

Our Webinar Will Begin Shortly

The content contained herein (“Confidential Information”) are the confidential property of HHAExchange and may not be copied or distributed outside the HHAExchange organization without the express written consent of HHAExchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

Welcome To Our HHAExchange Webinar

The content contained herein ("Confidential Information") are the confidential property of HHAExchange and may not be copied or distributed outside the HHAExchange organization without the express written consent of HHAExchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

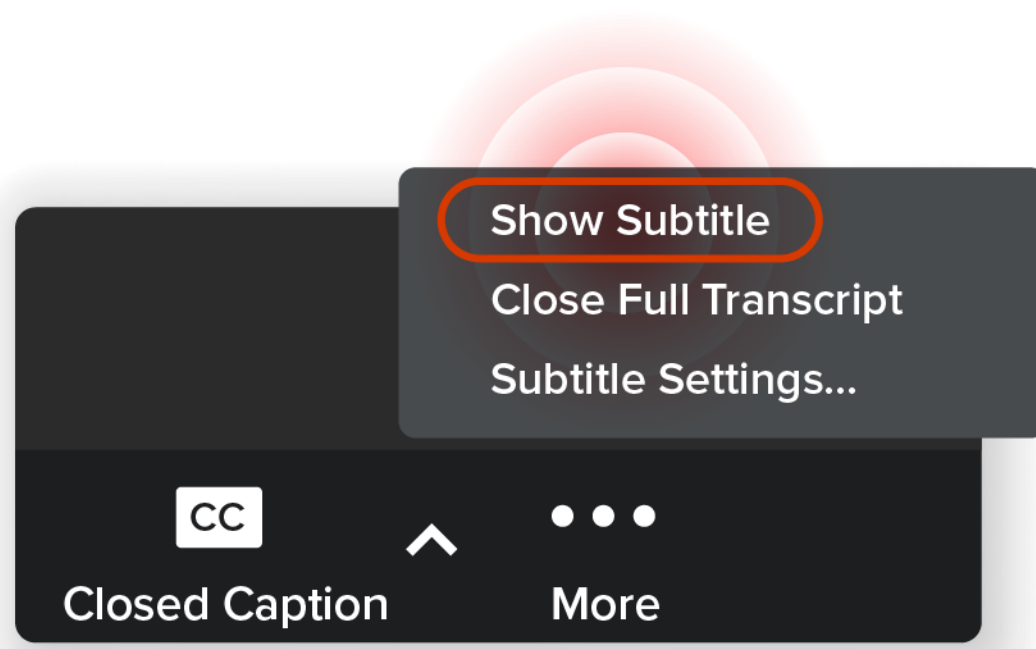


Accessibility Options

Enabling Closed Caption

This webinar is Closed Caption enabled.

Please proceed by selecting the Closed Caption option at the bottom of your screen to enable feature.



Illinois Department on Aging Electronic Visit Verification (EVV) – Information Session

April 2024

The content contained herein (“Confidential Information”) are the confidential property of HHAExchange and may not be copied or distributed outside the HHAExchange organization without the express written consent of HHAExchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



Agenda

- HHAeXchange Mission and Purpose
- Illinois EVV Overview
- EVV Solution & Benefits of HHAeXchange
- Project Timeline
- HHAeXchange System Demo
- Third-Party (EDI) Overview & Setup Steps
- HHAeXchange Portal & Training Registration
- Provider Support Resources



Info Session Takeaways

➤ Top Takeaways from Today



1. Onboarding with HHAeXchange
2. HHAeXchange Portal features and workflow
3. Integrating your 3rd party EVV system with HHAX
4. EVV Clock in and Clock Out Methods & Visit Confirmation
5. Training Registration
6. Project Timeline
7. Support Resources



HHAeXchange Mission and Purpose



Our Mission

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



AS THE LEADER IN HOMECARE TECHNOLOGY, WE AIM TO:



