Florida Community Care: Agency Model – Provider Information Session

February 2023

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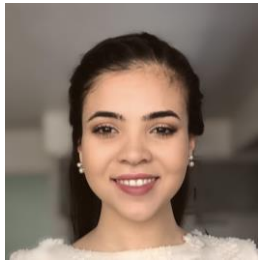

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Agenda

- FCC Payer 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?

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Florida Community Care Presenters

Natasha Carr
Director of Provider Engagement

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Florida Community Care:

- Only Long-Term Care Provider Service Network in Florida
  - Independent Living Systems
  - Serving all 11 Florida Medicaid Regions / Statewide service network
  - Continuously Strive for Service Excellence in Communication & Response to our Valued Provider Network

- Only Long-Term Care Plus Plan in Florida
  - Enrollees must be in a long-term setting – Skilled Nursing Facility; Assisted Living Facility; or home-bound with services delivered to the home

- FCC Membership Count: 23,500 members* (* as of 1/23/23)

Transition Legacy EVV Services & Claims Contact:

- FCC Provider Relations
  - 1-866-962-6186
  - Email: FloridaProviders@ilshealth.com

- Claims Call Center
  - 1-833-322-7526 x 3 for Provider Services
  - Claims Status Requests

- FCC Provider Portal – www.fcchealthplan.com

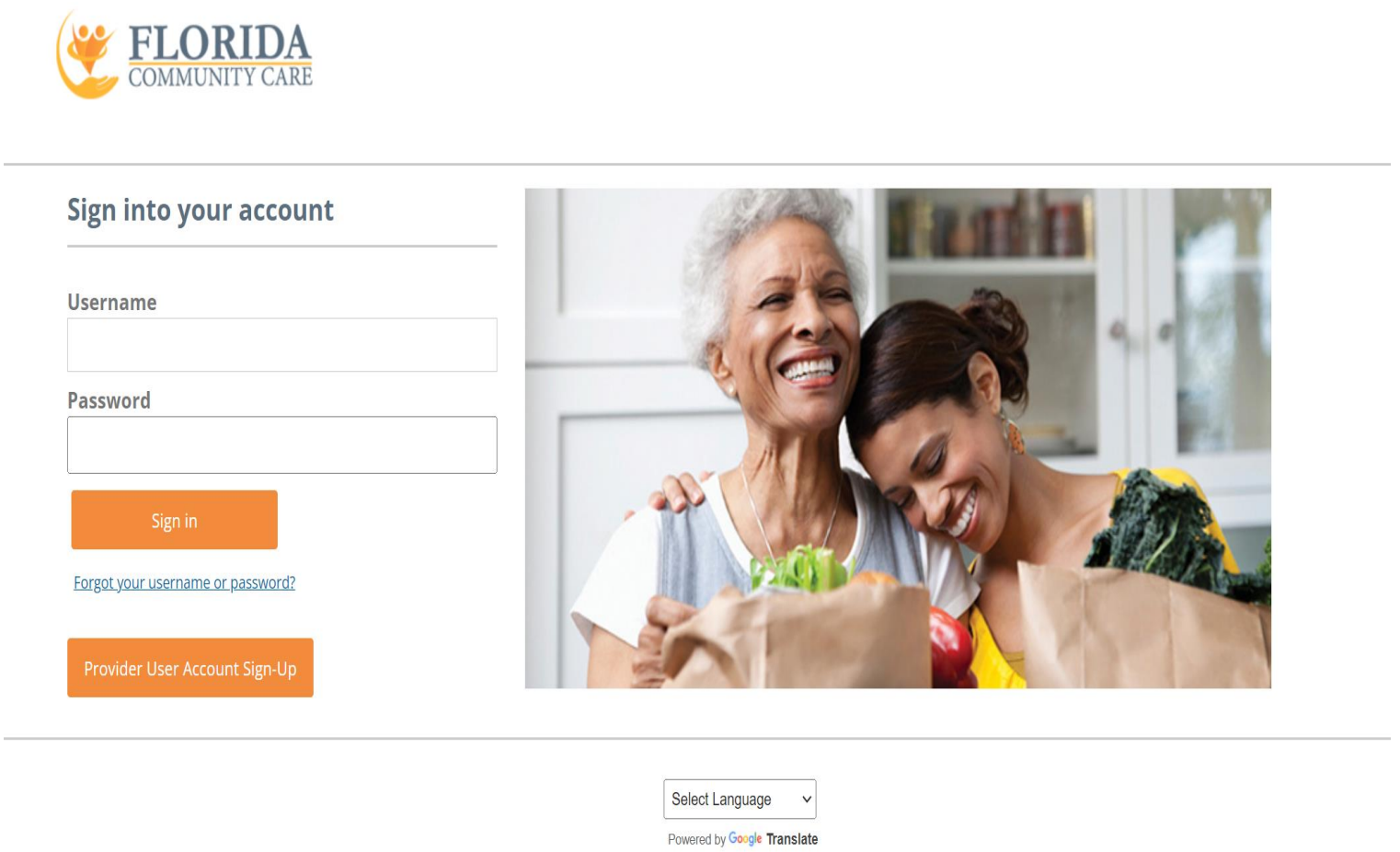
FCC Provider Portal:

