



Arkansas EVV Joint PASSE Provider Information Session

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Agenda

- Information Session Goals
- 21st Century Cures Act EVV Mandate
- What is HHAeXchange?
- Provider Landscape & Key Implementation Dates
- Services in Scope
- User Roles and Management
- Provider Workflow in HHAeXchange
- HHAeXchange Platform Demonstration
- Provider Resources
- Questions?



Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation
- Understand the services in scope and benefits of using HHAeXchange
- Preview the provider workflows in HHAeXchange
- Provide contact information and where to find additional resources

Cures Act Mandated EVV

Section 12006 of the 21st Century Cures Act requires states to implement an 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.

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



GFE extended deadline to 1/1/2021 for PCS. Providers are expected to use the system for confirming visits, starting **11/10/2020** for Arkansas Total Care, **12/4/2020** for all payers.

What is HHAeXchange?

HHAeXchange is the premiere Homecare Management Software company for the Medicaid LTSS population. We are the leaders in connecting payers and homecare agencies to enable more collaboration, communication, and workflow efficiencies. Through the use of the HHAeXchange portal, our goal is to make working with the PASSEs easy and efficient.

How We're Helping the PASSEs Meet the Cures Act Mandate

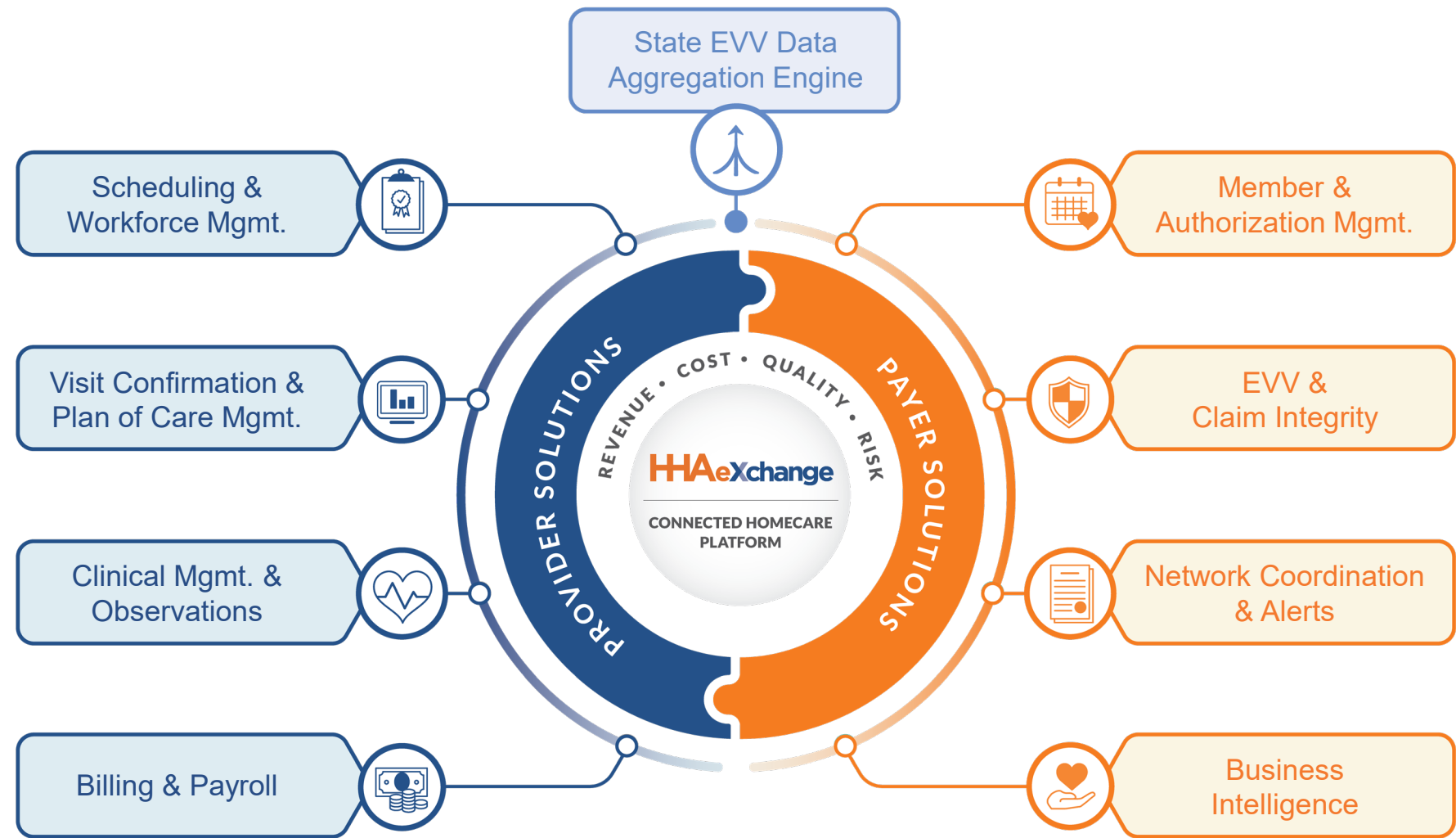
- Industry-leading scheduling and billing platform for back-office users and EVV confirmations
- Easy-to-use point-of-care visit confirmation tools for caregivers