Engage families with clear information about their loved ones' care



Help providers streamline their operations and grow their business



Empower caregivers as active members of the care team



Enable payers to ensure their members' needs are met

HH AeXchange's National Footprint



50+
MCO CLIENTS



9
STATE EVV CONTRACTS



12,000+
HOMECARE AGENCIES



1M+
MEMBERS SERVICED



227M
ANNUAL VISIT CONFIRMATIONS



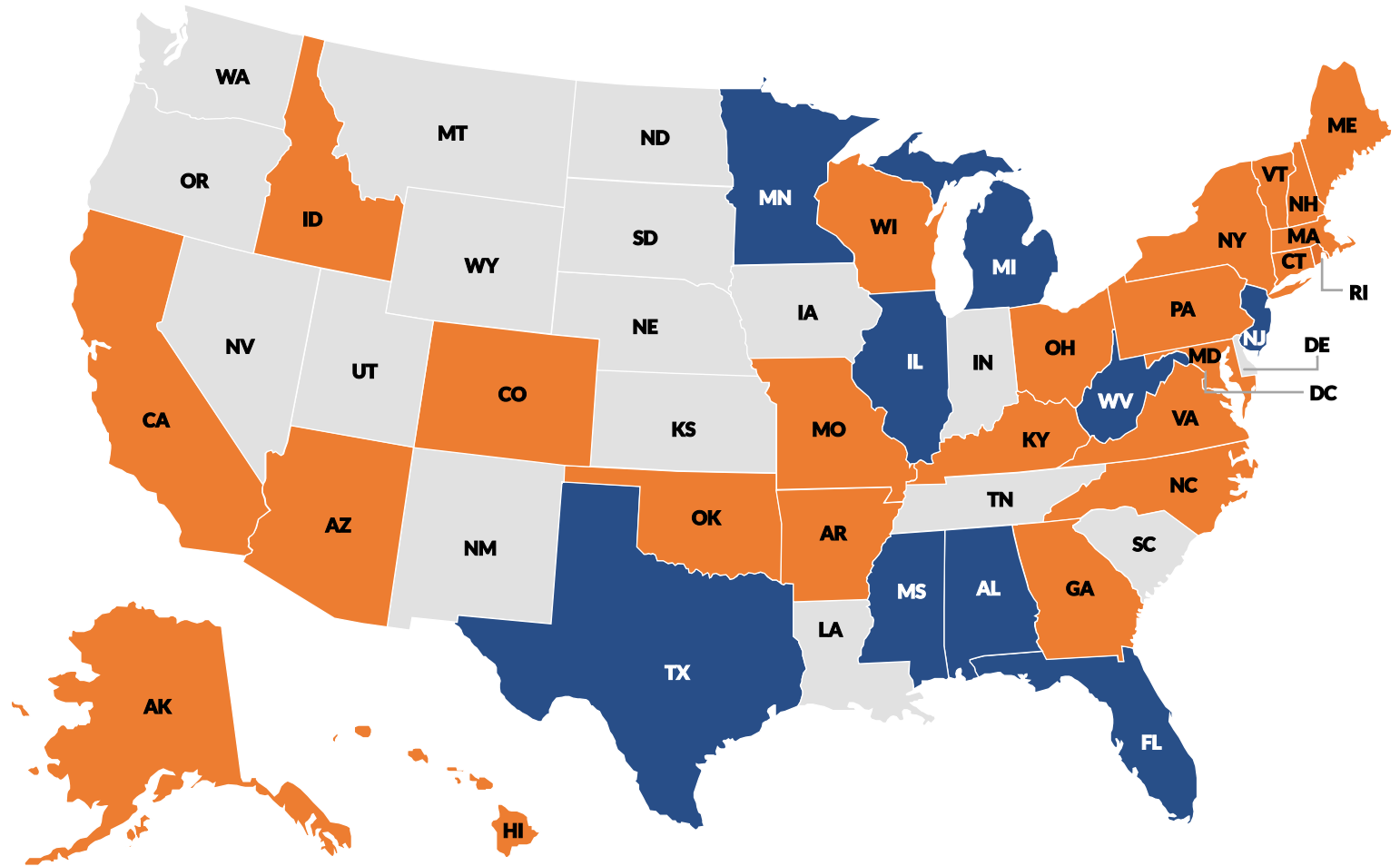
\$26.2B
ANNUAL PAYMENTS MANAGED



1M+
CAREGIVERS WORKING



176,196
BACK-OFFICE USERS



■ HH AeXchange Footprint
■ HH AeXchange State EVV Contracts



Illinois EVV Overview

The 21st Century Cures Act




Passed by Congress in December 2016, the 21st Century Cures Act states to implement an EVV system for Medicaid-funded personal care services (PCS) and for home health care services (HHCS).