- Visit the provider page of our website at: https://fcchealthplan.com/for-providers and click on the link for Login.

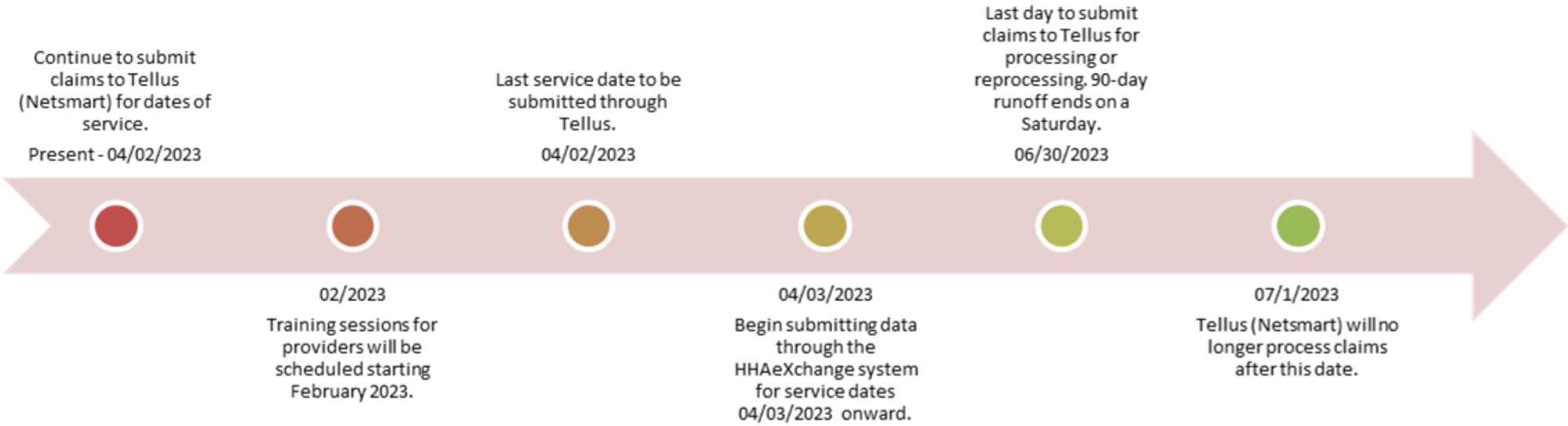
- On the left side of the web portal homepage, click Provider User Account Sign-Up and follow the step-by-step instructions to complete your one time registration.

- Please enter your Tax ID & NPI (without dashes) to register.

- The Portal allows user access to check Claims Status, check Eligibility and view Authorization status.



Important Dates:



Info Session Takeaways

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Top 6 Takeaways from Today

- **Authorizations**
  - How to review authorizations sent from the payer in HHAeXchange
- **Communication**
  - System Communication
  - Communicating with FCC
- **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

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What Applies to Me?

HHAX
EDI

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 System 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.