What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Real-time two-way messaging with the PASSEs
- Free EVV solution for time & attendance and duty tracking
- Electronic billing

Integrated Solutions for Homecare Stakeholders: Providers, Payers, States

Enabling enhanced economic performance and improved compliance across the homecare ecosystem





Provider Landscape

- Provider Types:
 - **New Provider:** Provider does not use HHAeXchange and does not already have their own EVV system. New providers can use HHAeXchange free of charge to manage the participating PASSE's members.
 - **EDI (Electronic Data Interchange):** Providers who have their own EVV system, separate from HHAeXchange.
 - EDI providers may continue to work in their own system for scheduling, recording visits, and billing, but the data will be sent to HHAeXchange via a file from the alternate EVV vendor.
 - If you have your own EVV system, you can reach out to edisupport@hhaexchange.com at any time to begin the integration process.



HHaExchange Implementation

- Survey completion: 10/12 – *please complete the survey ASAP if you have not already*
 - **Begin EDI integration no later than 10/12**
- System user training: available starting October 26th
 - Credentials provided the week prior
- Begin creating schedules: November 3rd
- **HHaExchange Go-live dates:**
 - **Arkansas Total Care: 11/10/2020**
 - **Empower: 12/4/2020**
- Cures Act EVV mandate: 1/1/2021



Provider Services in Scope

- T1019 – Personal Care Services
 - T1019:U3
 - T1019:U4
 - T1019:U5

Services will be available for use on the platform at the discretion of the PASSE.



User Roles and Management



User Roles and Management

- Administrative users are responsible for creating **new users** within your provider portal
- HHAeXchange support team can assist with large new user requests upon submission of user request form during the initial payer go-live phase
 - Please visit the Arkansas Provider Information Center and select '**Arkansas New User Request Form**'
 - The form must be completed by a current HHAeXchange user – upon submission the users will be created by the HHAeXchange support team and users will receive their login credentials via email



