

# Our Webinar Will Begin Shortly

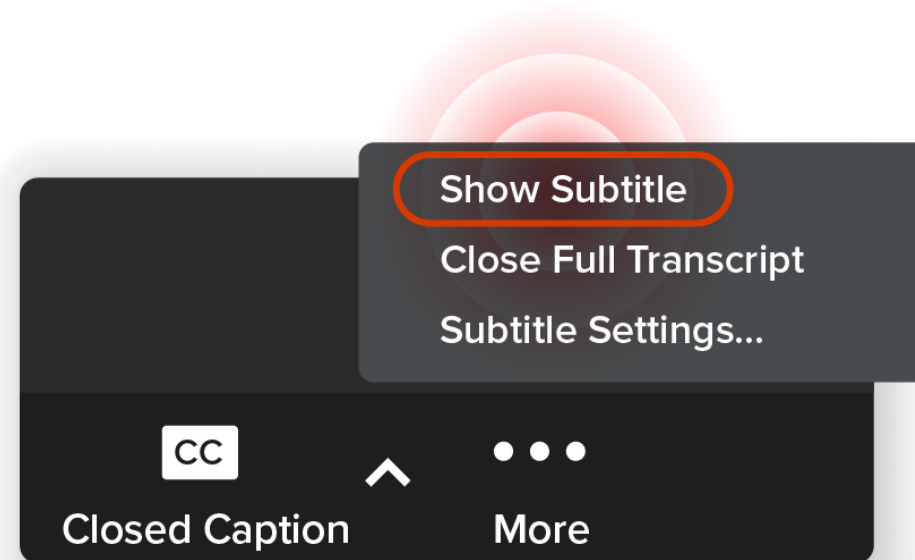
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# Florida AHCA: Information Session

Everything you need to know for EVV success!

August 2024

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# Agenda



➤ Welcome/Meeting Overview

➤ Project Information

➤ New User Interface

➤ HHAeXchange Demo

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

➤ Resources for Success and Next Steps

➤ Questions?



# Welcome/Meeting Overview



# AHCA EVV Partnership Overview



- Electronic visit verification (EVV) is federally required for home health services (Section 12006(a) of the 21st Century Cures Act).
- The Florida Agency for Health Care Administration recently procured a new home health EVV vendor for Medicaid fee-for-service: HHAeXchange.
- Go-Live for the new HHAeXchange EVV system is October 1, 2024.
- The Agency uses an “Open Vendor Model”