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Mission & Purpose

An End-to-End Ecosystem

For Better Care

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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

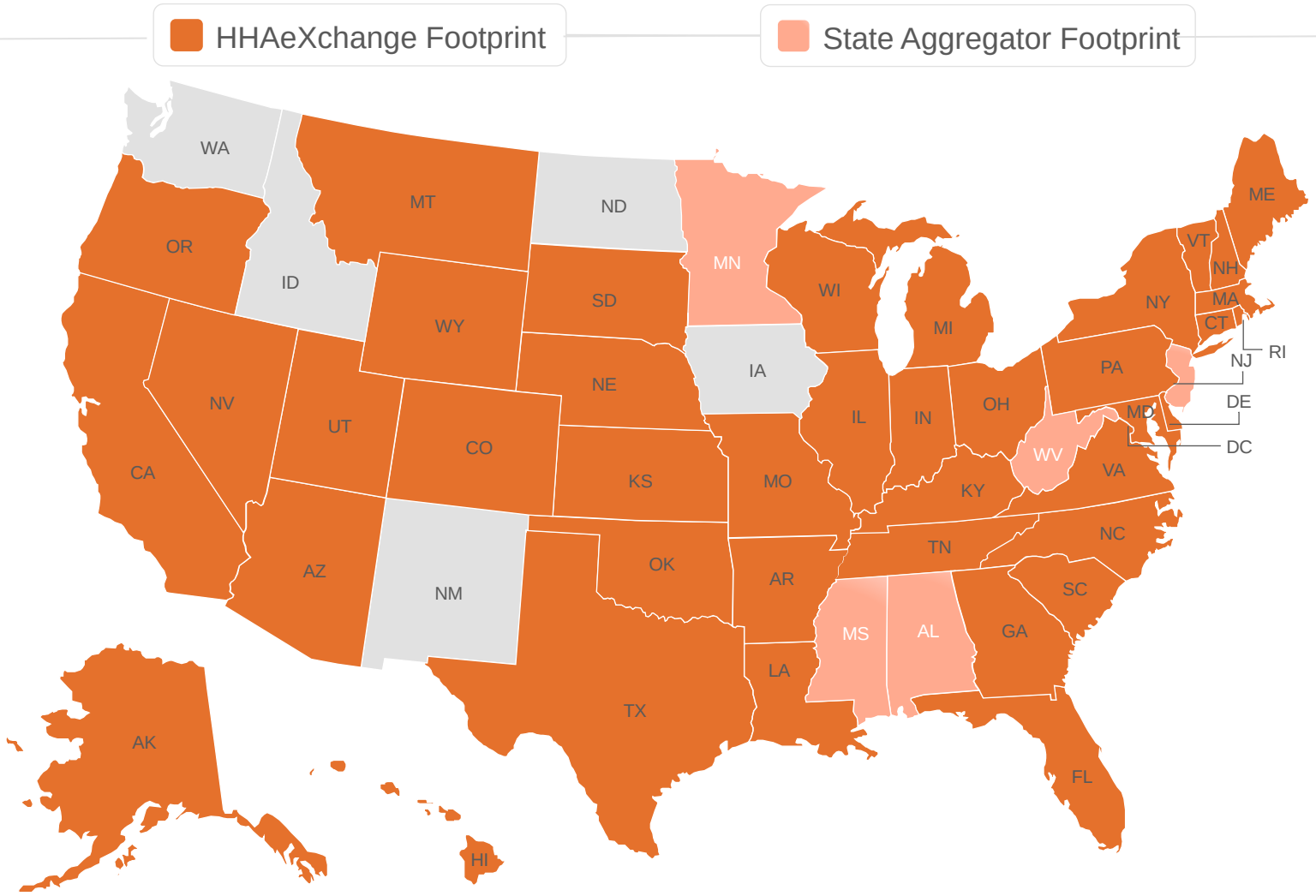
712,000+
Members Serviced

149M
Annual Visit Confirmations

$19B
Annual Payments Managed

730,000+
Caregivers Working

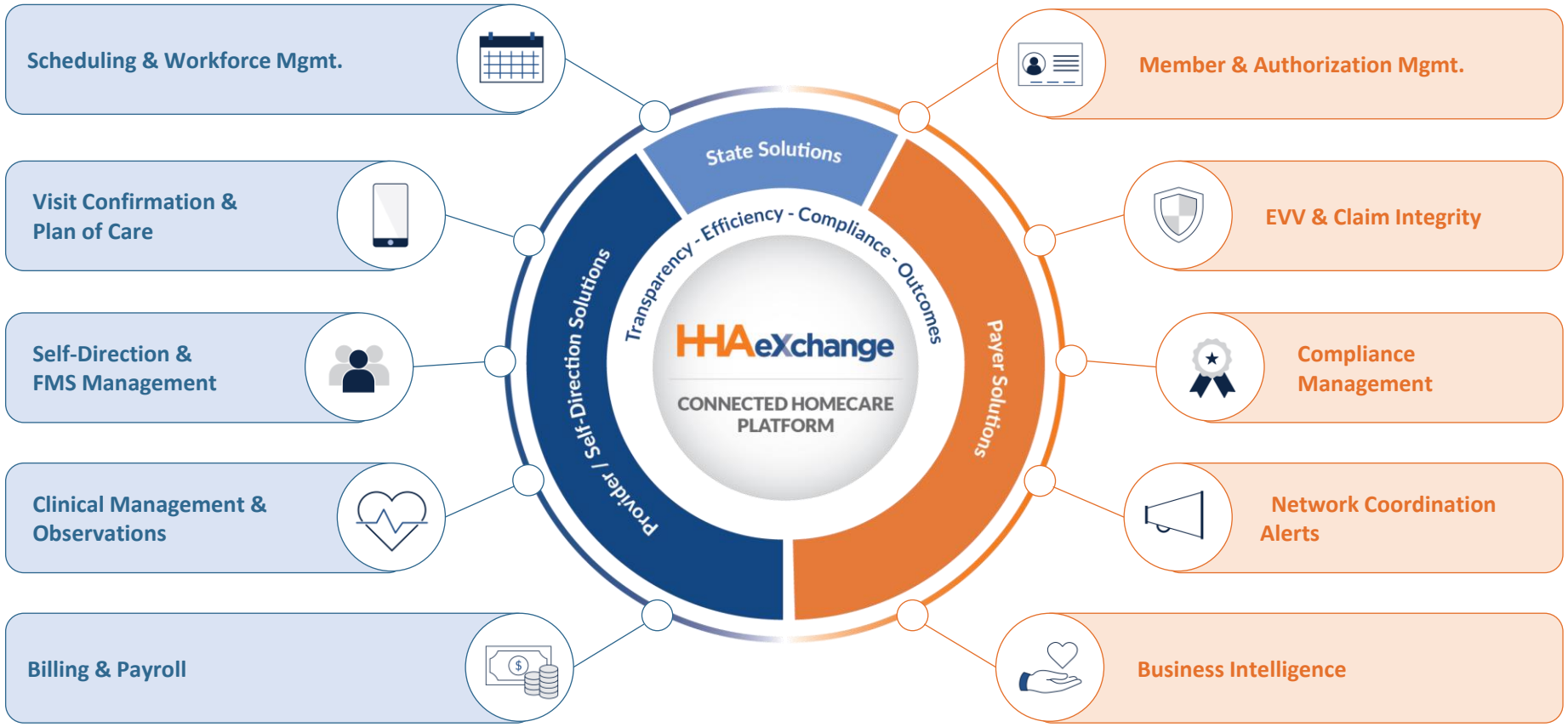
73,000+
Back-Office Users



January 2023

Our Strategic Framework for Homecare Stakeholders:

Providers, Payers & States



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EVV Mandate and Benefits of HHAeXchange

