



## HHAExchange Webinar

### *Navigating New Jersey EVV*

The content contained herein ("Confidential Information") is the confidential property of HHAExchange and may not be copied or distributed without the express written consent of HHAExchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



# Agenda

---

- Member and Caregiver Management
- Managing EVV
- Billing
- Support - Contact Us



# Member and Caregiver Management



# Member & Authorization Management

- Providers will be receiving members and authorizations for the payers listed below:
  - NJ DMAHS / DDD
  - Aetna
  - United Healthcare
  - WellCare of NJ
- Providers will be responsible for adding new members and entering Authorizations into the system
  - Amerigroup
  - Horizon
- Providers will manage the member phone 2 & 3 and additional addresses sections of the Member Profile page within HHAeXchange to reflect where services should be provided



# Caregiver Setup

- Required fields
  - Caregiver's SSN# (on the Caregiver Profile) – Provider and EVV vendors should only send a default value of '999999999' for the social security number field
  - Caregiver's NPI Number (on Caregiver Profile)
  - Caregiver's Professional License Number (on Caregiver Profile)
- Employment types – PCA, PA
- Assigning Secondary Offices



## Visit Confirmation EVV



# Managing EVV

- Adding service address(es)
  - Check box for Allow Duplicates if error message received
- Unscheduled Services
  - Setting up member's profile to allow caregiver visibility
  - Automatic schedule creation
- Call Dashboard
  - Manage your EVV exceptions on a regular basis



# Billing



# Submitting Claims

Billing through HHAeXchange will only apply to services for NJ DMAHS FFS/DDD, Aetna, UHC, and WellCare

- Authorizations are required for billing through the HHAeXchange platform
  - Each payer is responsible for sending the authorizations into HHAeXchange
  - Provider to use appropriate service codes for scheduling services
  
- Providers are required to resolve all pre-billing issues before billing
  - HHAeXchange runs each invoice through a series of common billing error rules prior to the claim being released
  
- Key Fields for billing
  - Caregiver's NPI Number (on Caregiver Profile)
  - Caregiver's Professional License Number (on Caregiver Profile)
  - Patient's Medicaid Number (on Patient Profile)
  - Patient's Diagnosis Code (on Patient Authorization)



# Support Ticket Entry

- Email: [Support@hhaexchange.com](mailto:Support@hhaexchange.com)
  - Provider Name
  - Provider TAX ID
  - Background on the Issue/Concern
  - Questions/Statement on the help needed

Need Help? Contact Our Support Team



855.400.4429



[support@hhaexchange.com](mailto:support@hhaexchange.com)



# Integration Support Ticket Entry

- Email: [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)
  - Provider Name
  - Provider TAX ID
  - Background on the Issue/Concern
  - Questions/Statement on the help needed



# Contact Us



[support@hhaexchange.com](mailto:support@hhaexchange.com)



855-400-4429



Thank You