

# West Virginia: Home Health - Provider Information Session

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## Meeting Presenters



### Colby Hassfurth

Senior Manager, Client Success

- 8+ years of healthcare IT, SaaS and analytics experience
- Proven client success manager for Medicaid agencies, MCOs and national health systems

## Meeting Presenters



### Ramo Haji

Sr. Provider Experience Specialist

- 5+ years of healthcare Implementation and Information Management & 3+ years of IT experience
- Prior experience at Vanderbilt Medical Center, Nashville General Hospital and Apple inc.



- **— HHAeXchange Mission and Purpose**
- **— EVV Process & Benefits of HHAeXchange**
- **— In Scope Services**
- **— System Functions & Live Demonstration**
- **— Next Steps for Providers & System User Training Registration**
- **— Questions?**

# Top 6 Takeaways from Today



- **Authorizations**
  - How to review authorizations sent from the payer in HHAeXchange
- **Communication**
  - How to communicate with the MCOs using HHAeXchange's Notes
- **Visit Confirmation**
  - Auto scheduling and confirmation from EVV clocking
  - How to add and review visits in HHAeXchange
- **EVV Methods**
  - Which EVV methods you have access to
- **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

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

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

## ○ EDI

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

# Mission & Purpose





## 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.

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**Better Homecare, Better Health**

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# HHaEXchange: National Footprint of Homecare Management



