receipt of LMS Credentials

- **Next Steps**
  - Important Dates
  - How to access Quick Start Guides and Support Articles

What Applies to Me?

As we walk through this presentation, you will see an indicator next to the HHAeXchange logo in the upper right-hand corner of your screen. This indicator will identify if that workflow applies to an HHAX user, an EDI user or both.

HHAX

- o The HHAX indicator applies to providers who will utilize the free HHAeXchange tools.
- o An in-depth HHAX specific System User training will be provided separately. Please monitor your emails for training invites.

EDI

- o The EDI indicator applies to providers who utilize a 3rd party EVV system.
- o An in-depth EDI specific training will be provided separately. Please monitor your emails for training invites.

Mission & Purpose

An End-to-End Ecosystem

For Better Care

MISSION & PURPOSE

Enable the most effective homecare ecosystem everyday

Empowering **simpler** and **better outcomes** for people who represent some of the most vulnerable and fragile members of our society. **HHAeXchange** connects the dots among states, managed care payers, providers, members and caregivers.

Better Homecare, Better Health

HHAeXchange: National Footprint of Homecare Management

89
Payers Served

5
State Aggregator Contracts

8,130+
Homecare Agencies
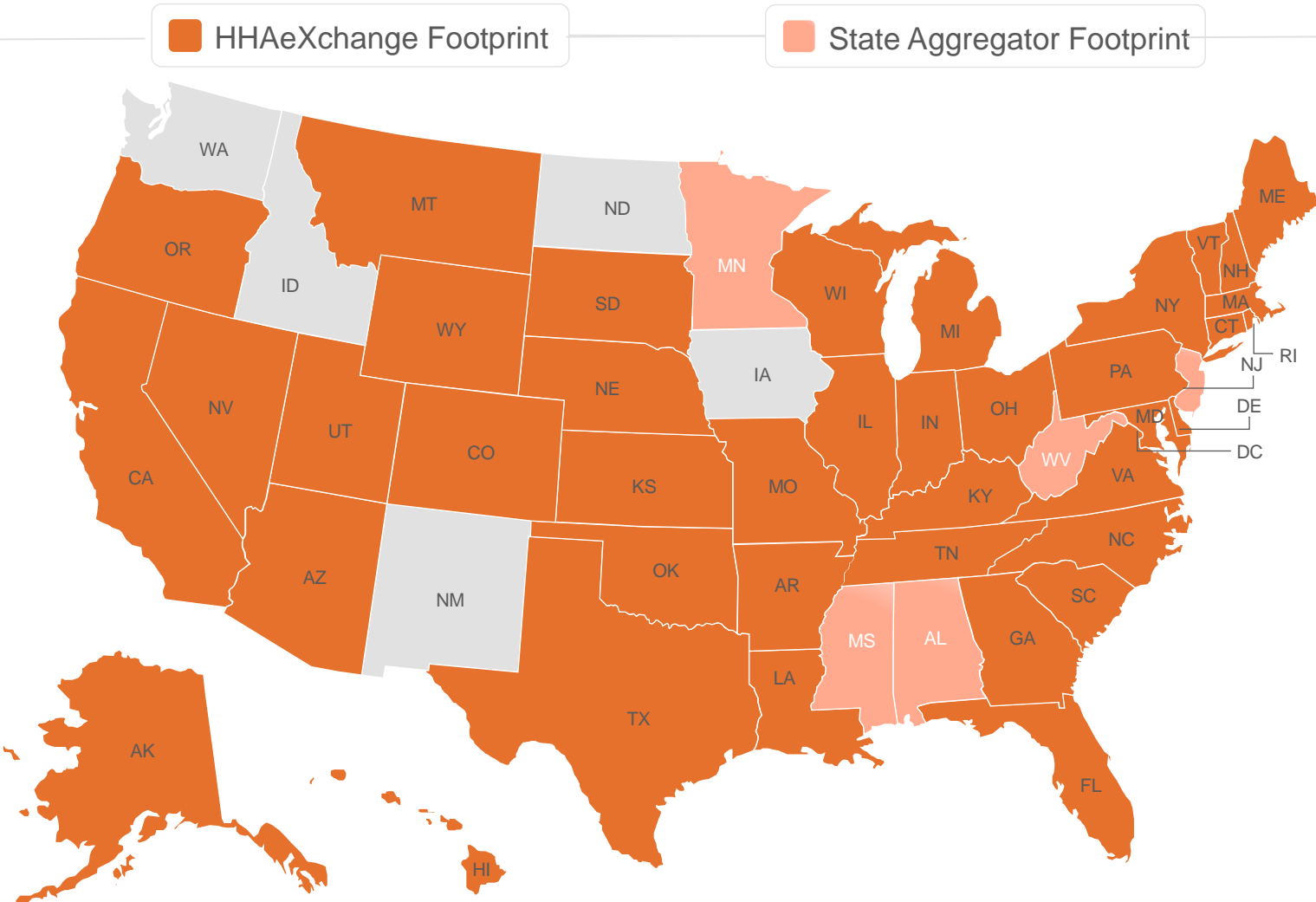
712,000+
Members Serviced