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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 Florida Community Care on April 3, 2023**,** to ensure compliance with the Cures Act.

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

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HHAeXchange
The most comprehensive EVV platform for PCS and HHCS

Provider Landscape

Enterprise Providers

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

Existing Free EVV Providers:

- You will be able to continue using your Free HHAeXchange Portal

Existing EDI Providers:

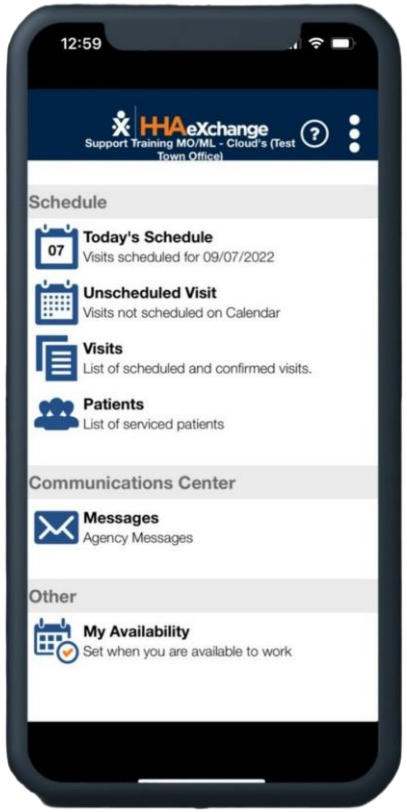
- EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration

New Providers:

- Providers who do not have an existing HHAX provider portal have two options for this implementation:
  - **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed and billed visits to the MCO.
  - **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

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Services in Scope

Services Included in the Program

- Adult Companion
- Home Health Aide
- Homemaker
- Skilled Nursing
- Personal Care
- Respite

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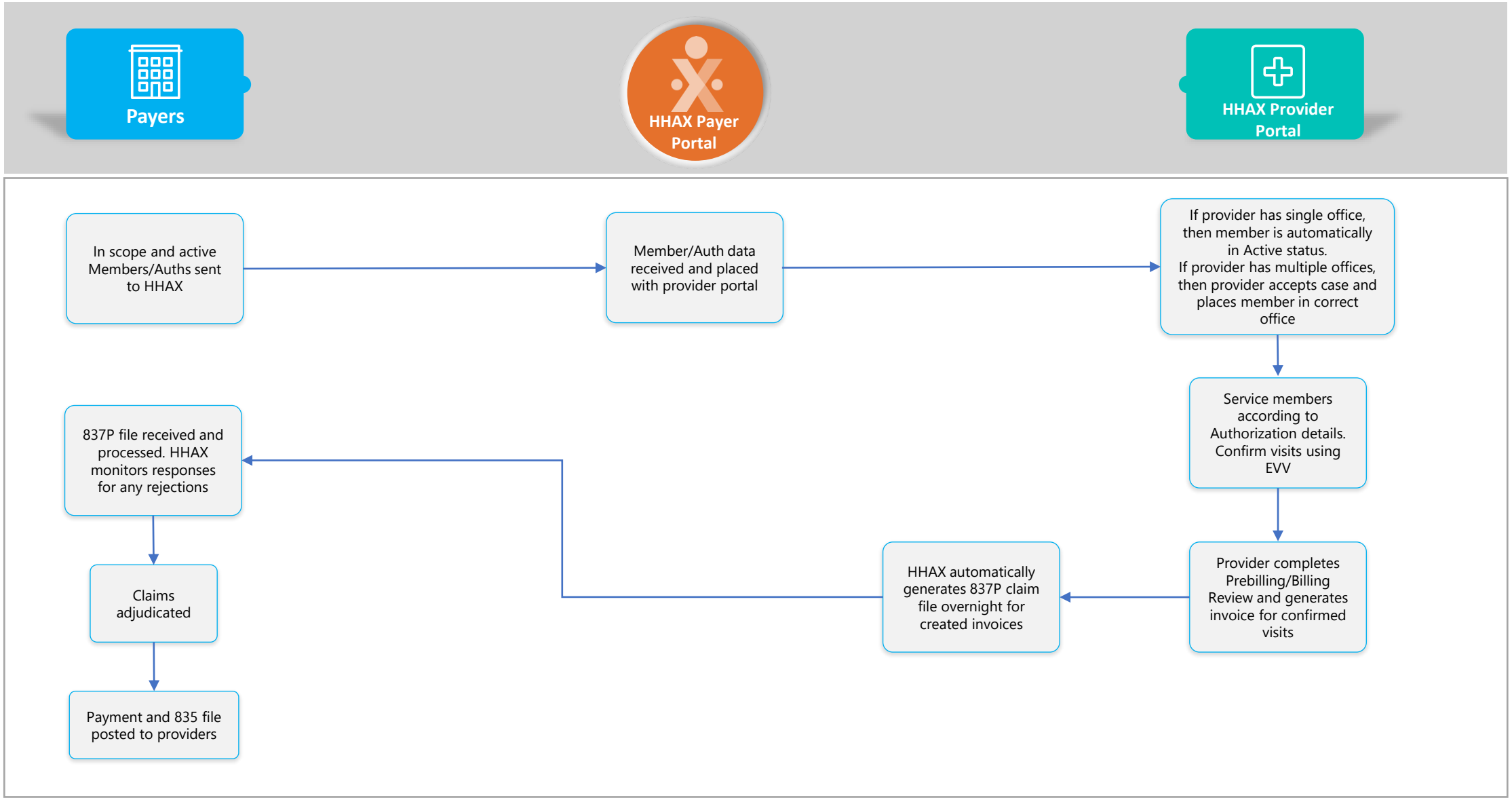
End to End Process