Effective January 1, 2021, EVV is required for Medicaid personal care services.

Effective January 1, 2024, EVV is required for Medicaid home health care services.

The six data elements required to be collected to meet the Cures Act EVV requirement:


 Type of Service Performed

 Location of the Service

 Person Receiving the Service

 Person Providing the Service

 Date of the Service

 Time the Service Begins and Ends



We are excited to share that the Illinois Department of Healthcare and Family Services and the Illinois Department on Aging have partnered with HHAEExchange to help Illinois Community Care Program (CCP) In-Home Service providers remain compliant with state and federal EVV law and ensure a simplified, user-friendly, and seamless experience.

Upcoming Deadline:

- EVV for CCP In-Home Service providers should be captured in HHAEExchange starting June 3rd, 2024

Provider Landscape

EVV Options

Enterprise Providers

- Providers who have their own Enterprise HHAX portal as their agency management and EVV solution.
- Providers 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 State-sponsored EVV Providers:

- Providers who have their own Payer-sponsored EVV HHAX portal which is used to manage EVV to ensure compliance with Illinois.

New Providers:

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

Services in Scope



- S5130 – Homemaker
- The following Payer portals will be implemented to link providers with payers in the HHAeXchange EVV solution:

Payer Name
Aetna Better Health of Illinois
Aetna MMAI
Blue Cross Community Health Plan IL
CountyCare Health Plan IL
Meridian Health Plan IL
Molina Healthcare IL
Humana IL
IL Department on Aging

Effective June 3, 2024

Personal Care Services



EVV Solution and Benefits

▶ HHAEExchange Portal Features



Streamlined EVV onboarding approach:

- *Access to EVV tools for seamless coordination of members services within Illinois, including Authorization, Scheduling and Visit Management*
- *Integrate your existing 3rd Party Management System with HHAEExchange to enable near real-time data exchange. Includes the exchange of member, caregiver, schedules, and visit data.*

EVV State-Sponsored Portal

Standardized Features & Implementation

Electronic Visit Verification

- Real-Time Clock In and Clock Out Dashboard
- Clock In and Clock Out via Mobile App, Telephone (Landline)
- Telephony in English (Spanish as requested)

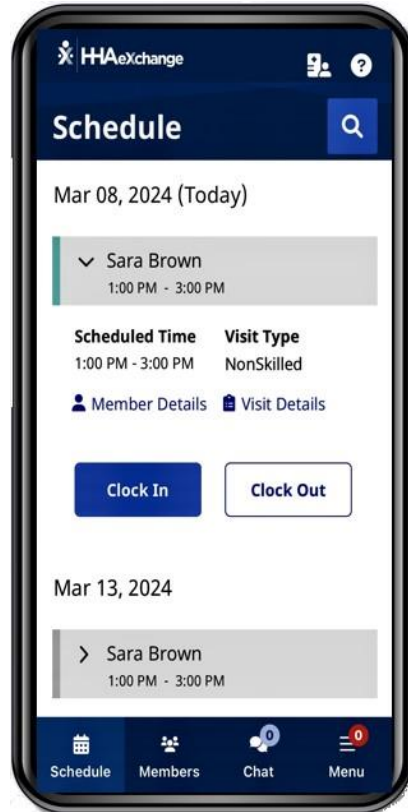
Mobile Application

- GPS Clock In and Clock Out
- Multi-Language Support (20+ languages)
- Plan of Care Duty Tracking
- Directions to Next Shift
- Offline Mode (Areas with no service)
- Multi-Media Visit Notes

Provider Agency & FMSA Operations

- Clock In/Clock Out Exception Dashboard
- Authorization Management
- Master Week Creation
- Manual Visit Creation
- Profile Management
- Out of Box Reporting (Standard EVV Reports)