85+  
Payers Served



4  
State Aggregator  
Contracts



6,800+  
Homecare Agencies



677,000+  
Members Served



141M  
Annual  
Visit Confirmations



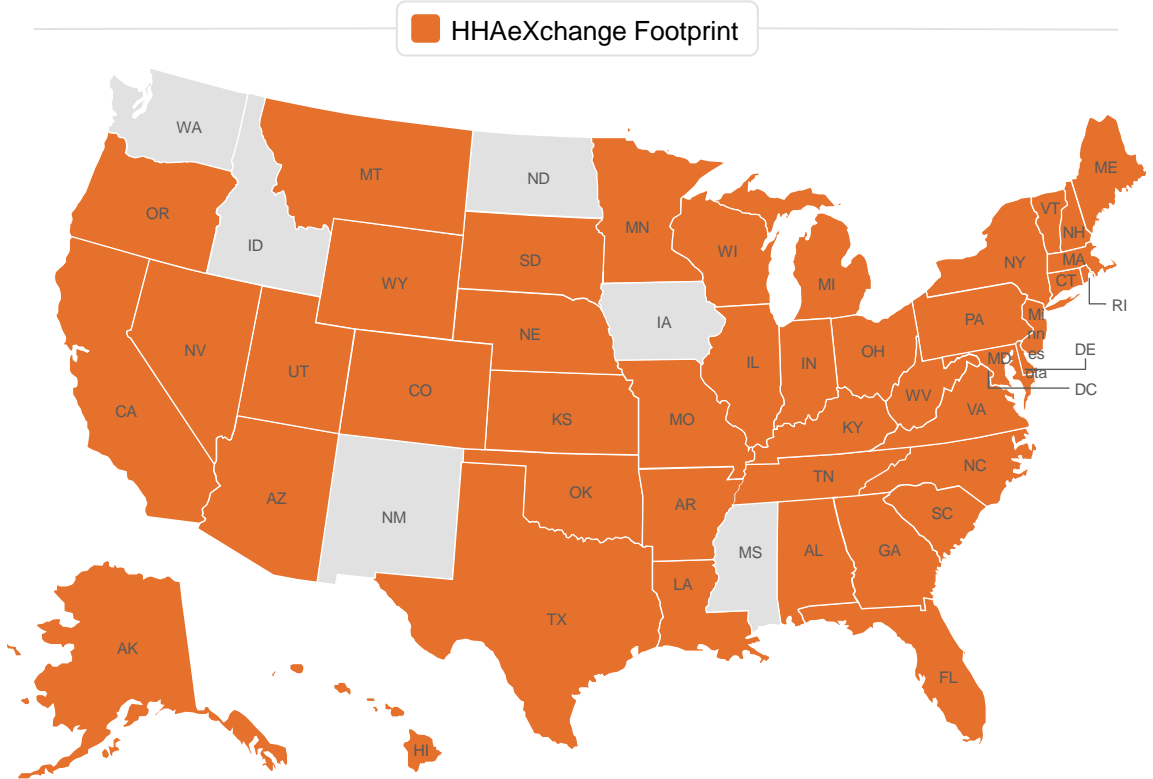
\$17.8B  
Annual Payments  
Managed



700,000+  
Caregivers Working



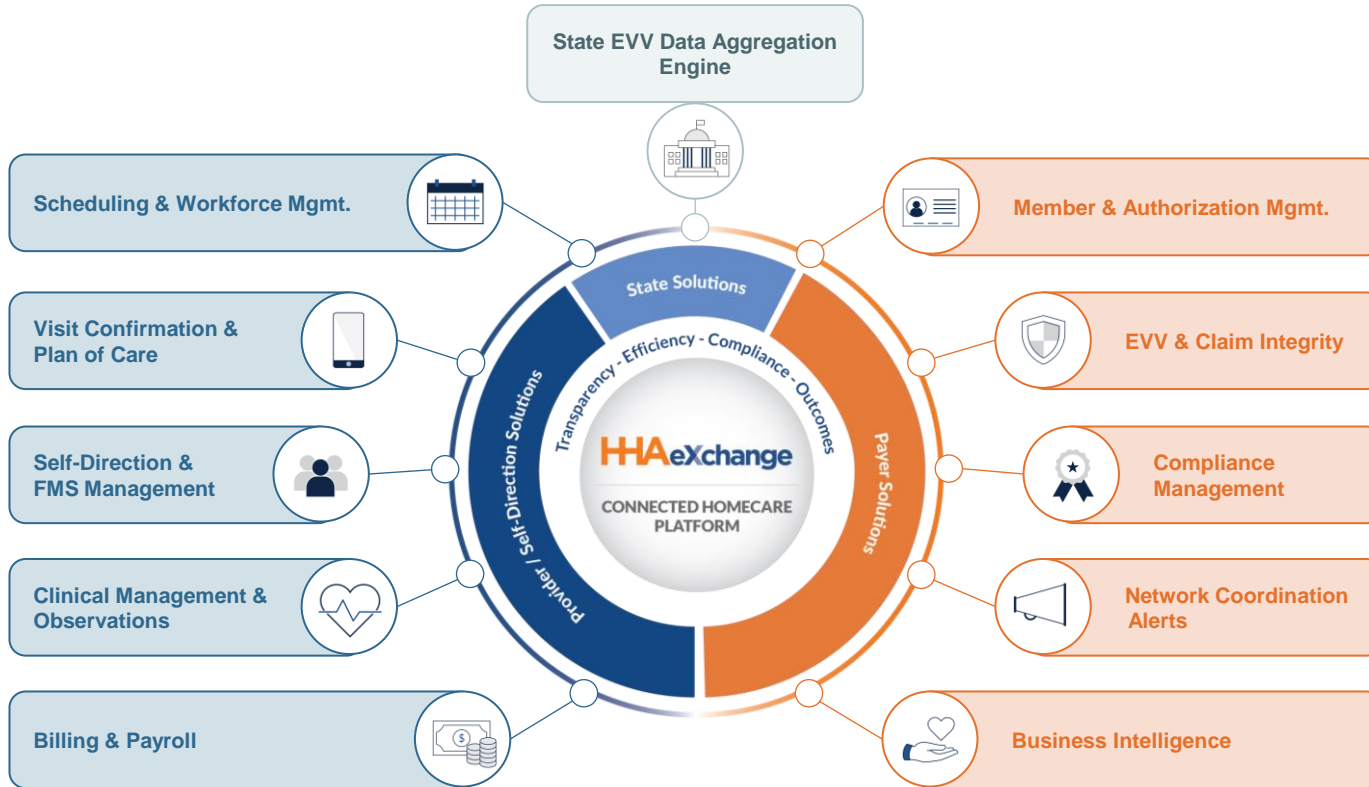
67,000+  
Back-Office Users



July 2022



# Our Strategic Framework for Homecare Stakeholders: Providers, Payers & States



# EVV Mandate and Benefits of HHAeXchange





## The 21<sup>st</sup> Century Cures Act

Passed by Congress in December 2016, the 21st Century