HHAeXchange System Functions

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Member & Authorization Management

HHAX EDI

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

- Placement Acceptance will be based on your HHAX office configuration
  - Multiple HHAX offices (locations) – Providers must accept and assign placement to the desired office
  - Single HHAX office – Cases with be placed with no additional action required

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

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Scheduling

HHAX

- Visits should be scheduled based on the authorization provided by your Payer
- 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.

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Visit Confirmation

HHAX EDI

- Visits will be confirmed using the Free HHAX EVV tools or a 3rd-party EVV system
- Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
  - In HHAX, providers will enter an edit reason and action taken for why the visit was manually edited

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Billing Process

HHAX EDI

- Providers will be responsible for resolving all Prebilling and Billing Review issues within HHAeXchange to ensure invoices are compliant and to reduce denials
- HHAX will generate the 837-claim file and send the file to Florida Community Care
  - HHAX will monitor processing responses to ensure successful transmission
- Once the claim is received by Florida Community Care, standard adjudication and payment process will follow
- The current process for receiving an 835 will remain in place
- Rates will be managed by provider in the HHAX system
  - Providers must enter their contractual rates for each service prior to billing

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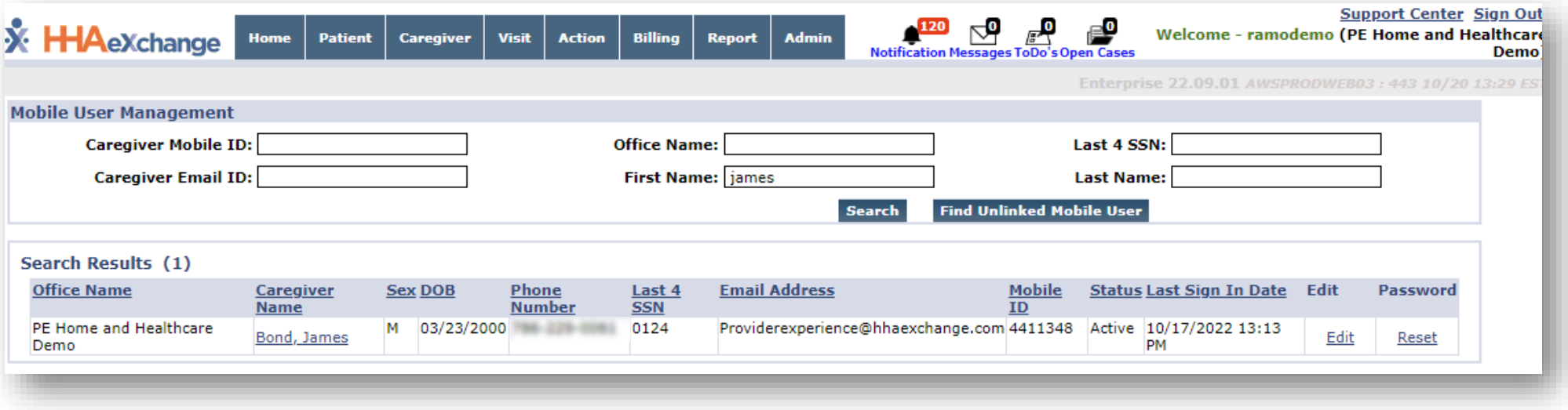
Mobile User Management

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



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Communications

Member Notes and Payer Communications

Florida Community Care will not utilize the HHAeXchange Communication Module.

Providers should contact Florida Community Care directly for assistance related to authorizations, payment and member eligibility.

