

Our Webinar Will Begin Shortly

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Florida AHCA: Information Session

Everything you need to know for EVV success!

August 2024

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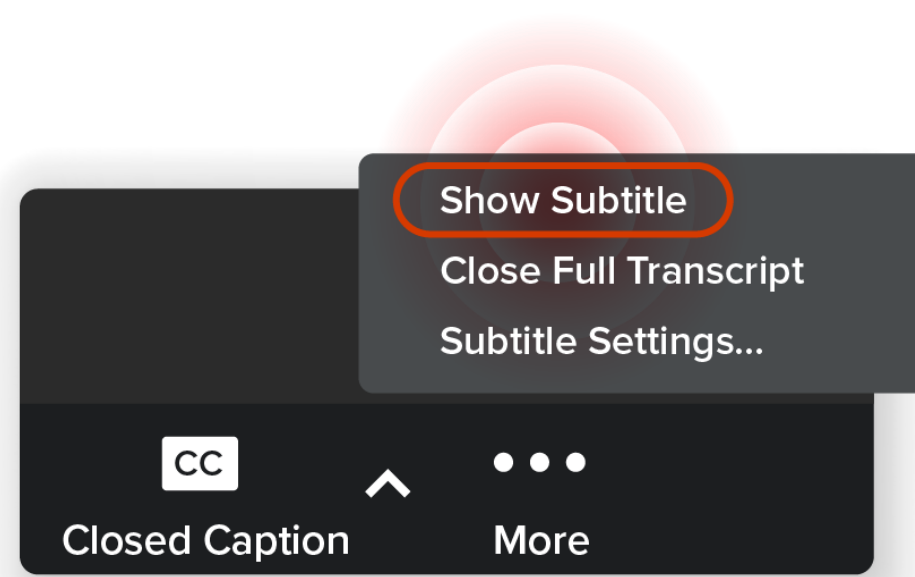




Accessibility Options

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- Please submit your questions in the Q&A box.
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Agenda



➤ Welcome/Meeting Overview

➤ Electronic Visit Verification

➤ Project Information

➤ A Day in the Life of -
HHAeXchange Demo

➤ How do I set my agency up for
EVV success?

➤ Resources for Success and Next Steps

➤ Questions?



Welcome/Meeting Overview

> Team Introductions



Dalma Larsen

Project Manager,
Implementation and Training



Alejandra Cordova

Training Specialist,
Sponsored Provider Training

Our Mission

Enable caregivers, families, providers, and payers to deliver the best care in the home.

Our Vision

To build the software platform that sets the standard for efficient workflows and insightful data for providers and payers who strive to improve the health outcomes that caregivers can achieve in the home.

AS THE LEADER IN HOMECARE TECHNOLOGY, WE AIM TO:



