Our Webinar Will Begin Shortly

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Welcome To Our HHAeXchange Webinar

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Illinois DDD Go-Live Support

August, 2023

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Agenda

- Provider Information Overview
- Go-Live Preparedness + Implementation Tasks
- FAQs
- Next Step and Resources

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Provider Overview

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Provider Landscape

New Providers:

- Providers who do not have an existing HHAX provider portal. These providers 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 Healthfirst
  - **Free EVV:** Use a Free EVV HHAX portal to confirm and bill visits

Services in Scope

Services Included in the Program

- T1019 – Personal Support
- T1019:TU – Personal Support (Overtime)
- T2034 – Personal Support (Crisis Funding)

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Go-Live Preparedness & Implementation Tasks

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Member Management

HHAX EDI

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 with be placed with no additional action required

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Authorization Management

HHAX
EDI

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

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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.

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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 to ensure visits meet all EVV requirements
- Billing is not in scope in the HHAeXchange system, providers are responsible to continue billing outside the system

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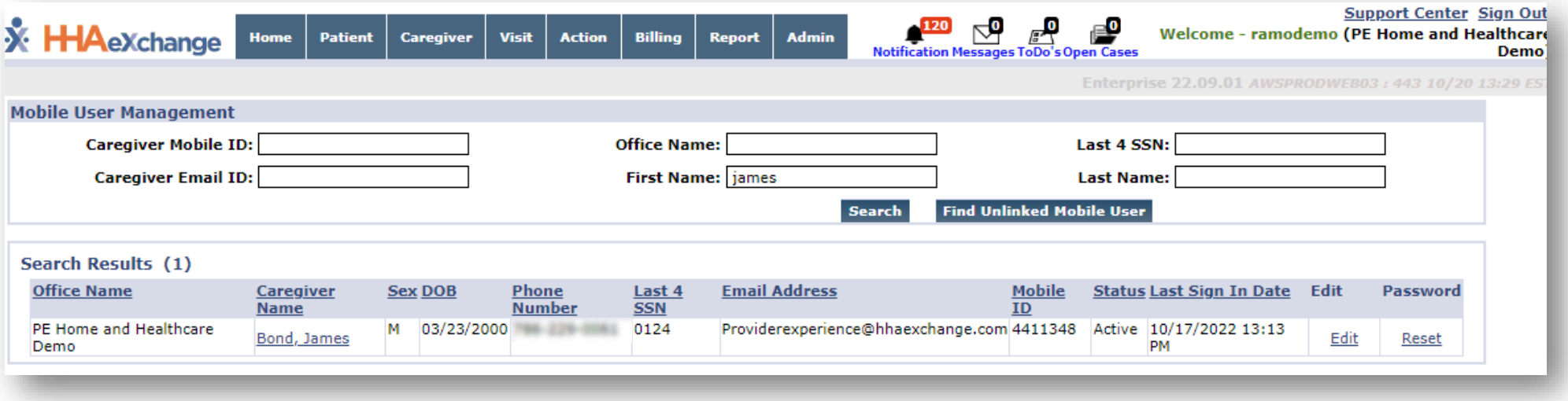
Mobile User Management

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



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FAQs

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Training & Support for Agencies

- Illinois DDD State Info Hub | Provider Information Center
  - www.hhaexchange.com/info-hub/illinois
  - Primary source of all information related to the IL DDD EVV Implementation with HHAX.
  - Contains all documents, training links, and important dates

- Learning Management System (LMS)
  - HHAeXchange LMS: https://hhaexchange.docebosaas.com/lms/
    - Only one username is provided per Agency and providers can share username/passwords across all members of their Agency that require training.
    - You will be prompted to change your password the first time you log in
- Once logged in, you will see a Learning Plan on your dashboard: Illinois Provider Learning Plan.

