

Illinois Division of Development Disabilities Agency Model – Provider Information Session

May 2023

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➤ HHAeXchange Presenters



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Agenda

- Info Session Takeaways
- HHAeXchange Mission and Purpose
- EVV Process & Benefits of HHAeXchange
- In Scope Services
- HHAeXchange System Functions
- Next Steps & SUT Registration
- Support Resources
- Q/A

HHAeXchange Nomenclature



- Member = Patient = Recipient = Consumer = Participant = Client = Customer
- Caregiver = Attendant = Aide
- Provider = Agency = Vendor
- MCO = Payer = Contract = Plan



Info Session Takeaways

Preview

➤ Top 6 Takeaways from Today



1. Member & Authorization Management
2. EVV Methods
3. Services in Scope
4. Schedule & Visit Confirmation
5. LMS & Training Registration
6. Support Resources & Next Steps

➤ What applies to me?

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.



An End-to-End Ecosystem **For Better Care**



Enable the most effective homecare ecosystem every day.

Mission

PURPOSE

We are passionate about **helping people** who are aging or have disabilities thrive in their homes and communities through the creation of a homecare ecosystem that **seamlessly connects** states, managed care organizations, providers, caregivers, and clients.

HHAeXchange's National Footprint



90+
PAYERS SERVED



6
STATE AGGREGATOR
CONTRACTS



9,700+
HOMECARE AGENCIES



720,000+
MEMBERS SERVICED



305M
ANNUAL VISIT
CONFIRMATIONS



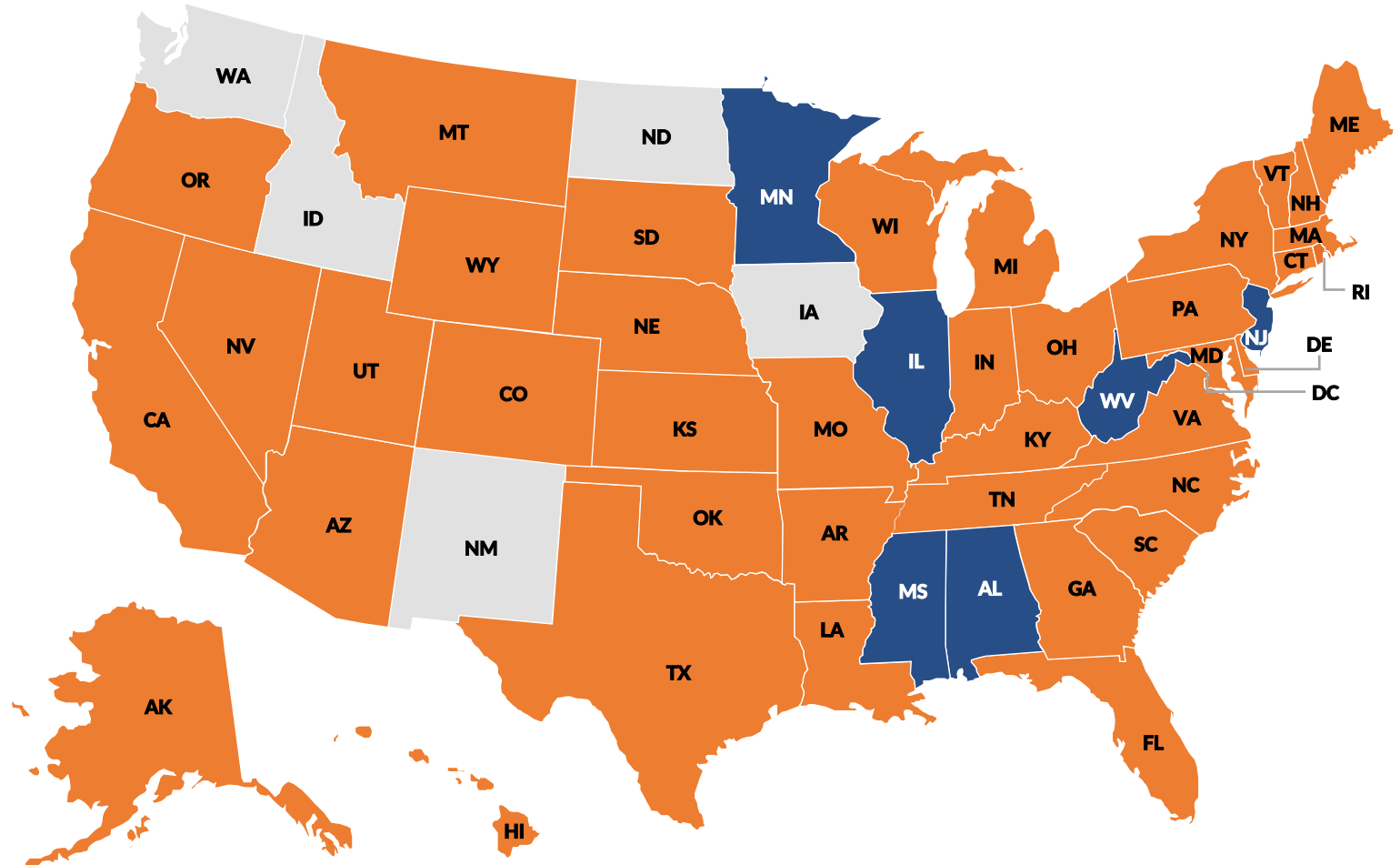
\$20.3B
ANNUAL PAYMENTS
MANAGED



747,000+
CAREGIVERS WORKING



75,000
BACK-OFFICE USERS

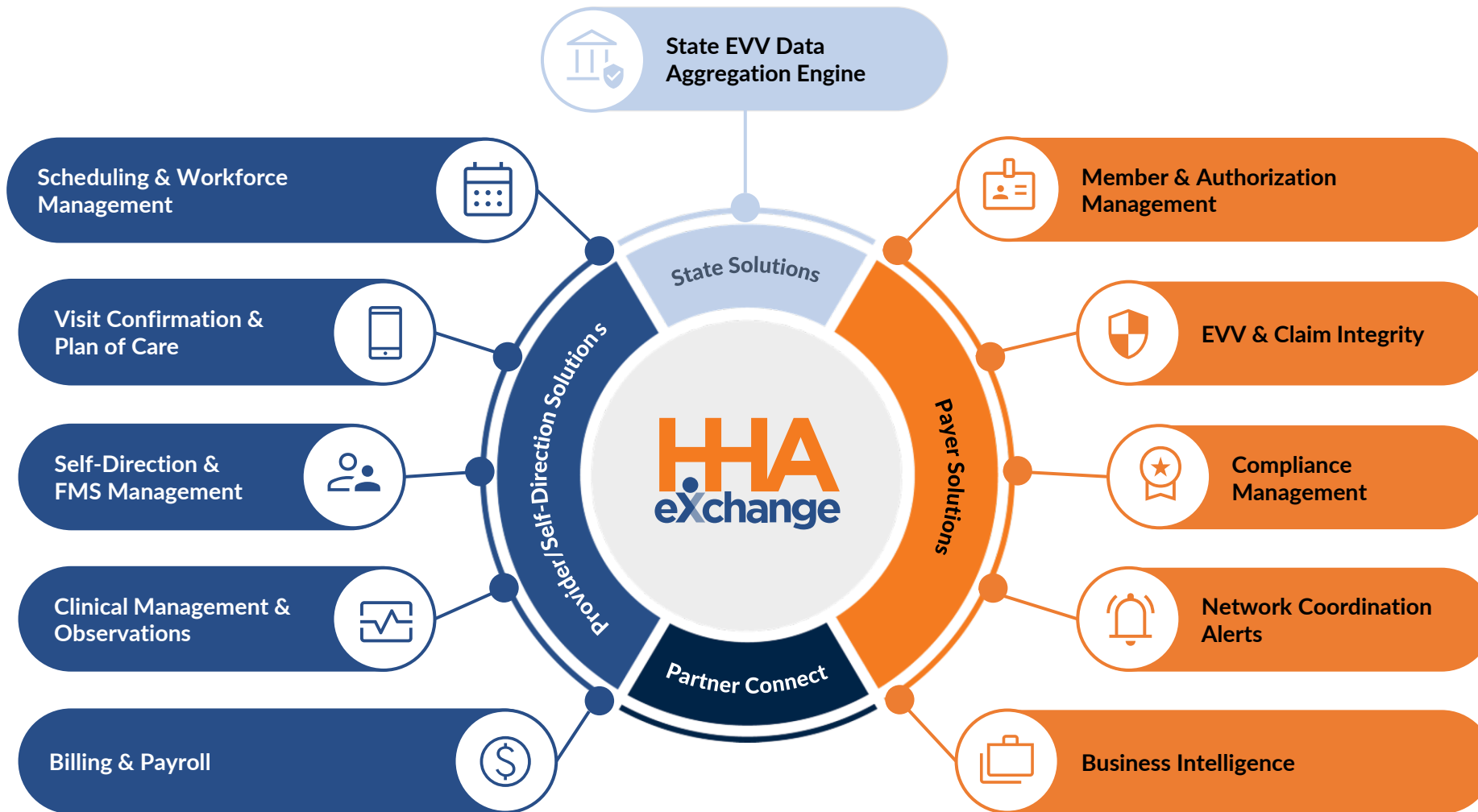


HHAeXchange Footprint
 HHAeXchange State Aggregator

February 2023



HHAeXchange's Strategic Framework



Cures Act Mandated EVV



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 in scope waivers on 7/31/2023, to ensure compliance with the Cures Act.

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



In Scope Waivers

