

A background image showing a smiling man in a wheelchair in the foreground and a smiling woman behind him, both appearing to be in an outdoor setting. The image is overlaid with a blue-to-orange gradient.

West Virginia: Billing Training

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Presenter Introduction



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➤ — **West Virginia Billing Requirement**

➤ — **Program Specific Differences**

➤ — **Provider Steps for Success**

➤ — **Provider Support Center**

West Virginia: Billing Requirement





West Virginia Billing Requirement

- HHAeXchange EVV go-live was March 1, 2021
- As part of EVV compliance, CMS requires proof of visit via electronic means prior to payment
 - Billing Mandate: **September 22, 2021**
- Billing through HHAeXchange ensures each claim submitted is backed up with visit evidence for services requiring EVV
 - Visits confirmed manually can also be billed, as long as there is still electronically recorded proof that the visit occurred



Program Specific Differences

- Billing through HHAeXchange **only applies to EVV required** ADW, TBIW, IDDW, and PC services
 - **CSED** agencies will continue billing services for this program **directly to Aetna**, but your visit data does need to be in HHAeXchange
 - ADW, TBIW, IDDW, and PC services that do not require EVV should continue to be billed directly to Gainwell

- Important things to remember when billing through HHAeXchange:
 - Authorizations are required for billing
 - Visits must pass pre-billing in order to be billed
 - Caregiver NPI is required on claims generated through HHA
 - Billed visits go through standard claim validations in the Billing Review module prior to submission to WV DHHR
 - Re-billing is done in the HHAeXchange platform for all submissions (both EDI & HHA users)



Provider Steps for Success

1. Login to your HHAeXchange portal to validate member, authorization and caregiver data
 - a) **Note:** If your caregivers are not yet enrolled in Gainwell by 9/22/21, you will continue to bill outside of HHAeXchange
 - b) Agencies with caregivers loaded will be expected to bill through HHAeXchange

2. Login to the Learning Management System (LMS) to complete any training videos missed or that you need a refresher on
 - a) Each agency received credentials in February. If you are missing your credentials, please send your Agency Name, Tax ID, and subject “LMS Credential Request” to wvsupport@hhaexchange.com
 - b) LMS website Link: <https://hhaexchange.docebosaaS.com/lms>



Provider Steps for Success

3. Pay attention to the color of your visits on the calendar; green is good and means an authorization is in place to cover the visit
 - a) Visits without authorizations are not billable; good practice to begin paying attention to that now

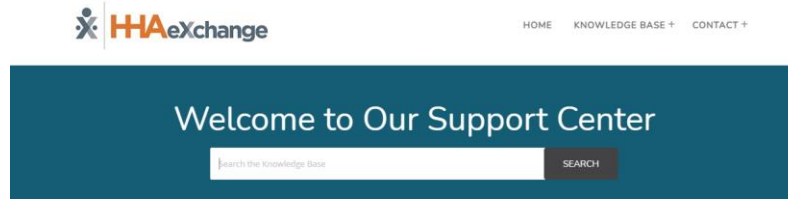
4. If you have not already, begin using the pre-billing module in day-to-day application to get familiar
 - a) Pre-billing module is a work queue of visits which are non-billable for various reasons
 - b) Training video shown today covers this module in detail; video is available in LMS as well to watch again as needed

5. Integrated Providers (EDI) – please reach out to edisupport@hhaexchange.com with your Agency Name and Tax ID to ensure you are ready to submit billed visits via the interface



Provider Resources

- Provider Support Center:
 - Upper right-hand corner of the provider portal, click “Support Center”



- Provider Information Center: <https://hhaexchange.com/wv/>
- HHAeXchange Support
 - Phone: [866-983-4627](tel:866-983-4627)
 - E-mail: wvsupport@hhaexchange.com