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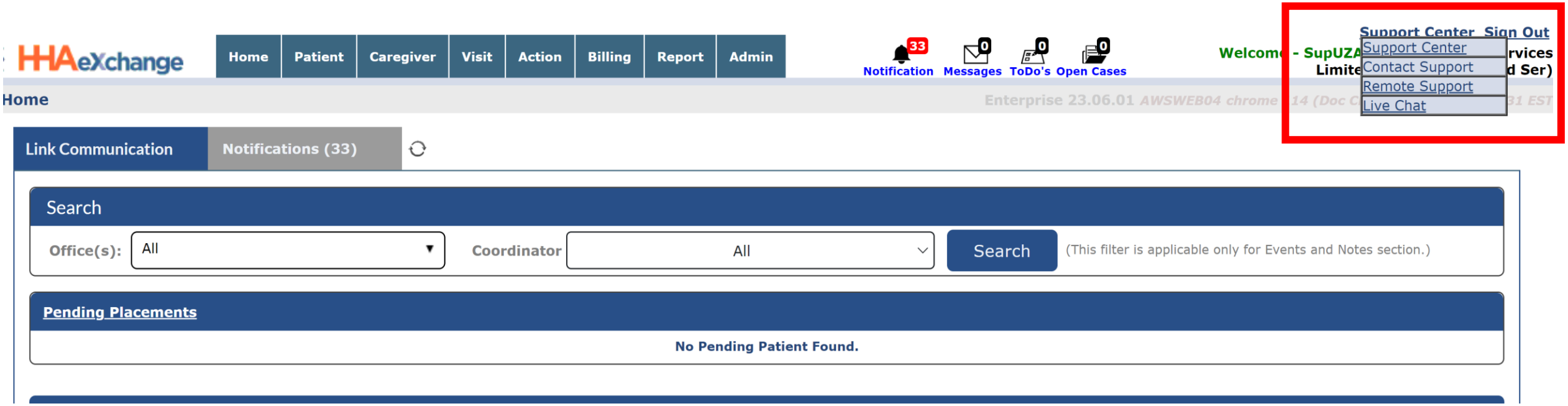
Training & Support for Agencies

- Log into your Provider Portal
- Top Right Corner of the screen is the Support Center, Contact Support, Remote Support and Live Chat Option



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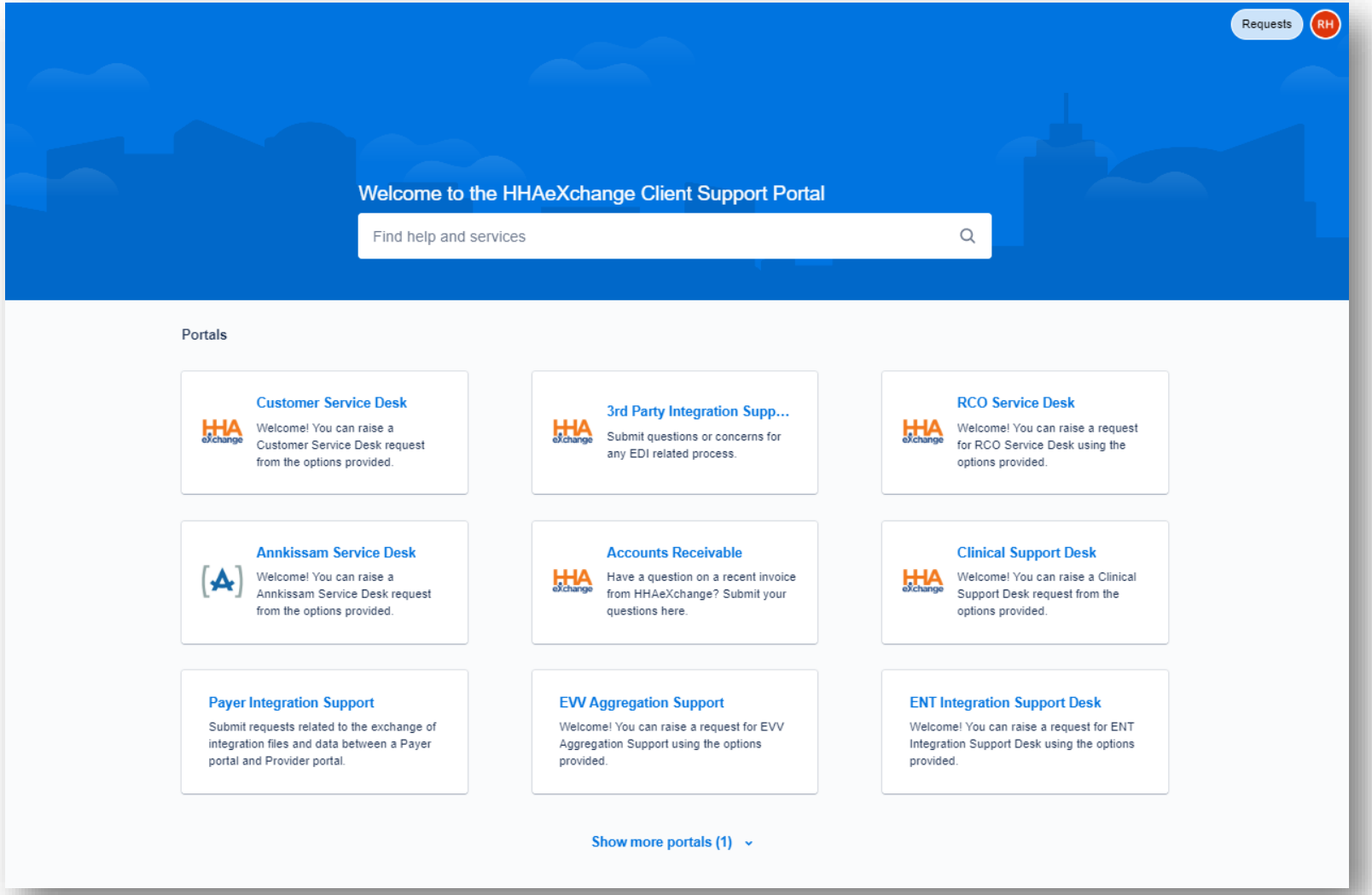
Client Support Portal