- Adults with Developmental Disabilities
- Children and Young Adults with Developmental Disabilities



Provider Landscape

Your Options

Enterprise Providers

- Providers who have their own Enterprise HHAX portal as their agency management and EVV solution.
- You will be able to continue using HHAExchange, utilizing the system's enhanced Linked Contract functionality.
- **Existing EDI Providers:**
- Providers who have their own HHAX portal which is used to integrate confirmed visit data with their third-party EVV system
- EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration

Existing Free EVV Providers:

- Providers who have their own Free EVV HHAX portal which is used to manage EVV to ensure compliance with Illinois DDD

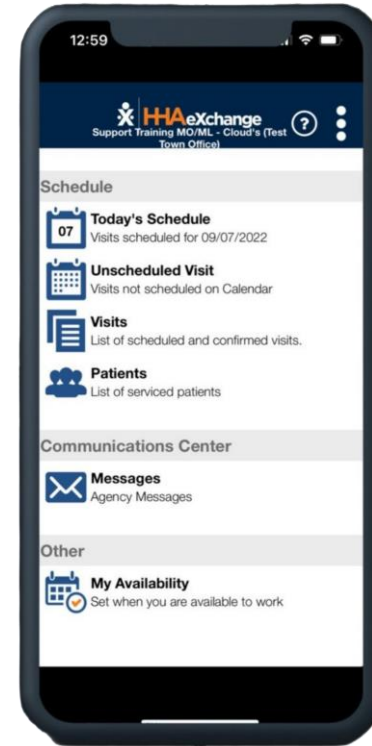
New Providers:

- Providers who do not have an existing HHAX provider. These providers have two options for this implementation:
 - **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed visits
 - **Free EVV:** Use a Free EVV HHAX portal to confirm visits