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Next Steps for Providers

Project Plan Review

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Provider Onboarding Milestones:

Enterprise Providers
Fee EVV & New Providers
EDI Providers
All Providers

Jan. 16 – Feb. 10

- 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

Feb. 10 – Feb. 25

- 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

Mar 1 – Mar. 31

- Florida Community Care contract is linked starting March 1, 2023.
- Review and Update rates to contract, as needed
- Starting Mar. 1 placements are sent to provider portal to validate accuracy
- Pre-Go Live Support Webinar Available

Apr. 3

- **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

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Register Team Members for Training

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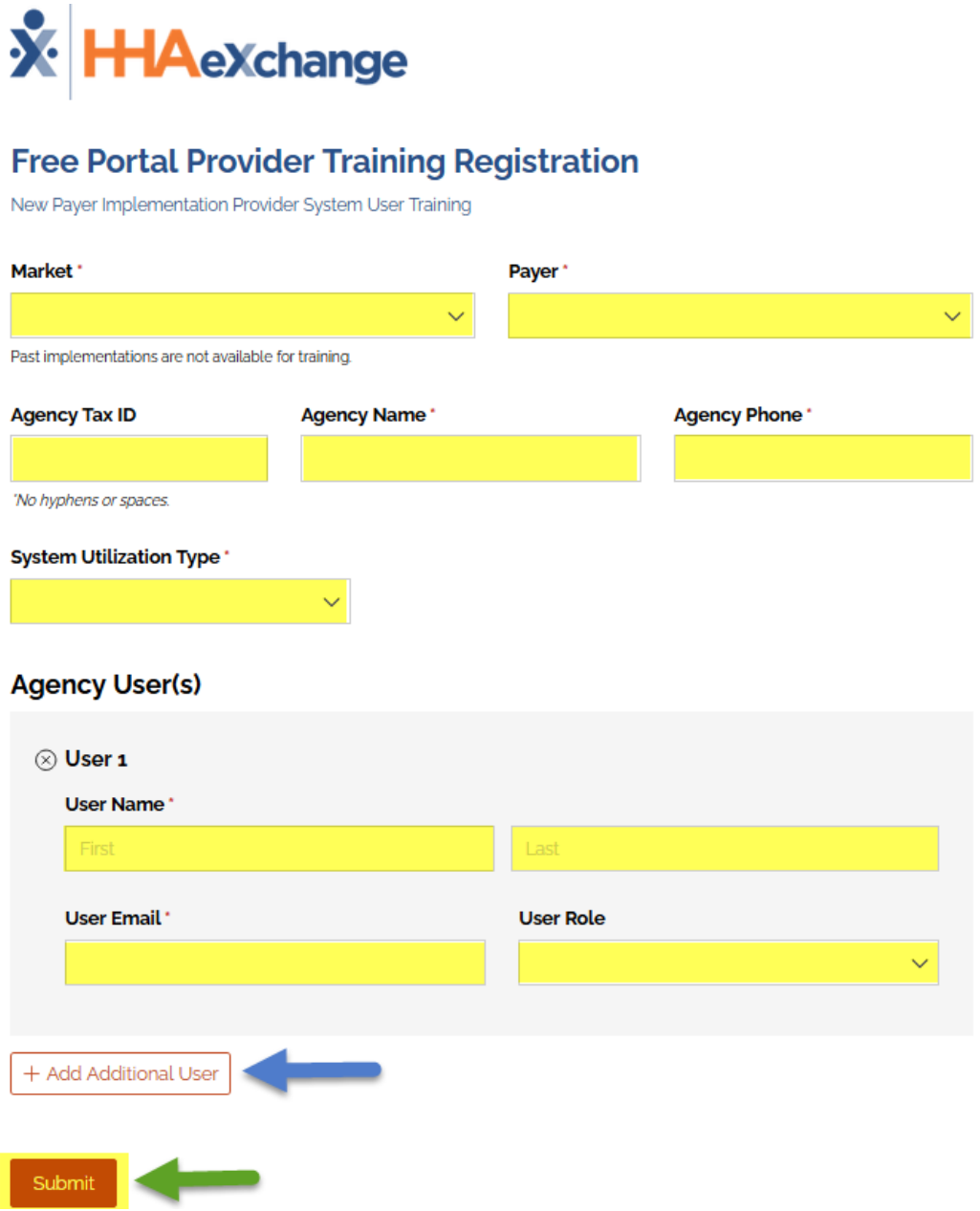
Team Training

Signup to Receive Invite

- Open your browser and go to: hhaexchange.com/train-reg
- Select **FL** as your market and **Florida Community Care** as your payer
- Register each of your team members to receive an invite to our System User 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



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Onboarding Links

- **EDI Providers:**
  - Contact EDIsupport@hhaexchange.com with the subject line of “Florida Community Care” 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