Empower caregivers as active members of the care team



Engage families with clear information about their loved ones' care



Enable payers to ensure their members' needs are met











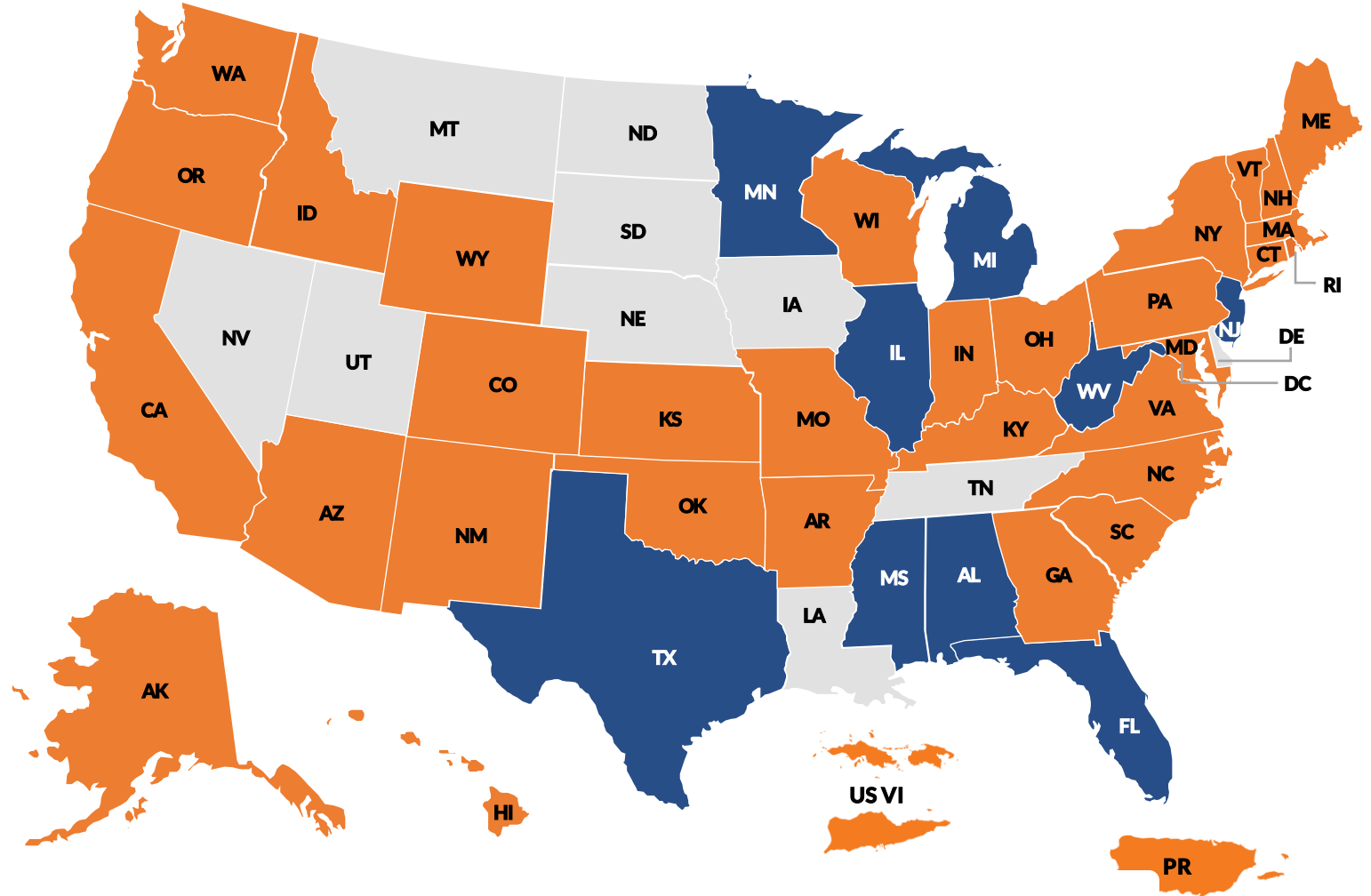
Help providers streamline their operations and grow their business



HHAeXchange's National Footprint – June 2024



50+ MCO CLIENTS 	9 STATE EVV CONTRACTS 
13,000+ HOMECARE AGENCIES 	1.1M MEMBERS SERVICED 
240M ANNUAL VISIT CONFIRMATIONS 	\$36.4B ANNUAL PAYMENTS MANAGED 
1.1M CAREGIVERS WORKING 	190,392 BACK-OFFICE USERS 



- HHAeXchange Footprint
- HHAeXchange State EVV Contracts



Electronic Visit Verification (EVV)

What it is and why it matters?

> What It Is and Why It Matters



In 2016, the 21st Century Cures Act was passed, which mandated that **all states must implement Electronic Visit Verification (EVV) for Medicaid personal care services and home health services that require an in-home visit by a provider.**

To be compliant, EVV must capture 6 data points:

- Type of service performed
- Date of the service
- Time service begins & ends
- Individual receiving the service
- Location of service delivery
- Individual providing the service



Provider Landscape

Your Options

New Agency Providers:

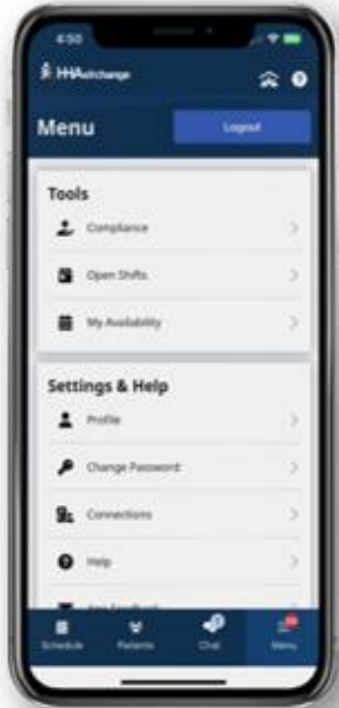
Register your agency for EVV by completing the Onboarding Survey and indicating how you will be performing EVV.

Providers can choose between:

- Using the State-sponsored HHAeXchange EVV portal to confirm and bill visits at no charge.
- Or selecting a third party EVV system at their own expense. The system must integrate with the HHAeXchange to send confirmed/billed visits via Electronic Data Interchange (EDI).

AHCA EVV Go-Live is October 1, 2024

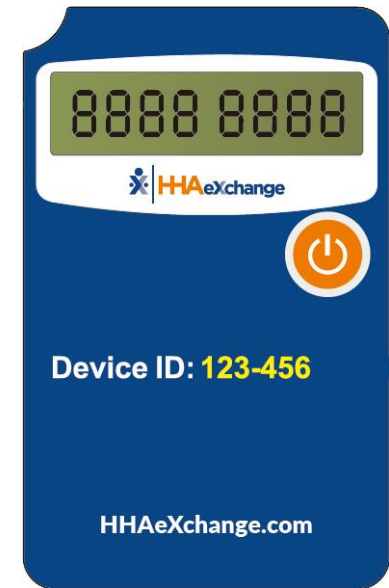
▶ HHAEExchange EVV Methods



Caregiver Mobile App



Telephony/IVR



FOB Device



Project Information

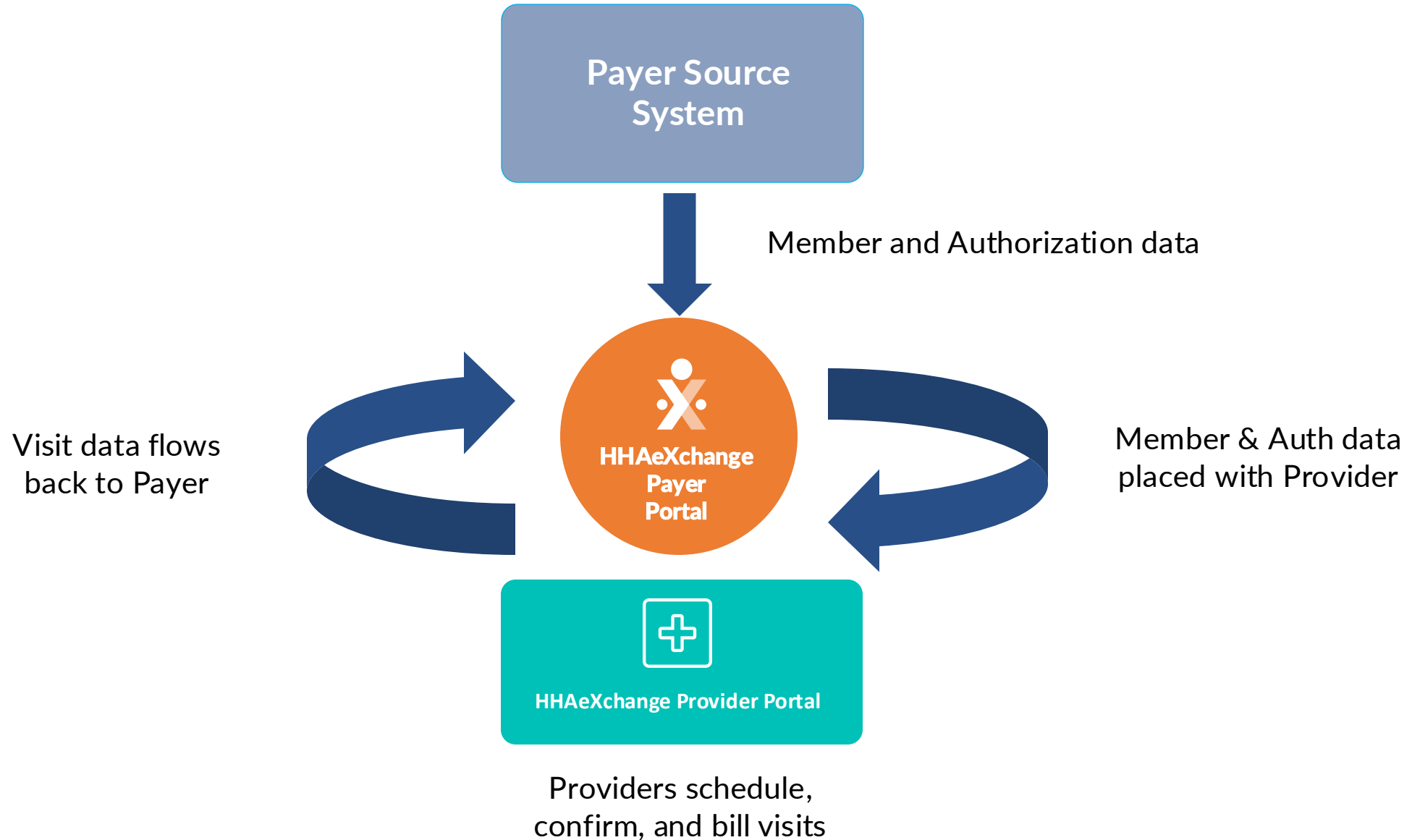


Services in Scope



- **Home Health Visits (skilled nursing and home health aide services)**
 - T1030
 - T1031
 - T1021
 - Modifiers (TT, TD, GY)
- **Private Duty Nursing (PDN)**
 - S9123
 - S9124
 - Modifiers (TT, UF, SQ)
- **Personal Care Services (PCS)**
 - S9122
 - Modifiers (TT, UF, SK)

End to End Workflow





A Day in the Life – HHAeXchange Demo



How do I set my agency up for EVV success?



THE MAP TO **EVV MASTERY**

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition

The EVV Success Sunset

Begin Billing Bay

Learn how to bill and start submitting claims as of Oct 1

4

EVV Foundations Forest

Prepare for EVV Readiness and begin scheduling.

3

Beginnings Base Camp

Your foundation for EVV Mastery

1