https://www.hhaexchange.com/supportrequest

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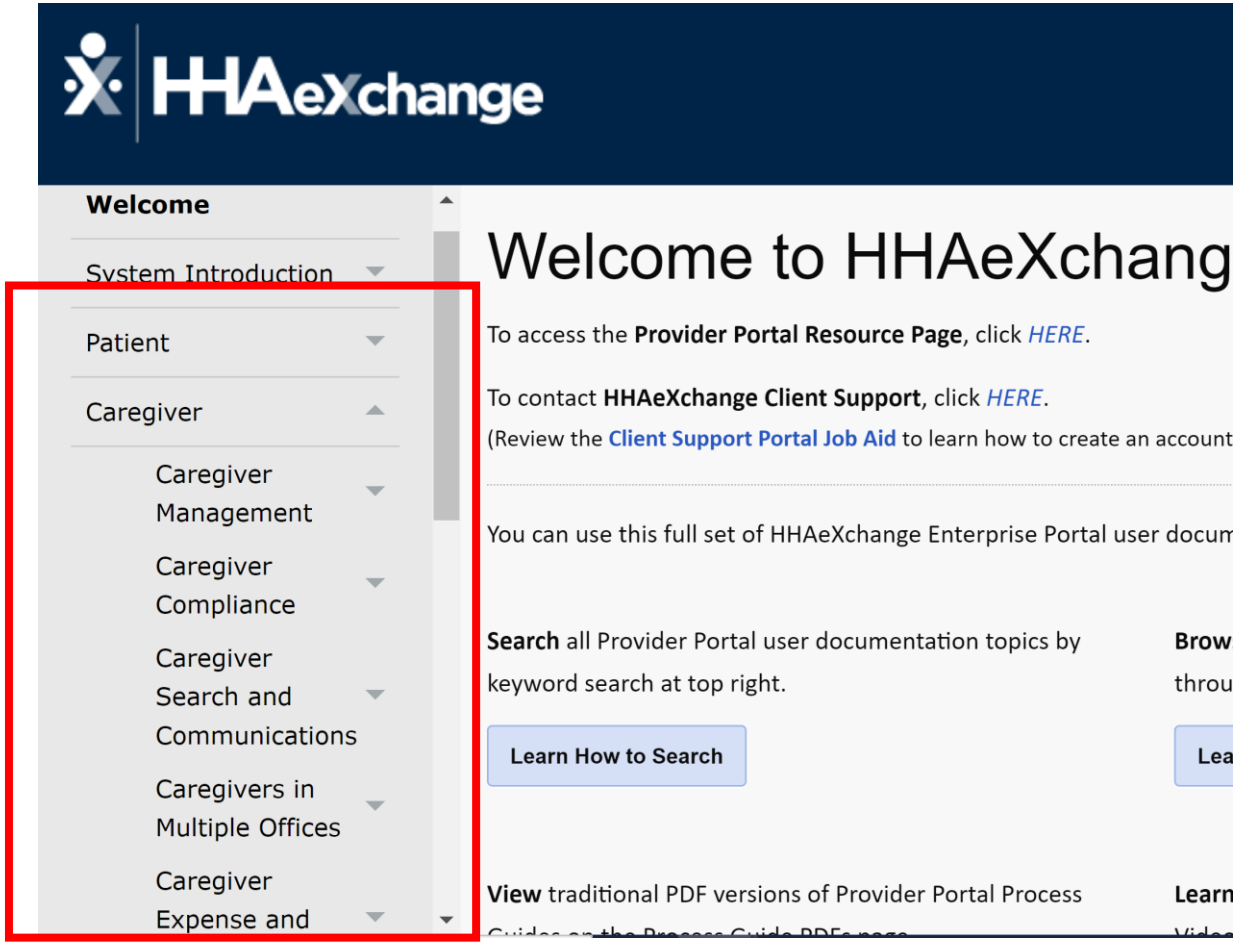
Training & Support for Caregivers