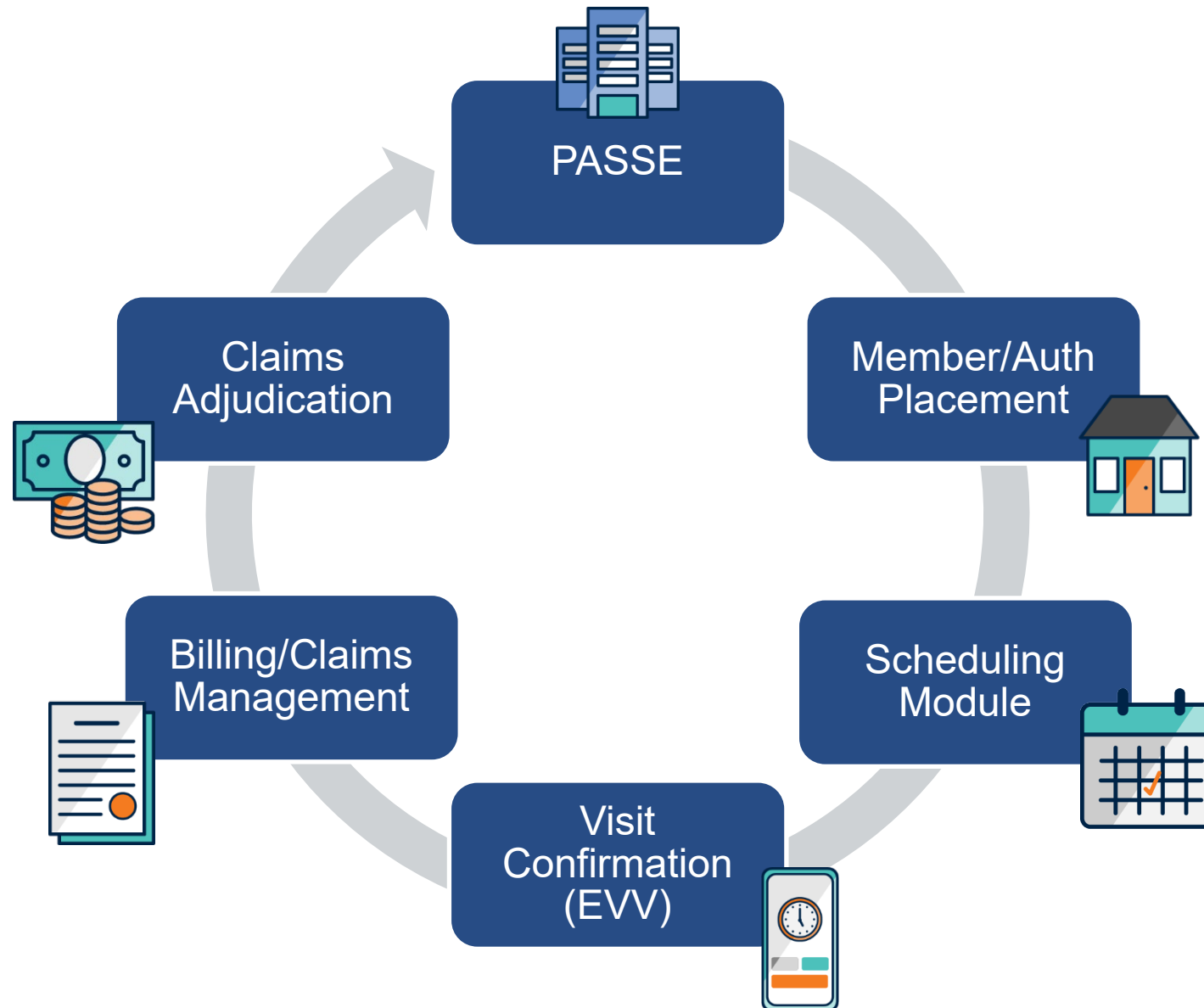
User Roles and Management

- Agency team members that will be performing the functions listed below should plan to complete system user training
 - Scheduling and administrative
 - Authorization and member management
 - Billing and claims management



Provider Workflow in HHAeXchange

Homecare Solution Suite Workflow





Member Management (Placement)

Member Placement

Future HHAX workflow

- Providers will be receiving members and authorizations before go-live
- Placements will be sent as confirmed unless the provider has multiple offices, in which case it will be sent as pending
- Providers with multiple offices will place cases with the appropriate offices through HHAX provider portal

Updates to Member Profile

- The PASSEs will allow providers to manage the member phone 2 & 3 and additional addresses sections of the Member Profile page within HHAeXchange
 - Providers should be reviewing the member's information to add these additional phone numbers and addresses where the member is serviced
- The PASSEs will manage the primary phone number and primary/billing address

This will allow for EVV to run smoothly with no exceptions for wrong phone number or address

Authorizations

Future HHAX workflow

- Authorizations will be available In HHAeXchange prior to go-live.
- For authorization updates, providers can enter a request utilizing the HHAX communication module. The PASSE teams will respond to the request within the communication module.
- In case of approved authorization updates (e.g. reduced hours), the PASSEs will make updates to the authorization or add a new authorization, and the provider will receive an automatic communication note advising there is a new or updated authorization.

Member Disenrollment

Future HHAX workflow

- PASSE members are discharged from the plan due to cancellation of services, change in PASSE, and authorization termination
- In case of a member status update, a discharge date will be sent from the PASSEs and reflected in the HHAeXchange portal
- Providers will receive an automatic discharge notification directly in HHAeXchange

Service Interruption

Future HHAX workflow

- Providers can notify the PASSEs using the communication portal about any current or upcoming service interruptions (e.g. hospitalization, member vacation, etc.)
- In the event of a service interruption without a known return date, providers should notify the PASSEs using the communication portal when the member's services resume



Communication & Notes



Communication

- The HHAeXchange communication module will be the preferred method of communication between the PASSEs and providers, but your regular modes of communication with each PASSE is still available
- Providers use communication notes in HHAX to communicate with PASSEs for various reasons. The specific communication reasons will vary based on the PASSE; however listed below are some common examples:
 - Authorization Edit
 - Calendar Note
 - Change in Condition
 - Change in Service
 - Change of Schedule
 - Communication
 - Critical Adverse Incident
 - Death
 - Delete Authorization
 - Health/Medical crisis
 - Hospital and Other Admissions
 - Hospital Discharge
 - Member/family change due to emergency
 - Member request for provider change
 - Missed service
 - Vacation/Out of Area



Communication Types

- **Member Notes**
(Communication between Provider and PASSE related to a Member)
- **Automated Notes**
(System Generated Notes, such as *Authorization* and *Status Change*)
- **PASSE Communications**
(Communications between Provider and PASSE *not* related to a Member)