Get Moving Mountain

Gain access to HHAeXchange and start learning

2

START

YOU ARE HERE

Provider Milestones: New Providers



YOU ARE
HERE

Beginnings Base Camp

Onboarding Form

✓ Submitted

Information Sessions

✓ Register and
Attend

Get Moving Mountain

Milestone: EDI
Onboarding : Aug 22

Milestone 1: Portal
Access (All Providers) :
August 27

Milestone 2: Payer
Contracts (All
Providers): Aug 28

EVV Foundations Forest

Milestone 3:
Payer Data and
Scheduling: Sept 5

Milestone 4:
EVV Management:
Sept 13

Begin Billing Bay

Milestone 5:
Billing Sept 17

Milestone: EDI Post
Integration Sep 19

Merge Member
Training: Sept 23

Provider Go Live: Oct 1, 2024



Beginnings Base Camp



Base Camp Checklist

- Attend Information Session
- Complete Provider Portal Registration

Who should complete this form?

All AHCA Providers

What do I need to complete this form?

Tax ID

NPI

Medicaid ID

How do I complete the form?

Visit: [FL HHAeXchange Provider Portal Agency Registration \(cognitofl.com\)](https://cognitofl.com)



Get Moving Mountain

Get Ready for EDI Onboarding

Milestone: EDI Onboarding

- Register for Milestone: EDI Onboarding Webinar August 22 2024
- Review EDI documentation
 - [HHAeXchange Provider Integration Visit Import Guide](#)
 - [HHAeXchange Provider Integration Visit Export Guide](#)
 - [EDI Code Table Guide](#)



Milestone: EDI Onboarding

Get Moving Mountain

How Do I Register?