# > Team Introductions



**Dalma Larsen**  
Project Manager,  
Implementation and Training



**Sarah Murphy**  
Manager,  
Sponsored Provider Training



**Alejandra Cordova**  
Training Specialist,  
Sponsored Provider Training



# Project Information





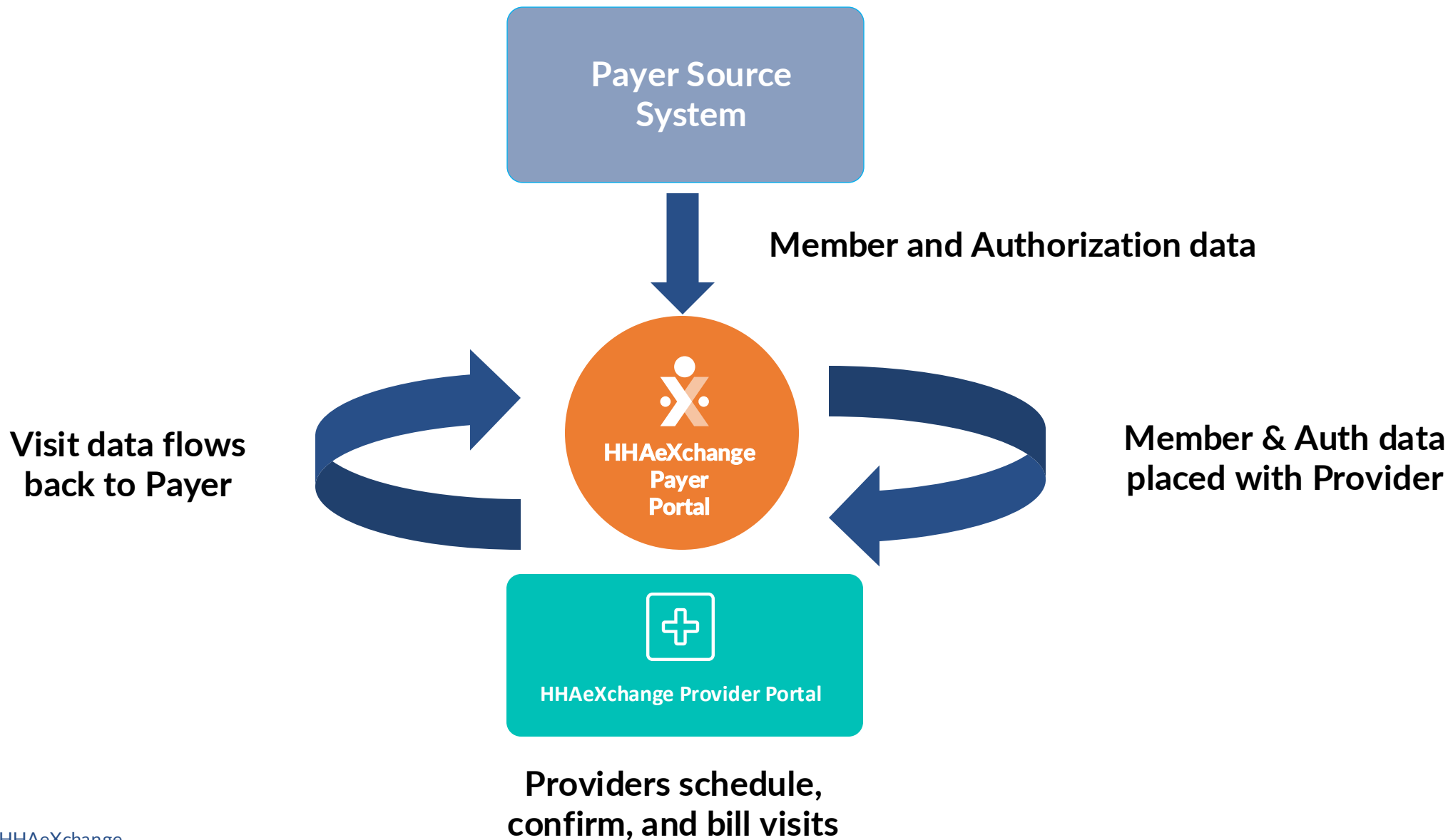
# Services in Scope



- **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





# New User Interface

# > The New Face of HHAeXchange



- HHAeXchange has been redesigned with a new look and feel.
- Current HHAeXchange FL HH FFS providers will be upgraded on 8/26.
- The switch to the new user interface will be led by HHAeXchange and not require heavy lifting on your part.
- We're committed to supporting you with new Knowledge Base and Help content, training webinars, etc.

The screenshot displays the HHAeXchange web application interface. At the top, there is a navigation bar with the HHAeXchange logo and menu items: Home, Member, Caregiver, Visit, Action, Billing, Report, and Admin. Below the navigation bar, a 'Hello' greeting is shown. A secondary navigation bar contains links for Placements (4 Pending), Events, System Notifications, Direct Messages, Tasks, and Linked Communication. The main content area is titled 'Placements' and includes sub-tabs for Pending (0), Accepted with Temp Caregiver (4), Staffed (0), and Accepted with No Master Week(0). A table below lists the details for the four accepted placements.