Question: Where can I access Training Support and Resources for my caregivers?

Answer:
1.Visit the Support Center once you have logged in to your portal > Caregiver (left side of page)



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Adding Caregivers

Question: Am I responsible for adding caregivers to my provider portal?
Answer: Yes, providers are responsible for adding all applicable caregivers into your provider portal

Question : How can I add caregivers?
Answer: Providers can add caregivers under the caregiver tab in your provider portal. Review the Caregiver Management Process guide for more information.

Question : Can I bulk import my caregivers?
Answer: Providers can bulk import caregivers at the beginning of the project **if you have a high census of providers.** Instructions can be found on the Caregiver Bulk Import Process Guide.

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Caregiver Mobile App

Question: How do I retrieve the mobile ID?
Answer: When first setting up the mobile app, the system will create the mobile ID. Navigate to Settings and User Agreement to find the Mobile ID.

Question : How do I reset mobile app password for my caregivers?
Answer: A caregiver can reset their own password directly from the login screen using the “Forgot Password?” link.

Resources:

- Caregiver Mobile App Process Guide
- Agency Mobile App Process Guide

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Caregiver Mobile App

Question: What if the caregiver does not have Wi-Fi connection or internet access?

Answer: Caregivers can turn on Offline Mode. With this feature enabled, Caregivers can Clock IN/OUT successfully while offline. Review this process with the Caregiver Mobile App Process Guide. (Offline Mode p. 62).
Additional information can be found on the Support Center by entering “Offline Mode” on the Search Bar icon.

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Billing

Question: Is Billing in scope for DDD Services for IL Providers?

Answer:

- No, billing is out of scope

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How to link members to the Illinois DDD

Question: How do I link my members to the Illinois DDD contract.

Answer:

• Providers will be responsible to add all members they service into their provider portal

•Once members have been added, providers will navigate to the contract tab and select the Illinois DDD contract

•Members will now be linked to the Illinois DDD contract if there is a match. Providers can then add in any authorizations for the member.

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HHAeXchange Support

State Info Hub
https://hhaexchange.com/info-hub/illinois

Client Support Portal
https://hhaexchange.com/supportrequest

Illinois DDD Support

Email
HFS.EVV@illinois.gov
DHS.DDDEVV@illinois.gov

Provider Resources