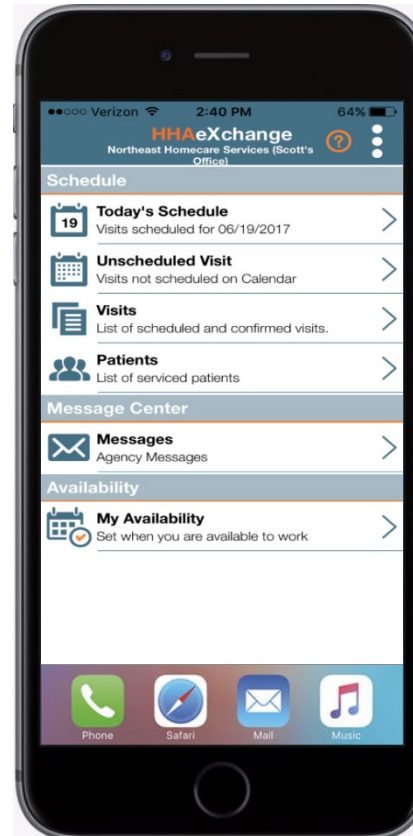


Visit Confirmation

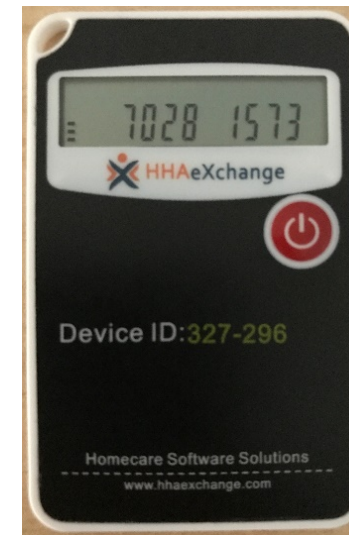
HH AeXchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device

Plan of Care Documentation

- Providers can utilize HHAX to document a member's plan of care and services performed during a visit
- This is not required or managed by the PASSE but can be utilized by any provider
- Caregivers can confirm duty's or services via mobile app or IVR telephony

Manual Visit Confirmation

- For manual visit confirmation, “**Visit Edit Reason**” and “**Action Required**” must be provided
 - **Visit Edit Reason examples** – Attendant failed to call in, Attendant unable to use mobile device, Address did not link to the client (GPS)
 - **Action Required examples** – Change in schedule, supervisor approved change, confirmed visit with the client or client’s family member
- Providers can also maintain timesheets if desired. Timesheet approval can be managed within the HHAeXchange system
- During audits, providers may be expected to provide documentation to validate services



Billing

Submitting Claims

Future HHAX workflow

- Authorizations are required for billing through the HHAeXchange platform
 - PASSEs are responsible for sending the authorizations into HHAeXchange
 - Provider to use appropriate service codes for scheduling services
- Claims will be submitted through the PASSE's current clearinghouse
 - Availity (Total Care)
 - CHANGE Healthcare (EMPOWER)
- There will be no change in 835 delivery

Submitting Claims Cont.

- 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
- For denied claims, providers should continue to contact the PASSE's claims team for clarification
- The HHAX provider portal will facilitate any required re-billing and correction to a claim

For claims resolution, please continue to follow the same process of contacting the PASSE

For additional system usage assistance, re-billing and correction to claims, please e-mail HHAX at support@hhaexchange.com

An elderly couple is shown in a kitchen. The man, on the left, has white hair and wears glasses and a grey sweater. He is kissing the woman on the cheek. The woman, on the right, has short grey hair, wears glasses and a yellow top, and is smiling broadly. They are standing in front of white kitchen cabinets. A blue semi-transparent banner is overlaid at the bottom of the image.

System Demo

Top 6 Takeaways from Today

➤ Authorizations

- How to review electronic authorizations sent from your PASSE

➤ Communication

- How to communicate with your PASSE using Communication Notes

➤ Visit Confirmation

- How to manually add or review visits, and perform EVV via mobile app or telephony

➤ Invoicing / Billing

- How to review invoices and bill

➤ Credentials

- How to create Usernames and passwords for back-office users and caregivers

➤ Support

- How to access Quick Start Guides and Support Articles

Next Steps After This Session

- Visit the HHAX Arkansas Information Center : <https://hhaexchange.com/ar/>
 - Complete the **Provider Portal Survey** – under the “Overview” tab
 - NOTE: If you already have a HHAX portal, this step is not required
 - Portals will be created, and credentials sent out one week prior to system user training
 - System user training will be available to all users listed in the survey

- For EDI Providers **ONLY**:
 - Begin EDI Integration ASAP
 - Contact edisupport@hhaexchange.com



Provider Resources

- Provider Information Center
 - <https://hhaexchange.com/ar/>
- HHAeXchange Support
 - E-mail: support@hhaexchange.com
 - Phone: 855-400-4429



Questions?