EVV Methods

HHAXchange



Caregiver Mobile App



Telephony



In Scope Services



Services Included in the Program

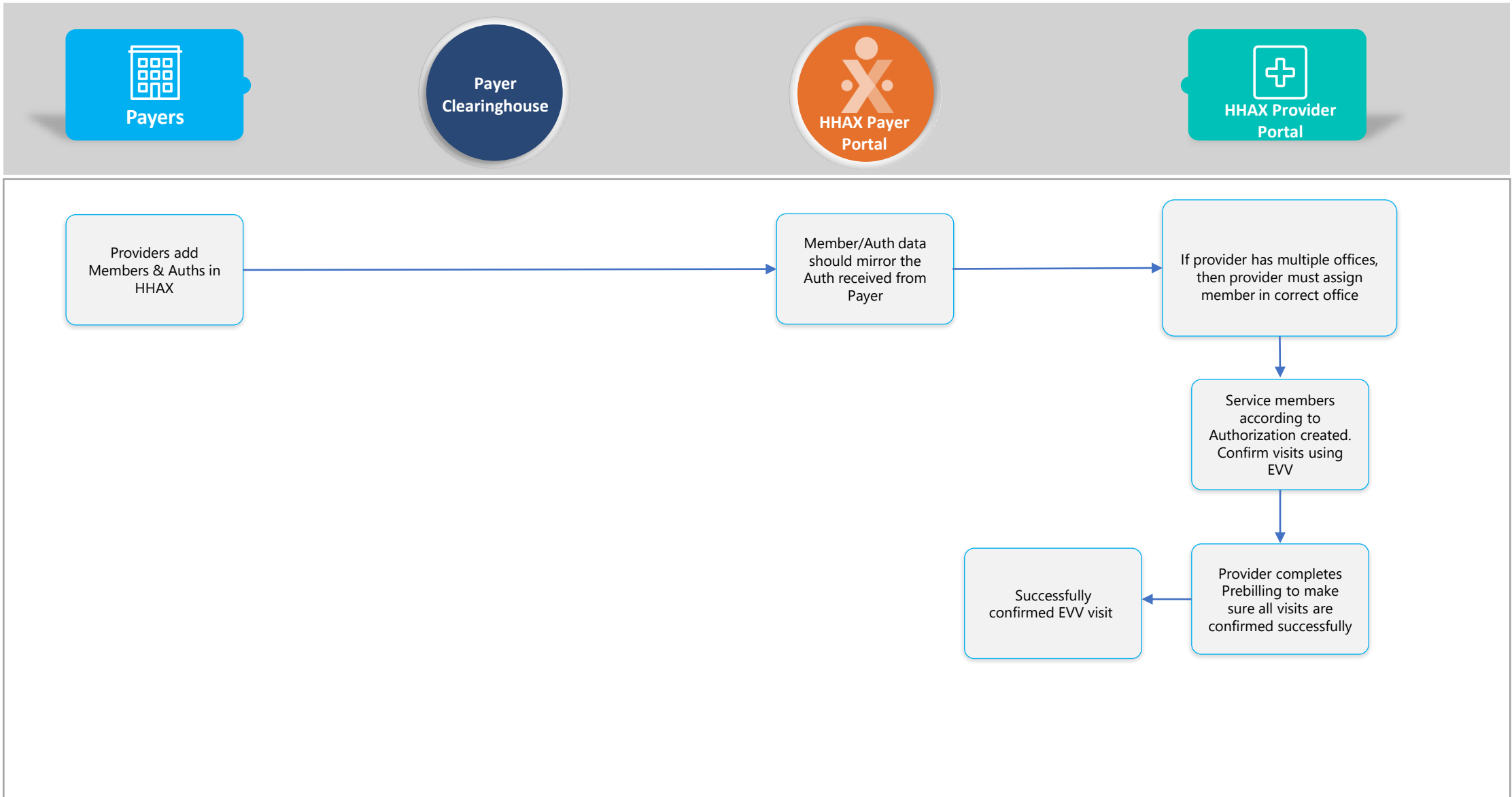
T1019 – Personal Support

T1019:TU – Personal Support (Overtime)

T2034 – Personal Support (Crisis Funding)



End to End Process





HHAeXchange System Functions

Member Management

HHAX Providers

- Providers will create customer
- Provider selects payer contract and completes auto placement
- Illinois DDD validates member information and confirms placement

EDI Providers

- Provider sends through interface file
- System validates contract for auto placement
- Illinois DDD validates member information and confirms placement