149M
Annual Visit Confirmations

$19B
Annual Payments Managed

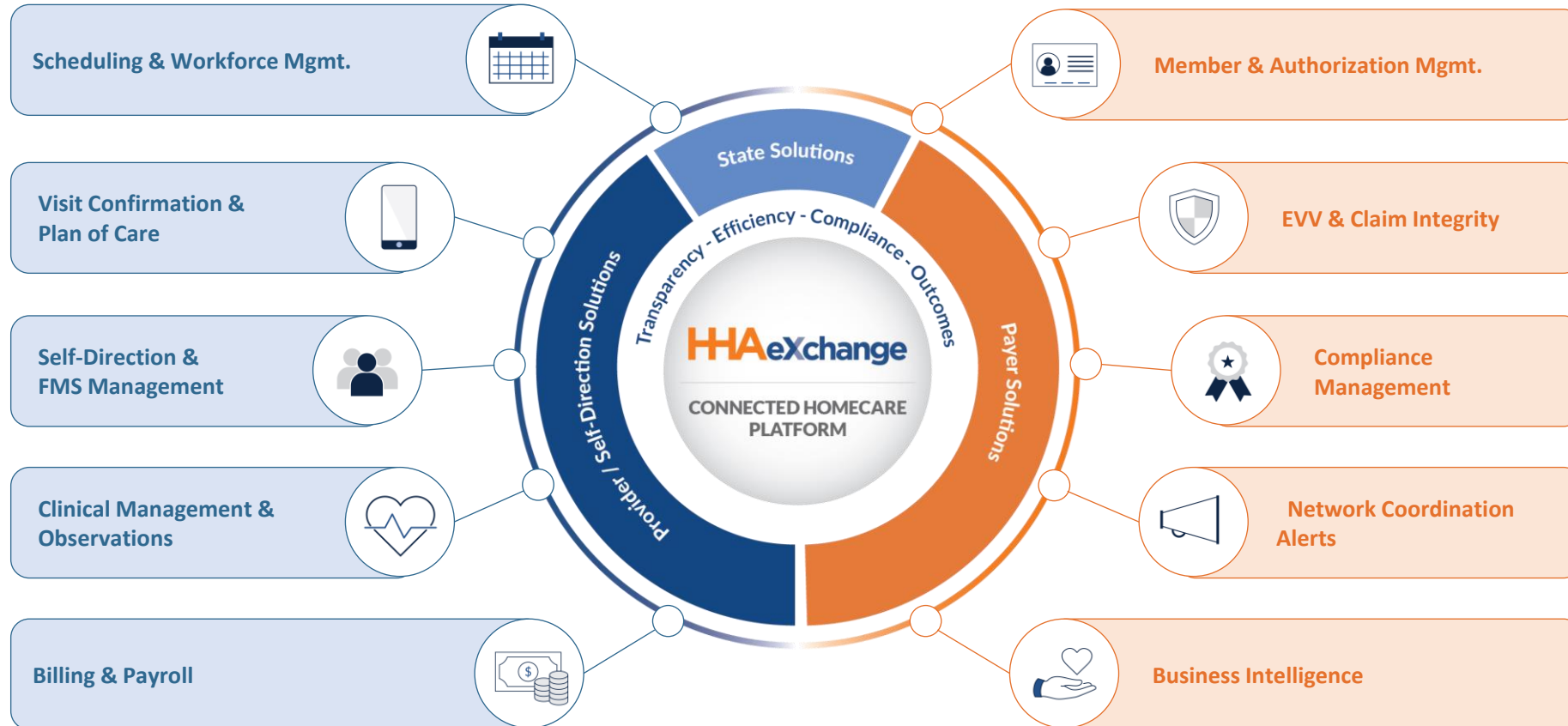**730,000+**
Caregivers Working

73,000+
Back-Office Users

■ HHAeXchange Footprint ■ State Aggregator Footprint

January 2023

Our Strategic Framework for Homecare Stakeholders:

Providers, Payers & States

Scheduling & Workforce Mgmt.

Visit Confirmation & Plan of Care

Self-Direction & FMS Management

Clinical Management & Observations

Billing & Payroll

State Solutions

Transparency - Efficiency - Compliance - Outcomes

Provider / Self-Direction Solutions

Payer Solutions

HHAeXchange

CONNECTED HOMECARE PLATFORM

Member & Authorization Mgmt.

EVV & Claim Integrity

Compliance Management

Network Coordination Alerts

Business Intelligence

EVV Mandate and Benefits of HHAeXchange

Cures Act Mandated EVV

The Six Data Elements

Section 12006 of the 21st Century Cures Act requires states to implement an Electronic Visit Verification (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.

HHAeXchange will be implemented for UnitedHealthcare Community Plan of NY on April 17, 2023, to ensure compliance with the Cures Act.

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

- Type of Service Performed
- Individual Receiving the Service
- Date of the Service
- Location of the Service Delivery
- Individual Providing the Service
- Time the Service Begins and Ends

HHAeXchange
The most comprehensive EVV platform for PCS and HHCS

Payers

Service oversight, visit compliance, system alerts, member insights, audit trails

Providers

Easy to use EVV tools, visit confirmation, operational efficiency

Regulators

Caregivers

Start: Referral Management / Authorization

Schedule & Service Visibility

EVV

Integrated Communication & Alerts

Pre-Billing & Billing

Compliance

Provider Landscape

Enterprise Providers

o Providers who have their own Enterprise HHAX portal as their agency management and EVV solution.

o You will be able to continue using HHAeXchange, utilizing the system's enhanced Linked Contract functionality.

Existing EDI Providers:

o Providers who have their own HHAX portal which is used to integrate confirmed and billed visit data with their third-party EVV system

o EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration

Existing Free EVV Providers:

o Providers who have their own Free EVV HHAX portal which is used to manage EVV and billing to ensure compliance with linked payers

New Providers:

o Providers who do not have an existing HHAX provider portal (including CHHA's). These providers have two options for this implementation:

  o **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed and billed visits to Healthfirst