- Use the QR code on this slide
- Complete the Zoom Registration Form
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone: EDI Onboarding?

- EDI Providers Only
- Agency Administration

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.





Get Moving Mountain

Milestone 1: Portal Access

Milestone 1:

- Register for Milestone 1 training - Aug 27
- Review Portal Access & Next Steps
- Log in to your HHAeXchange Portal.
- Set up & manage User & Caregiver accounts.
- Attend Milestone 1 Training Webinar.

Role: Admin, Coordinator, Biller



Get Moving Mountain

Milestone 1 Training

How Do I Register?

- Use the QR code on this slide.
- Complete the Zoom Registration Form.
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone 1 Training?

- All Providers
- Agency Administration
- Coordinator

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.





Get Moving Mountain

Receive and Review Payer Contracts & Data

Milestone 2: Payer Contracts *(All Providers)*

- Register for Milestone 2 training - Aug 28
- Review Payer Contracts linked & Next Steps Email.
- Search and update payer contracts.
- View and Manage Member & Auth Data.
- Attend Milestone 2 Training Webinar.

Role: Admin, Coordinator, Biller





EVV Foundations Forest

EVV Setup & Readiness

Milestone 3: Sept 5

What will I Learn?

- Member Management
- Auth Management
- Caregiver EVV Readiness
- Scheduling in HHAeXchange

Milestone 4: Sept 13

What will I Learn?

- EVV management
- Visit Confirmation
- Resolving call dashboard issues

Role: Admin, Coordinator



Begin Billing Bay

Billing in HHAeXchange

Milestone 5: Sept 17

What will I Learn?

- Prebilling & Invoicing
- Billing Review & Claims Submissions
- Rebilling

EDI Post Integration Training: Sept 19

What will I Learn?

- EDI requirements post integration

Role: Admin, Biller



Post-Go-Live: EVV Adoption Support

Open Hours: Oct 1, 8, 15, & 22

- Provide training support.
- Increase EVV Adoption.
- Billing support in HHAeXchange.

Role: Admin, Coordinator, Biller



**The EVV
Success
Sunset**



Resources for Success and Next Steps



Provider Resources: In Application Guides



The screenshot displays the HHAExchange Payer Portal interface. The top navigation bar includes the HHAExchange logo and menu items: Home, Member, Worker, Visit, Action, Billing, Report, Data Insights, and Admin. A user greeting 'Hello Entnbosek' is visible. Below the navigation, there are tabs for 'Placements (57 Pending)', Events, System Notifications, Direct Messages, Tasks, and Linked Communication. The 'Placements' section is active, showing a sub-tab for 'Pending (1)'. Below this, a table lists placement details.

Member	Admission ID	Office	Start Date	Stop Date	Frequency	Service Category	Service Type	Request Sent At	Status	Cut Off Time	LME/PHP Name
XXXXX	a11cc	Support Training MO Updated	06/07/2016			Home Health	HHA	7/1/2024 4:44:29 AM (Eastern)	Pending(Broadcast)	9/8/2024 3:23:29 PM (Eastern)	Demo ML Pune (India) Test Only

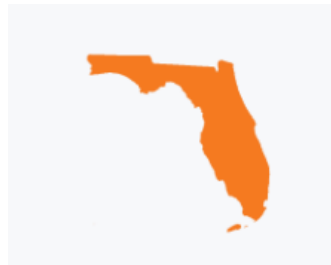
Navigation: Previous 1 Next

Footer: Support Center | Support Training MO/ML (Reskin) [ID# 651] | CLOUD

Provider Resources



The State Info Hub will be your primary source of information throughout this implementation to stay up to date on all information and dates.



HHAeXchange
Florida Info Hub
[Florida Information Center |](#)
[HHAeXchange](#)





Questions?



**Provider
Onboarding Form**



**Register for
EDI Training**



**Register for
Training Milestone 1**



**Info Session
Feedback Survey**