- After Auto Placement, members will need to be placed to appropriate office based on your HHAX office configuration
 - Multiple HHAX offices (locations) – Providers must assign placement to the desired office
 - Single HHAX office – Cases will be placed with no additional action required

Authorization Management

Providers will manage Authorizations within HHAeXchange

HHAX Providers

- Illinois DDD will authorize based off current process
- Providers will create new authorizations within HHAX based on Illinois DDD authorization
- Provider created authorization should mirror authorization received from Illinois DDD
 - Total units/hours
 - Date Span
 - Service Code

EDI Providers

- Illinois DDD will authorize based off current process
- Provider enters Authorization in 3rd party EVV system
- Authorization is sent via API to HHAX from 3rd party system
 - Total units/hours
 - Date Span
 - Service Code

Scheduling

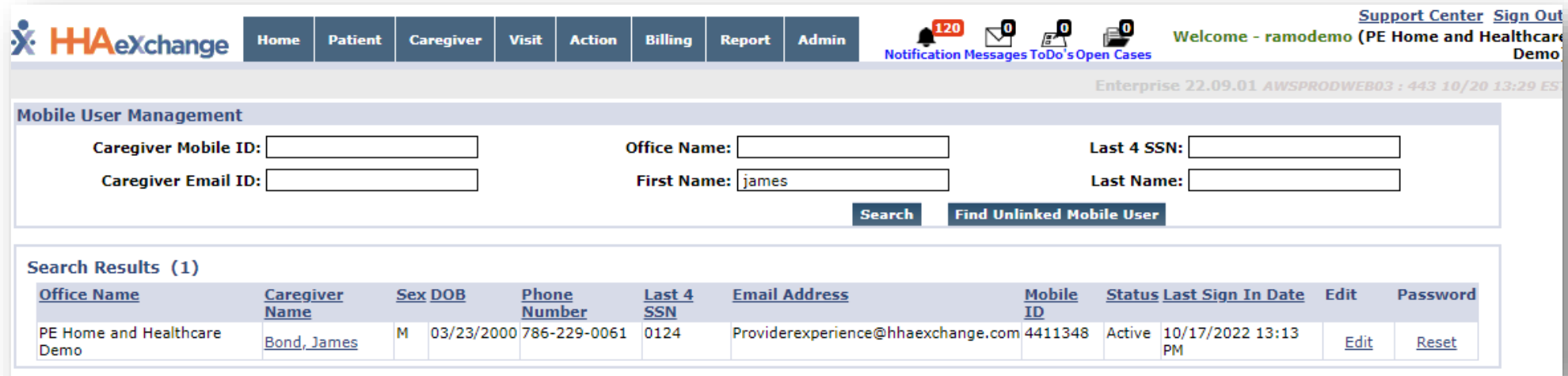
- Visits should be scheduled based on the Personal Plan provided by Illinois DDD based on the members service authorization
- Providers can schedule a single visit or can utilize the HHAeXchange master week to create a rolling schedule
- Scheduled services that are not performed should be marked as a Missed Visit with the appropriate reason and action taken.

Visit Confirmation

- 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

Mobile User Management

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



Enterprise 22.09.01 AWSPRODWEB03 : 443 10/20 13:29 ES

Mobile User Management

Caregiver Mobile ID: Office Name: Last 4 SSN:
Caregiver Email ID: First Name: Last Name:

[Search](#) [Find Unlinked Mobile User](#)

Search Results (1)

Office Name	Caregiver Name	Sex	DOB	Phone Number	Last 4 SSN	Email Address	Mobile ID	Status	Last Sign In Date	Edit	Password
PE Home and Healthcare Demo	Bond, James	M	03/23/2000	786-229-0061	0124	Providerexperience@hhaexchange.com	4411348	Active	10/17/2022 13:13 PM	Edit	Reset