Cures Act requires that providers of Personal Care Services confirm visits via Electronic Visit Verification (EVV) by January 1, 2021.

The six data elements required to be collected to meet the Cures Act EVV requirement



# West Virginia EVV Data Model



## State EVV Aggregator Platform

### Benefits of HHAX Connection:

- EVV Cures Act Compliance
- System wide EVV Aggregation
- Business Intelligence Tool
- Improved Quality
- Enhanced Program Oversight
- Reduced Fraud/Waste/Abuse

## State EVV Portal

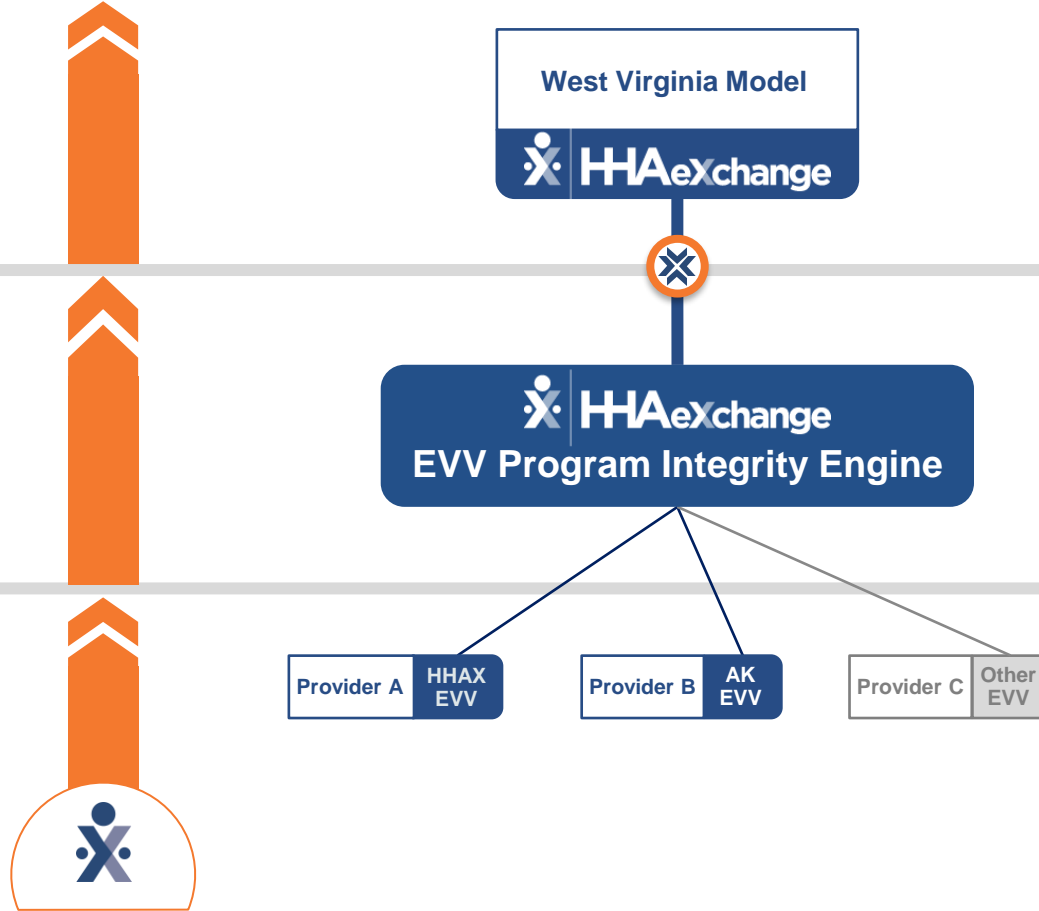
### Benefits of HHAX Connection:

- EVV Agnostic Data Transfer
- Scheduling (optional)
- Service Delivery
- Network Compliance / Quality

## Provider/Self Directed EVV Solution

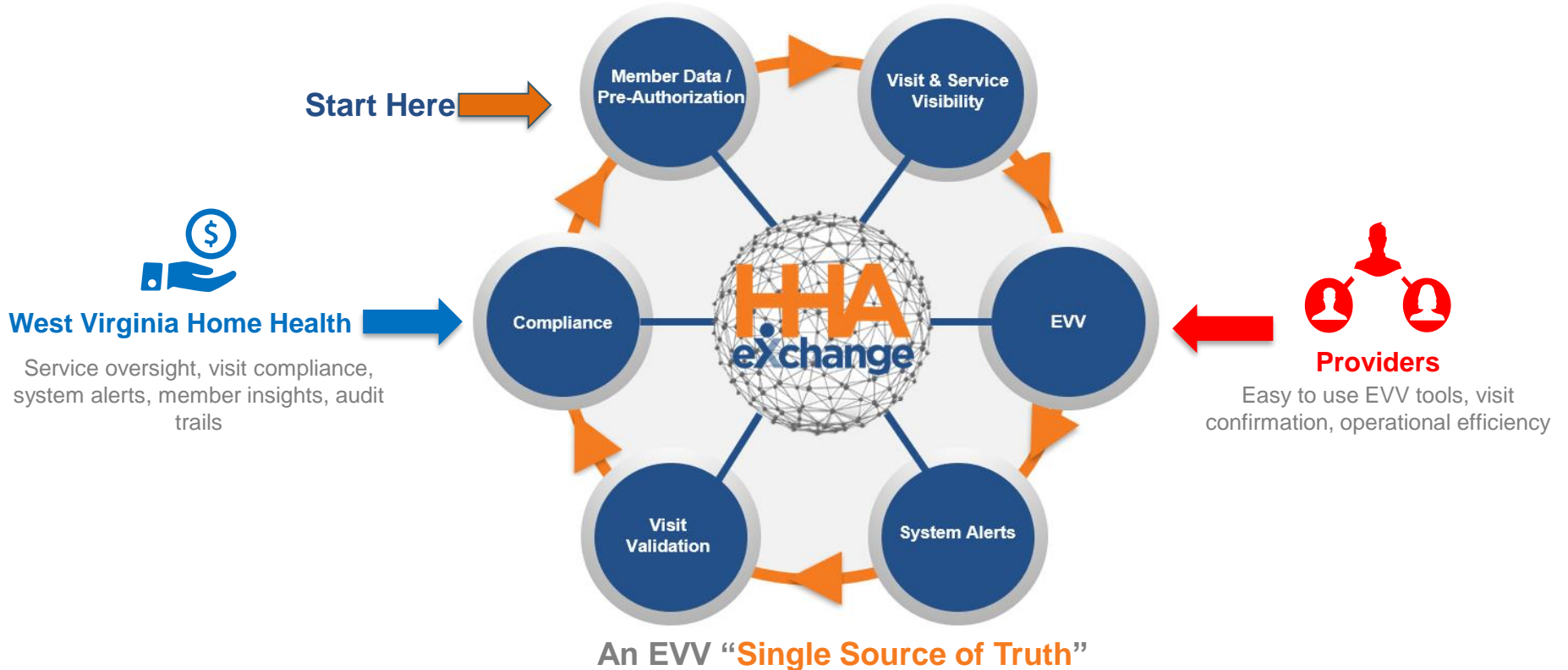
### Benefits of HHAX Connection:

- Caregiver user friendly EVV tools
- Robust training and technical support
- Multiple EVV methods
- Multiple language support
- 3rd party EVV tool integration



# HHaEXchange

*The most comprehensive EVV platform for PCS and HHCS*





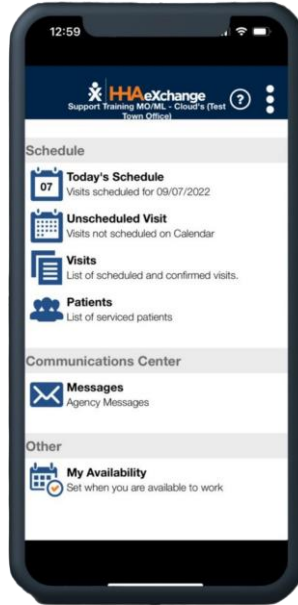
### Provider EVV Options found in the Survey Enrollment Form:

- Option 1 – Agencies currently without an EVV Solution: You may set up and use the free EVV tools from HHAeXchange provided by WV Home Health
- Option 2– Providers who use a different EVV system: You may use your existing EVV system and send your visit data to the HHAeXchange system using electronic data interchange – HHAeXchange will then route visit data to WV Home Health

# HHAEExchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device

# In Scope Services







## Contracts in Scope

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- Fee-for-Service West Virginia (DHHR)
- Aetna Better Health of West Virginia
- Unicare
- The Health Plan



## Provider Services in Scope

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- T1000 - Private Duty Nursing (PDN)
- 0551 – Skilled Nursing Visit
- 0571 – Home Health Aide Services (HHA)
- 0441 – Speech-Language Pathology Therapy Services (ST)
- 0421 – Physical Therapy Services (PT)
- 0431 – Occupational Therapy Services (OT)

# System Functions and Live Demonstration



## Member & Authorization Management

- Providers will be receiving members and authorizations directly into the provider portals before go-live for the service codes listed in the previously covered slide.
- 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
- Access to real-time authorization placements and notifications when member information changes
- Authorizations in HHAX can be used to facilitate plan of care and visit confirmations that align with services authorized



# Scheduling & Visit Confirmation

- Scheduling a single visit
- Master week
- Visit Confirmation:
  - Manual vs. EVV

# Missed Visits

- In the event of a visit that was scheduled to occur being missed, providers are required to indicate that within HHAeXchange
- When a visit is missed, providers will select a Missed Visit Reason and Action Taken from a standard list provided by the State, for example:
  - Agency unable to provide replacement coverage
  - Member refused service
  - Attendant failed to report to member's home
  - COVID-19: Member refused, receiving service through informal supports

## Billing & Claims

### Billing

- **Please note:** Billing functions are not in scope during this phase of the EVV implementation
- Billing and claim activities will continue to be performed outside of the HHAeXchange system
- Please contact WV Payers directly for any billing and claim questions

### Prebilling

- Although **billing** is not currently in scope, it is highly recommended that both our HHAX & EDI Providers monitor your **Prebilling** module to fix any visits with problems such as incomplete confirmation.

# Communications

- The HHAeXchange Communication Module will only be utilized for Fee-for-Service West Virginia (DHHR)
- This application allows providers to send and receive messages to and from The Payer in a timely manner. It also allows you to keep the two-way communication history safe, secure, and easily accessible.
- For all other WV Payers, please utilize the communication methods already established to contact your payers.