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Support Resources

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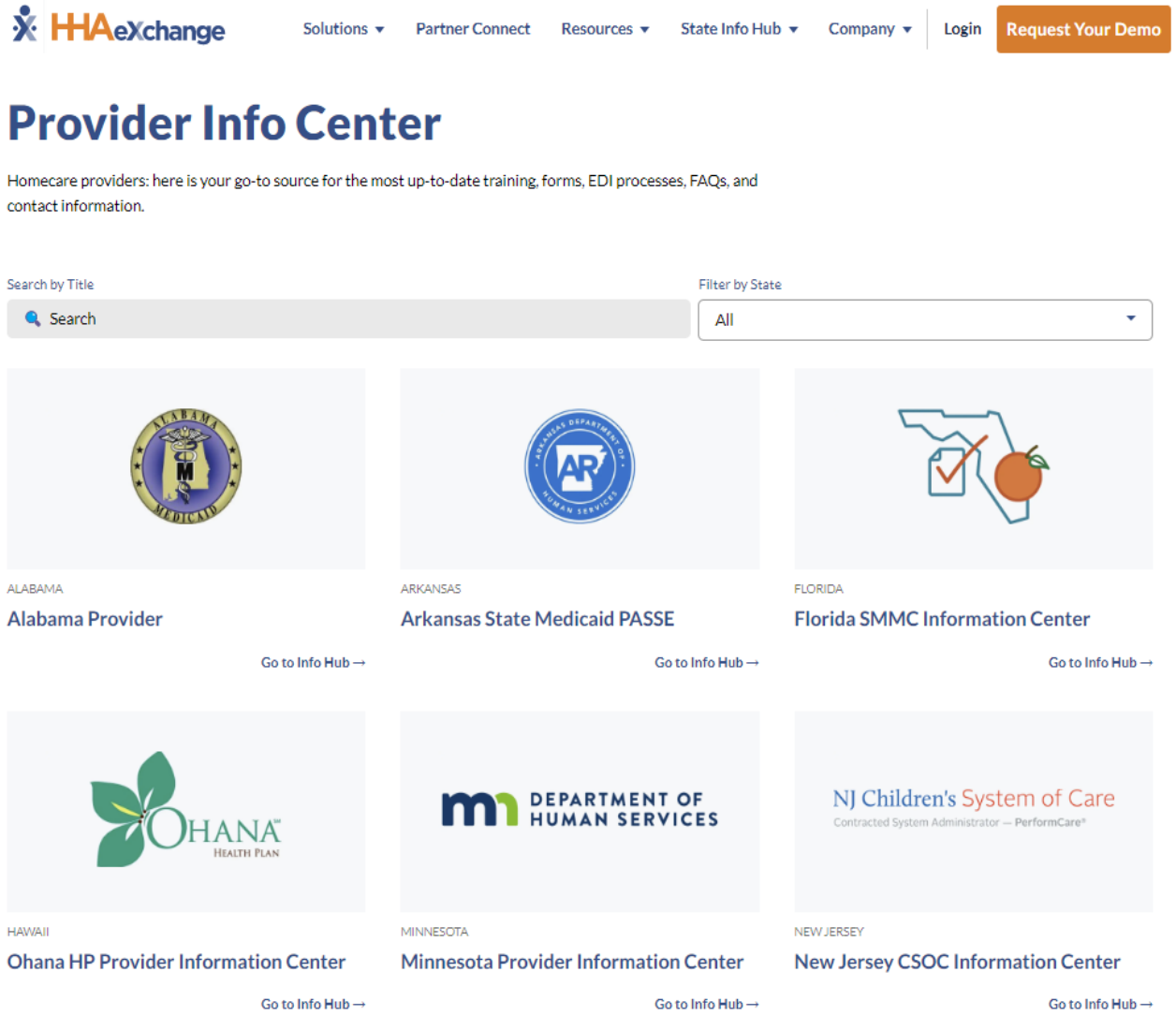
State Info Hub

HHAX EDI

- 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

https://www.hhaexchange.com/info-hub/florida-smmc



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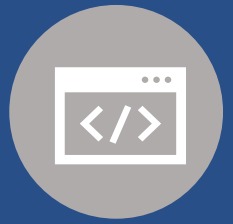
Provider Resources



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

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1-855-400-4429

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