EVV Clock In and Clock Out Methods



Mobile App



Telephone
(Landline)



Project Timeline

Onboarding Milestones



March 2024



April 2024



May 2024



June 2024



June 22nd – June 27th

- Attend Information Session
- Complete EVV Provider Enrollment Form
- Receive Welcome Packets
- EDI Providers: Review integration specs and complete data exchange request form
 - Work with the HHAX Integration team to setup and test the integration before go-live
 - Attend EDI webinar

- IDOA Go-Live – 6/3/2024
- Open Office Hours w/HHAX Staff

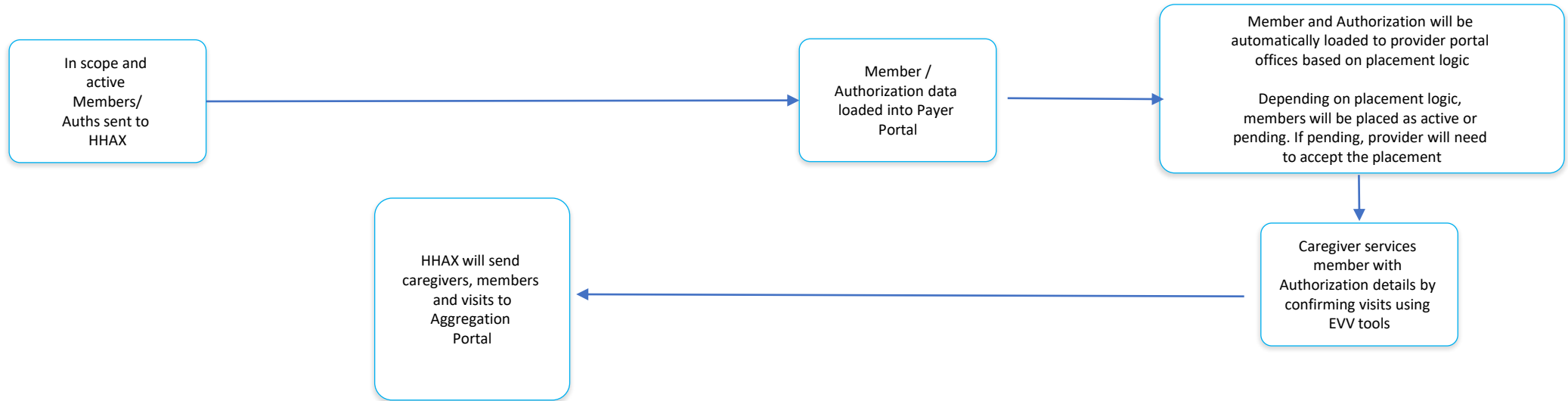
- Receive Welcome Letter
- Sign up for an Information Session (in-person and/or webinar)
- Bookmark the [Illinois EVV Vendor Information Center](#)

- Obtain access to HHAX Learning Management System (LMS)
- Attend system user training webinars
- Complete required system training
- Log into HHAX portal
- IDOA data linked and available in HHAX portal starting 5/6/2024
- Review data and complete set up for 6/3/24 Go-Live