  o **Free EVV:** Use a Free EVV HHAX portal to confirm and bill visits

HHAeXchange EVV Methods

Telephony
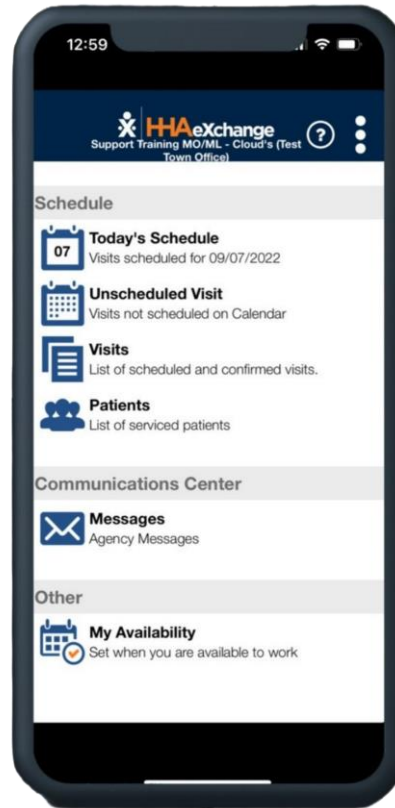
Caregiver Mobile App

FOB Device

In Scope Services

Services in Scope

Services Included in the Program

Adult Companion

Home Health Aide

Homemaker

Skilled Nursing

Personal Care

Home Health Care Services

End to End Process

Payers

Payer Clearinghouse

HHAX Payer Portal

HHAX Provider Portal

In scope and active Members/Auths sent to HHAX

Member/Auth data received and placed with provider portal

If provider has single office, then member is automatically in Active status. If provider has multiple offices, then provider accepts case and places member in correct office

Service members according to Authorization details. Confirm visits using EVV

Provider completes Prebilling/Billing Review and generates invoice for confirmed visits

HHAX automatically generates 837P or 837i claim file overnight for created invoices

837P or 837i file received and processed. HHAX monitors responses for any rejections

Claims adjudicated

Payment and 835 file posted to providers

HHAeXchange System Functions

Member & Authorization Management

o Members and Authorizations will be sent to your provider portal prior to the go-live date

o Placement Acceptance will be based on your HHAX office configuration

  o Multiple HHAX offices (locations) – Providers must accept and assign placement to the desired office

  o Single HHAX office – Cases with be placed with no additional action required

o Providers will use the authorization imported to HHAX to schedule, confirm, and bill visits for members

Scheduling

- Visits should be scheduled based on the authorization provided by UnitedHealthcare Community Plan of NY

- Providers can schedule a single visit or can utilize the HHAX master week to create a rolling schedule

- Scheduled services that are not performed should be marked as a Missed Visit with the appropriate reason and action taken.

Visit Confirmation

o Visits will be confirmed using the Free HHAX EVV tools or a 3rd-party EVV system

o Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
   o In HHAX, providers will enter an edit reason and action taken for why the visit was manually edited
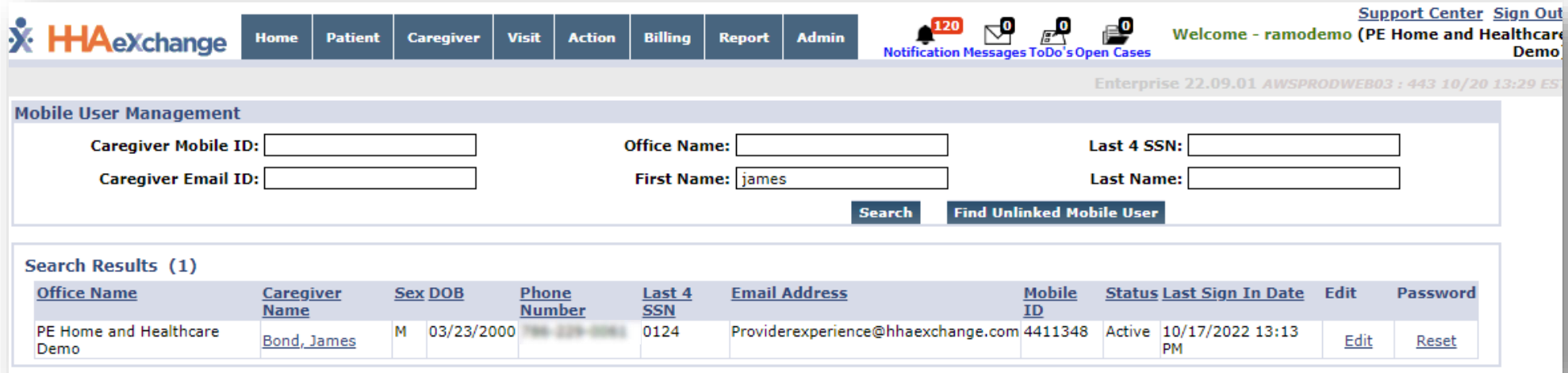
Billing Process

o Providers will be responsible for resolving all Prebilling and Billing Review issues within HHAeXchange to ensure invoices are compliant and to reduce denials

o HHAX will generate the 837-claim file and send the file to UnitedHealthcare Community Plan of NY
  o HHAX will monitor processing responses to ensure successful transmission

o Once the claim is received by UnitedHealthcare Community Plan of NY, standard adjudication and payment process will follow

o The current process for receiving an 835 will remain in place

o Rates will be managed by provider in the HHAX system
  o Providers must enter their contractual rates for each service prior to billing