# Next Steps for Providers





## Caregiver Enrollment

- The State requires that all workers for Private Duty Nursing and Home Health Services obtain NPIs
- Beginning this month, agencies may begin enrolling their workers with Gainwell after obtaining NPIs
- In addition to the NPI, Gainwell will also verify the following information:
  - Agency's current license and/or certification
  - Worker's current WV Clearance for Access: Registry & Employment Screening (WV CARES) clearance letter
- Workers **must** be enrolled with Gainwell to perform EVV in HHAeXchange

# Provider Onboarding Milestones



## September 2022

- Providers receive welcome letter
- Providers complete provider enrollment form
- Providers sign up for Information Sessions

## October 2022

- Providers attend Information Session
  - October 24<sup>th</sup> at 11AM
  - October 26<sup>th</sup> at 2PM
  - October 28<sup>th</sup> at 10AM
- Providers receive Welcome Packet
- EDI Providers work on reaching out to EDI support to begin integration
- Obtain NPIs and enroll workers with Gainwell

## November 2022

- EDI Providers attend an EDI training session
- Provider System access to the Learning Management System

## December 2022

- System User Training
- Contract Linking
- Providers prepare for Go-live

## January 2023

- Provider Go-Live: January 1, 2023

# Register Team Members for Training



# Register Your Team for System User Training

- Open your browser and go to: [hhaexchange.com/train-reg](https://hhaexchange.com/train-reg)
- Select **WV** as your market and **All Payers** as your payer
- Register each of your team members to receive an invite to our system end user webinar training
- Multiple users can be submitted on one form by clicking “Add Additional User”
- Once all users have been added click submit
- 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 Training

Market \*  Payer \*

Past implementations are not available for training.

Agency Tax ID	Agency Name *	Agency Phone *
<input type="text"/>	<input type="text"/>	<input type="text"/>

### Agency User(s)

⊗ User 1

User Name \*

<input type="text" value="First"/>	<input type="text" value="Last"/>
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User Email \*

User Role

+ Add Additional User

Submit 

# Support Resources



# West Virginia Provider Information Center

- To ensure you stay up to date on all the information for this project, please visit our State Info Hub
- The West Virginia Provider Information Center will be your primary source of information throughout this implementation
- The website also contains all documents such as welcome packets and training links



## West Virginia Provider Information Center

Provider Portal Questionnaire →

### OVERVIEW

INFO SESSIONS

FREE HHAEXCHANGE SOLUTION

BENEFITS

TRAINING

EDI PROCESS

FAQ

CONTACT

### Electronic Visit Verification Solution for the State of West Virginia Department of Health & Human Resources

The West Virginia Department of Health and Human Resources (DHHR), Bureau for Medical Services has partnered with HHAeXchange to provide a free Electronic Visit Verification (EVV) and billing tool for member placement, scheduling, authorization management, communication, and direct billing for Home Health Aide services.

As part of West Virginia DHHR, we will need to gather more information from your provider agency. The first step for providers will be to fill out the [West Virginia Home Health Provider Portal Enrollment Questionnaire](#) found here.

#### Selecting an EVV Solution that Fits Your Provider Agency

As part of your participation with West Virginia DHHR, you have multiple options provided to you to ensure EVV compliance. All West Virginia DHHR providers must use the HHAeXchange platform through by choosing one of the two options listed below:

**Option 1** - Agencies currently without an EVV Solution: You can be set up to use Free EVV tools from HHAeXchange for Homecare services.

- If you chose this option, please find your [HHAeXchange Provider EVV Welcome Packet](#) here.

**Option 2** - Agencies currently using another 3rd Party EVV Solution: You can use your existing EVV system and import visit data into HHAeXchange using Electronic Data Interchange (EDI). Please contact [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com) to begin your integration.

- If you chose this option, please find your [HHAeXchange Provider EDI Welcome Packet](#) here.

<https://www.hhaexchange.com/info-hub/west-virginia>



# Provider Resources



## State Info Hub

<https://www.hhaexchange.com/info-hub/west-virginia>



## HHaEXchange Support

[Support@hhaexchange.com](mailto:Support@hhaexchange.com)  
[EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)

## WV Payer Support:

Miranda Walker  
[Miranda.F.Walker@wv.gov](mailto:Miranda.F.Walker@wv.gov)  
304-352-4221



## HHaEXchange Support

1-855-400-4429





**Thank You!**