End to End Process

Illinois DOA Workflow



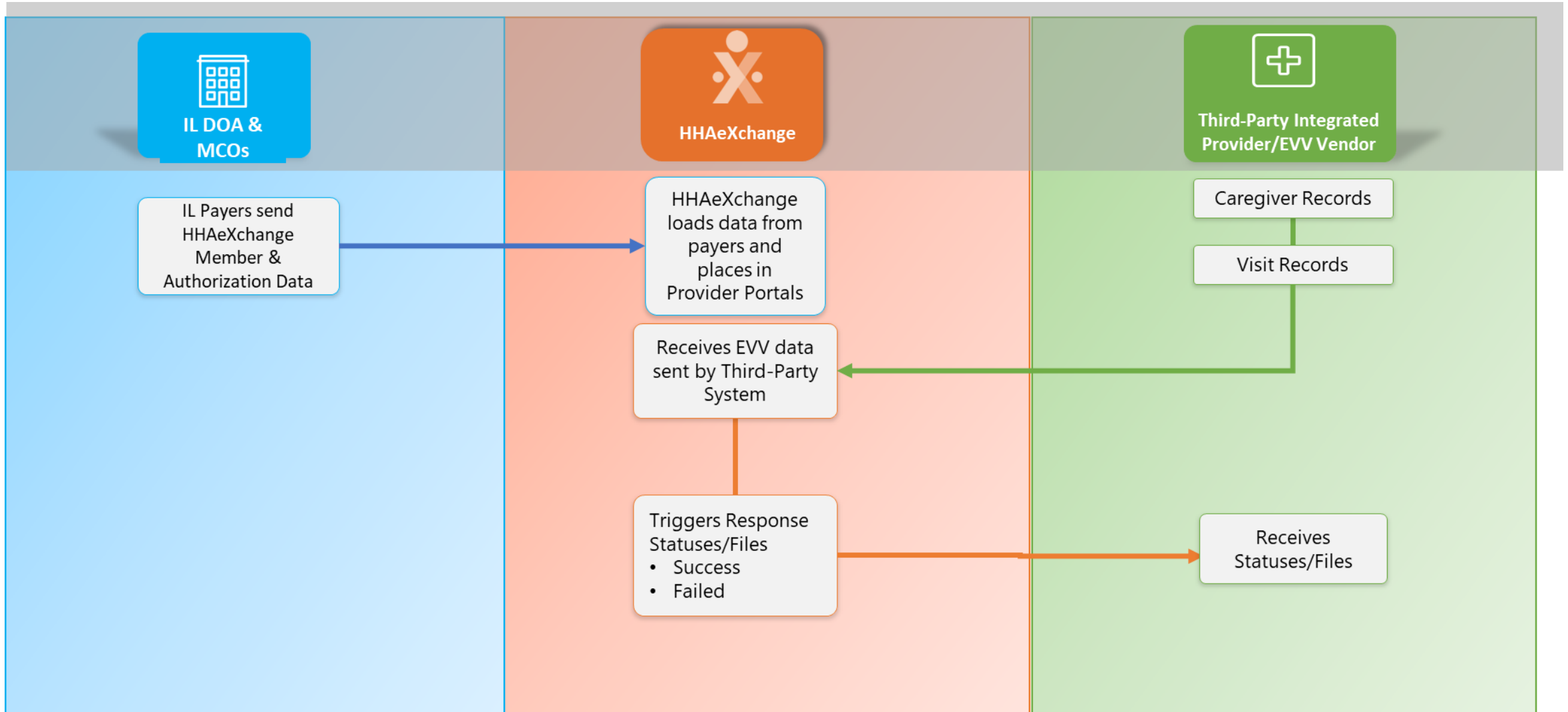


HH AeXchange System Demonstration



Third-Party (EDI) Overview & Setup Steps

Data Exchange Workflow – Illinois DOA Integration





Setup Steps – EDI (Third-party EVV) Providers



1. Complete [Illinois Provider Enrollment Form](#) for portal creation.
2. Provider reviews [Business Requirements document](#) and [EVV API Specification](#).
 - a. Provider reviews and completes [IL Attestation](#) with vendor and provider contact included
 - b. ESD ticket is created on the provider's behalf with next steps for integration
3. HHAX Provider EDI Integrations analyst creates an implementation portal for provider testing.
 - a. Environment is linked to QA payer for IL
 - b. Implementation EVV API credentials generated and shared with provider
 - c. Testing data generated and shared with provider
 - d. Provider to complete test scenarios included in [EVV API Test Document](#)

➤ Setup Steps – EDI (Third-party EVV) Providers



4. Once vendor/provider have completed testing, they are expected to create a ticket with the Provider EDI Integrations team to indicate testing has been completed.
5. HHAX Provider EDI Integrations analyst reviews test transactions. Once confirmed, all providers linked with this vendor are approved to move to production.

Note: Providers utilizing Epic must all test individually, as they act as a proprietary software

6. Providers will receive HHAeXchange portal credentials and Learning Management System (LMS) credentials.
 - a. Credentials are granted for HHAeXchange portal to the person who submits the Enrollment Form, and these credentials should not be shared.
 - b. User who receives the initial credentials should set up additional system users using job aid.
 - c. LMS credentials can be shared across the agency for any user who needs to access the learning management system and training videos.