Mobile User Management

o Mobile User Management allows you to manage your caregivers mobile access for EVV clocking

Communications

Member Notes and Payer Communications

UnitedHealthcare Community Plan of NY will utilize the HHAeXchange Communication Module for assistance related to authorizations, payment and member eligibility.

HHAX
EDI

Next Steps for Providers

Project Plan Review

Provider Onboarding Milestones:

Enterprise Providers
Fee EVV & New Providers
EDI Providers
All Providers

Jan. 23 – Mar. 3

Mar. 6 – Mar. 16

Mar. 16 – Apr. 14

Apr. 17

- Providers receive/log into LMS
- Providers attend the system user training webinars
- Providers log into HHAX portal
- Providers attend EDI provider onboarding webinar and user training

- **Provider go-live**
  - Scheduling, confirming, billing visits occur on the linked HHAX contract
  - Confirmed and billed visits are sent to HHAX provider portal via integration

- Complete Agency Contact Form
- Providers receive *Welcome Letter*
- New Providers complete the *Provider Portal Questionnaire*
- Providers attend Information Session
- Providers receive *Welcome Packets*
- Providers initiate contact with HHAX to begin the integration process
  - Contact EDIsupport@hhaexchange.com
  - Work with the HHAX EDI team to setup and test the integration before go-live

- UnitedHealthcare Community Plan of NY contract is linked starting March 16, 2023.
- Review and Update rates to contract, as needed
- Starting Mar.16 placements are sent to provider portal to validate accuracy
- Pre-Go Live Support Webinar Available

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Register Team Members for Training

Team Training
Signup to Receive Invite

o Open your browser and go to: hhaexchange.com/train-reg

o Select **NY** as your market and **UHC – NY** as your payer

o Register each of your team members to receive an invite to our System User Training

o Multiple users can be submitted on one form by clicking "Add Additional User"

o Once all users have been added click submit

o Please advise your team members to look for a webinar training invite from HHAeXchange and to register for an upcoming training session once received

Free Portal Provider Training Registration

New Payer Implementation Provider System User Training

Market *

Past implementations are not available for training.

Payer *

Agency Tax ID

No hyphens or spaces.

Agency Name *

Agency Phone *

System Utilization Type *

Agency User(s)

⊗ **User 1**

User Name *

First

Last

User Email *

User Role

+ Add Additional User

Submit

Onboarding Links

- **EDI Providers:**
  - Contact EDIsupport@hhaexchange.com with the subject line of "UnitedHealthcare Community Plan of NY" to initiate the integration process with your third-party EVV vendor
  - Register for *EDI Onboarding*
  - Register for the *System User Training Webinar Week*
  - Register for *Post EDI Training*

- **New Providers + EVV Providers**
  - Complete the *Provider Portal Enrollment Survey*
  - Register for the *System User Training Webinar Week*

State Info Hub

Register for Training

Register for EDI Onboarding

Support Resources

State Info Hub

○ To ensure you stay up to date on all the information for this project, please visit our State Info Hub

○ The State Info Hub will be your primary source of information throughout this implementation

○ The website also contains all documents such as welcome packets and training links

www.hhaexchange.com/info-hub

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Provider Resources

State Info Hub
www.hhaexchange.com/info-hub/unitedhealthcare-community-plan-of-ny

HHAeXchange Support
Support@hhaexchange.com
EDISupport@hhaexchange.com

HHAeXchange Support
1-855-400-4429

Payer Contact Information:
United Healthcare Community Plan of NY provider advocate, at nyhp_hcbspra@uhc.com

Questions?

State Info Hub

Register for Training

Register for EDI Onboarding

Thank You!