Next Steps for Providers

Provider Onboarding Milestones

Enterprise Providers

Fee EVV & New Providers

EDI Providers

All Providers

May 2023

June 1st-13th

June 22nd – June 27th

June 14th-30th

July 2023



- Providers attend Information Session
 - June 5th, 2023
 - June 7th, 2023
- Providers attend EDI provider onboarding webinar and user training

- Pre-Go Live Support Webinar Available
- **Provider go-live: July 31st**
 - Scheduling, confirming visits occur on the linked HHAX contract
 - Confirmed and billed visits are sent to HHAX provider portal via integration

- Complete Agency Enrollment Form
- Providers receive *Welcome Letter*
- Providers complete the *Provider Enrollment Form*
- 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

- Providers receive/log into LMS
- Providers attend the system user training webinars
- Providers log into HHAX portal
- Illinois DDD contract is linked starting June, 2023.



Register Team Members for Training

System User Training

Signup to Receive Invite

- Open your browser and go to: hhaexchange.com/train-reg
- Select IL as your market and DDD 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



Free Portal Provider Training Registration

New Payer Implementation Provider System User Training

Market * Payer *

Past implementations are not available for training.

Agency Tax ID Agency Name * Agency Phone *

*No hyphens or spaces.

System Utilization Type *

Agency User(s)

⊗ User 1

User Name *
First Last

User Email * User Role

+ Add Additional User

Submit



Support Resources

State Info Hub

Provider Information Center

- 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

www.hhaexchange.com/info-hub/illinois

Provider Info Center

Homecare providers: here is your go-to source for the most up-to-date training, forms, EDI processes, FAQs, and contact information.

Search by Title

Search

Filter by State

All



ALABAMA

Alabama Provider

Go to Info Hub →



ARKANSAS

Arkansas State Medicaid PASSE

Go to Info Hub →



FLORIDA

Florida SMMC Information Center

Go to Info Hub →



HAWAII

Ohana HP Provider Information Center

Go to Info Hub →



MINNESOTA

Minnesota Provider Information Center

Go to Info Hub →



NEW JERSEY

New Jersey CSOC Information Center

Go to Info Hub →



Client Support Portal

The screenshot shows the HHAeXchange Client Support Portal. At the top right, there is a 'Requests' button with a red circle containing 'RH'. Below this is a blue header with the text 'Welcome to the HHAeXchange Client Support Portal' and a search bar containing 'Find help and services'. The main content area is titled 'Portals' and contains nine service desk cards arranged in a 3x3 grid. Each card has a logo, a title, and a brief description. At the bottom of the grid, there is a link 'Show more portals (1)' with a dropdown arrow.

Requests RH

Welcome to the HHAeXchange Client Support Portal

Find help and services

Portals

- Customer Service Desk**
Welcome! You can raise a Customer Service Desk request from the options provided.
- 3rd Party Integration Supp...**
Submit questions or concerns for any EDI related process.
- RCO Service Desk**
Welcome! You can raise a request for RCO Service Desk using the options provided.
- Annkissam Service Desk**
Welcome! You can raise a Annkissam Service Desk request from the options provided.
- Accounts Receivable**
Have a question on a recent invoice from HHAeXchange? Submit your questions here.
- Clinical Support Desk**
Welcome! You can raise a Clinical Support Desk request from the options provided.
- Payer Integration Support**
Submit requests related to the exchange of integration files and data between a Payer portal and Provider portal.
- EVV Aggregation Support**
Welcome! You can raise a request for EVV Aggregation Support using the options provided.
- ENT Integration Support Desk**
Welcome! You can raise a request for ENT Integration Support Desk using the options provided.

Show more portals (1) ▾

<https://www.hhaexchange.com/supportrequest>

HHaEXchange Support



State Info Hub

<https://hhaexchange.com/info-hub/illinois>



Client Support Portal

<https://hhaexchange.com/supportrequest>



EDI Support

EDISupport@hhaexchange.com



Phone

1-855-400-4429

Illinois DDD Support



Email

HFS.EVV@illinois.gov

DHS.DDDEVV@illinois.gov

Provider Resources



Thank You!



State Info Hub



Register for Training



Client Support Portal