HH AeXchange Portal & Training Registration



HHAeXchange Portal

Complete EVV Provider Onboarding form



- All providers in-scope of the EVV implementation for the Illinois Department on Aging will receive access to an HHAeXchange Portal
- All CCP In-Home Service providers must EITHER:
 - Use the HHAeXchange EVV Portal - OR -
 - Use third-party EDI integration to submit EVV data to HHAX
- The State-sponsored HHAeXchange EVV Portal provides workflow efficiencies including:
 - Managing schedules, plans of care, and member needs
 - Intuitive EVV tools for caregivers
 - Efficient submission of EVV data to the State Aggregator
- Providers with an existing EVV system:
 - Providers can integrate their EVV vendor with the State's Aggregator, HHAeXchange.
 - Providers and their EVV vendors must meet the integration requirements to the State Aggregator and comply with the business rules when using a third-party EVV system.

System User Training

Register Now



- How do I register?
 - Use the QR code on this slide or register via this link: [System User Training Registration](#)
 - Complete the Registration Form.
 - Receive an email confirmation link to join the zoom meeting.
- Who should attend System User Training?
 - Admin
 - Biller
 - Coordinator
- What if I'm unable to attend?
 - Learning Management System
 - Additional Webinars

HHAExchange

IL DOA System User Training

Description

Welcome to the System User Training for the HHAExchange Provider Portal !

These training will be held on Tuesday and Thursday with a live Q/A chat option available to you for any questions or concerns. There will be an additional session held on Wednesday for EDI providers ONLY!



Support Resources

State Info Hub

Illinois Information Center

- To ensure you stay up to date on all the information for this project, please visit the Illinois Information Center
- The Information Center 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/illinois>



Illinois Information Center

Provider Enrollment Form

TABLE OF CONTENTS

OVERVIEW

ILLINOIS DEPARTMENT ON AGING (DOA)

ILLINOIS DEPARTMENT OF DEVELOPMENTAL DISABILITIES (DDD)

ILLINOIS HOME HEALTH (HH)

HHAEXCHANGE EVV PORTAL

TRAINING

EDI PROCESS

Overview

Illinois has partnered with HHAeXchange to help Illinois providers become compliant with state and federal Electronic Visit Verification (EVV) requirements and ensure a simplified, user-friendly, and seamless experience.

The first step will be to fill out the Illinois - HHAeXchange Provider Enrollment Form, linked below, to identify yourself as an Illinois provider agency.

- Click here to complete the form: [Illinois - HHAeXchange Provider Enrollment Form](#)

Selecting an EVV solution that fits your provider agency

This enrollment form is designed to capture information about your agency in order for HHAeXchange to collect and report EVV data for all personal care services (PCS).

Your provider agency plays a vital role in the success of the state's EVV program. Your agency has two options to ensure EVV compliance:





Requests **SM**

Welcome to the HHAeXchange Client Support Portal

Search for help resources



PARTNER CONNECT

Looking for more tools to optimize your homecare operations? Check out our partner integrations. [Learn More.](#)

Portals



General Support

Did you check out our Self-Service Knowledge Base but still need help?...



Payroll

Payroll Inquiries: Absences, Codes, Expenses, Holiday, Rates, Time & Attendance, Travel Time



Provider API Integrations

Enterprise Customers using API's, Flat File Integrations, or Partner Connect



Provider Billing

Revenue Cycle: Billing, Cash Posting, Claims Status, Contract Setup, ERA Items, Re-Billing



Provider Clinical

Enterprise Customers using the Clinical Documentation Module



Provider EDI Integrations

Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's

Client Support Portal



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

HHaEXchange Support



Illinois Information Center

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



Client Support Portal

<https://hhaexchange.com/supportrequest>



Email

ILSupport@hhaexchange.com



Phone

1-646-821-8784

Illinois Department on Aging Support



Email

Aging.EVV.Support@illinois.gov

Provider Resources



Q&A



State Info Hub



Register for System
User Training



EVV Provider Onboarding
Form



Client Support Portal



Thank you!