



Illinois Home Health Go-Live Support

January, 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



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



Provider Overview

Services in Scope



Illinois Department of Human Services (DHS)- Illinois Division of Specialized Care for Children (DSCC)

Service Code	Description
T1002	Nursing RN – Agency Provider (MFTD waiver)
T1003	Nursing LPN – Agency Provider (MFTD waiver)
T1004:TU	Home Health Aide Services – Agency Provider (MFTD waiver)
T1005:TD:TT	Respite Nursing (MFTD waiver, LPN, RN providing service)
T1005:TE:TT	Respite Nursing (MFTD waiver, LPN, RN providing service)
S5150	Respite Nursing (MFTD waiver, CNA providing service)

Illinois Department of Human Services (DHS) – Division of Developmental Disabilities (DDD)

Service Code	Description
G0151	Physical therapy visit
G0152:U2	Occupational therapy evaluation
G0152	Occupational therapy
G0153	Speech therapy visit
T1002	Nursing RN – Agency Provider (Adult DD, DRS, waivers)
T1003	Nursing LPN – Agency Provider (Adult DD, DRS, waivers)

Services in Scope - Cont



Illinois Department of Human Services (DHS) – State Service Home Health	
Service Code	Description
G0299:U2	Intermittent skilled nursing assessment visit.
G0299	Intermittent skilled nursing visit during the first 60 days following inpatient hospital discharge, if care is initiated within 14 days from the day of discharge.
G0299	Intermittent nursing visits not following a hospital stay or following the initial 60-day period.
G0300	Intermittent skilled nursing visit during the first 60 days following inpatient hospital discharge, if care is initiated within 14 days from the day of discharge.; Intermittent nursing visits not following a hospital stay or following the initial 60-day period.
G0156	Home health aide visit not following a hospital stay, or following the initial 60-day period; Home health aide visit during the first 60 days following inpatient hospital discharge, if care is initiated within 14 days from the day of discharge.
G0151:U2	Physical therapy evaluation
G0151	Physical therapy visit
G0152:U2	Occupational therapy evaluation
G0152	Occupational therapy
G0153:U2	Speech therapy evaluation
G0153	Speech therapy visit



Go-Live Preparedness & Implementation Tasks

Member Management

HHAX Providers

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

EDI Providers

- Provider sends through interface file
- System validates contract for auto placement
- Illinois Home Health 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

Scheduling

- Visits should be scheduled based on the Personal Plan provided by Illinois Home Health 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

Billing Process

- 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

Mobile User Management

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

Mobile User Management (+)

Management Search

Office Name	Last 4 SSN	Caregiver Email ID	First Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name			
<input type="text"/>			

Search Results (1)



FAQs

Training & Support for Agencies



- Illinois Home Health State Info Hub | Provider Information Center
 - www.hhaexchange.com/info-hub/illinois
 - Primary source of all information related to the IL Home Health 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.

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

A screenshot of the HHAeXchange Provider Portal interface. The top navigation bar includes the HHAeXchange logo and menu items: Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. A user profile icon is in the top right. Below the navigation bar, a dark blue banner displays "Hello SupWBXR". A secondary navigation bar contains "Placements (0 Pending)", "Events", "System Notifications", "Direct Messages", "Tasks", and "Linked Communication". The main content area shows a "Placements" section with sub-categories: "Pending (0)", "Accepted with Temp Caregiver (0)", "Staffed (0)", and "Accepted with No Master Week(0)". On the right side, a sidebar menu is visible, containing "Other Alerts", "Message Center" (0), "System Notifications" (8), "Need Help?", and "Support Center" (highlighted with a red box).

Client Support Portal



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.
- EVW 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>

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)

The screenshot shows the HHAeXchange portal interface. The top navigation bar is dark blue with the HHAeXchange logo. Below it, a light gray sidebar contains a menu with the following items: Welcome, System Introduction, Patient, Caregiver, Caregiver Management, Caregiver Compliance, Caregiver Search and Communications, Caregivers in Multiple Offices, and Caregiver Expense and. The 'Caregiver' item is highlighted with a red border. The main content area is white and features a 'Welcome to HHAeXchange' heading, followed by links to the Provider Portal Resource Page and Client Support. A search bar is visible at the bottom right.

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](#).

Caregiver Mobile App



Question: How do I use the mobile app access?

Answer: In the HHAeXchange+ version, the Provider generates an activation code in the Caregiver Profile, used to link the Caregiver Profile to the Mobile App. This activation code is sent to the Caregiver to finalize their Mobile App registration. Complete the following steps to generate and send an activation code.

Question : What do I do if the activation code expires?

Answer: Activation codes are Active for 5 days from the date it is generated in the system. If the Caregiver has not used the sent activation code within the time, then the code expires. Click on the **Resend Code** link to generate and send a new Mobile Activation Code to the Caregiver.

Resources:

- [Caregiver Mobile App Process Guide](#)
- [Agency Mobile App Process Guide](#)

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. Additional information can be found on the Support Center by entering “Offline Mode” on the Search Bar icon.

Billing



Question: Is Billing in scope for Home Health Services for IL Providers?

Answer:

- No, billing is out of scope



How to link members to the Illinois Home Health



Question: How do I link my members to the Illinois Home Health 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 Home Health contract
- Members will now be linked to the Illinois Home Health contract if there is a match. Providers can then add in any authorizations for the member.

Are MCOs in Scope for go-live?



Question: Are MCOs in Scope for go-live.

Answer:

- Home Health Care Services provided to Managed Medicaid and MMAI customers are subject to State EVV requirements, effective 12/31/2023.

HHaEXchange Support



State Info Hub

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



Client Support Portal

<https://hhaexchange.com/supportrequest>

Illinois Home Health Support



Email

HFS.EVV@illinois.gov

[DHS.Home HealthEVV@illinois.gov](mailto:DHS.HomeHealthEVV@illinois.gov)

Provider Resources