Name *	Admission ID ☺	Office ☺	Start Date ☺	Stop Date ☺
Buchanan Martin	ORH-AL854723	Provider Home Care	04/04/2023	
Cancela David	ORH-1234	Provider Home Care	08/10/2021	
Lee Ethan	ORH-T39200	Provider Home Care	03/02/2021	
Test Gigi	ORH-12345678	Provider Home Care	08/10/2021	

[Enterprise New UI Crosswalk \(hhaxsupport.s3.amazonaws.com\)](https://hhaxsupport.s3.amazonaws.com)

# > New User Interface (UI)



## Resource Center: The New HHAeXchange User Interface

The screenshot displays the HHAeXchange user interface. At the top, there is a navigation bar with the HHAeXchange logo and menu items: Home, Member, Caregiver, Visit, Action, Billing, Report, and Admin. Below the navigation bar, a dark blue header area says 'Hello'. Underneath, there are tabs for 'Placements (4 Pending)', 'Events', 'System Notifications', 'Direct Messages', 'Tasks', and 'Linked Communication'. The 'Placements' section is active, showing a sub-tab for 'Accepted with Temp Caregiver (4)'. Below this, a table lists placement details.

Name	Admission ID	Office	Start Date	Stop Date
Buchanan Martin	ORH-AL854723	Provider Home Care	04/04/2023	
Cancefa David	ORH-1234	Provider Home Care	08/10/2021	
Lee Ethan	ORH-T39200	Provider Home Care	03/02/2021	
Test Gigi	ORH-12345678	Provider Home Care	08/10/2021	

The new interface improves the user experience and offers many benefits, including:

- **Enhanced usability** with navigation indicators so you never lose your place in the system and keyboard navigation that allows for faster data entry.
- **Upgraded accessibility** and visual support for users including new menu icons and page layouts for easier readability.
- **Improved efficiency** as you unlock new features, including alternating master week schedules, recurring supervisory visits, plan of care improvements, and more!



# 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

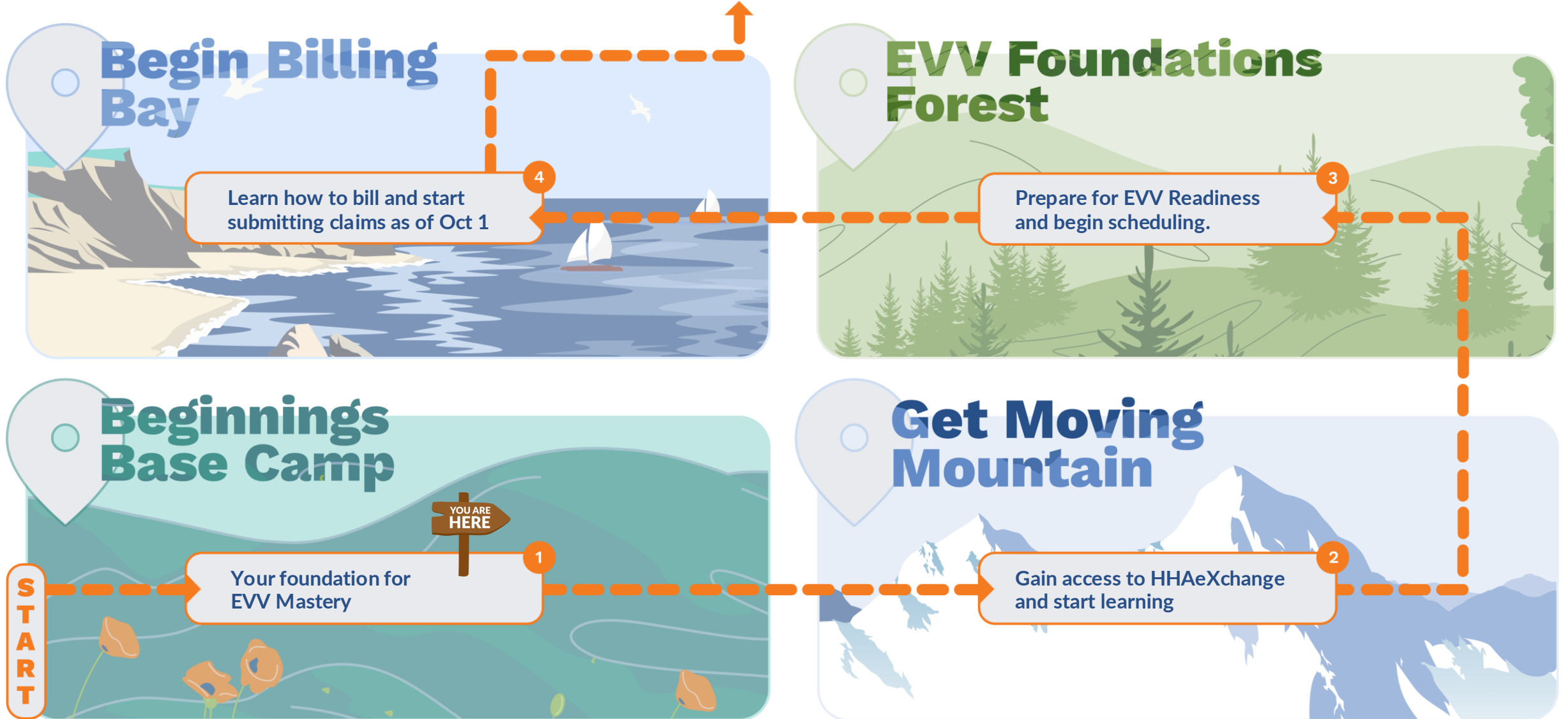
## Get Moving Mountain

Gain access to HHAeXchange and start learning

2

START

YOU ARE HERE



# Provider Milestones: Existing Providers



## Beginnings Base Camp

### Onboarding Form

✓ Submitted

### Information Sessions

✓ Register and  
Attend

## Get Moving Mountain

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

Milestone: EDI  
Onboarding : Aug 22

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

## EVV Foundations Forest

Milestone 3:  
Payer Data and  
Scheduling: Sept 5

Milestone 4:  
EVV Management:  
Sept 12

## 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?**

Agency's Vendor ID

Tax ID

NPI

Medicaid ID

**How do I complete the form?**

Visit: [FL HHAeXchange Provider Portal Agency Registration \(cognitofrms.com\)](https://cognitofrms.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](#)
- **No Action Needed for Providers with Existing Integrations in Florida.**



## 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

## 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 Setup & Readiness

## EVV Foundations Forest

### Milestone 3: Sept 5

#### What will I Learn?

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

### Milestone 4: Sept 14

#### 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

### Member Merge Training: Sept 23

#### What will I Learn?

- Enterprise Provider Only
- Merging internal members to linked contract

### 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)'. A table lists the placement details:

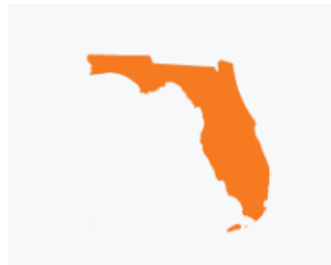
Member	Admission ID	Office	Start Date	Stop Date	Frequency	Service Category	Service Type	Request Sent At	Status	Cut Off Time	LME/PHP Name
XXXXX	a11cc	Support Training MO Updated	06/07/2016			Home Health	HHA	7/1/2024 4:44:29 AM (Eastern)	Pending(Broadcast)	9/8/2024 3:23:29 PM (Eastern)	Demo ML Pune (India)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

At the bottom of the table, there are 'Previous', '1', and 'Next' navigation buttons. The footer of the portal shows 'Support Center | Support Training MO/ML (Reskin) [ID# 651] | CLOUD'. The Windows taskbar at the bottom indicates the time is 11:25 AM on 7/16/2024.

# 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  
Onboarding Webinar**



**Register for  
Milestone 2 Training**



**Info Session  
Feedback Survey**