



Illinois Home Health Waivers – Provider Information Session

November 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



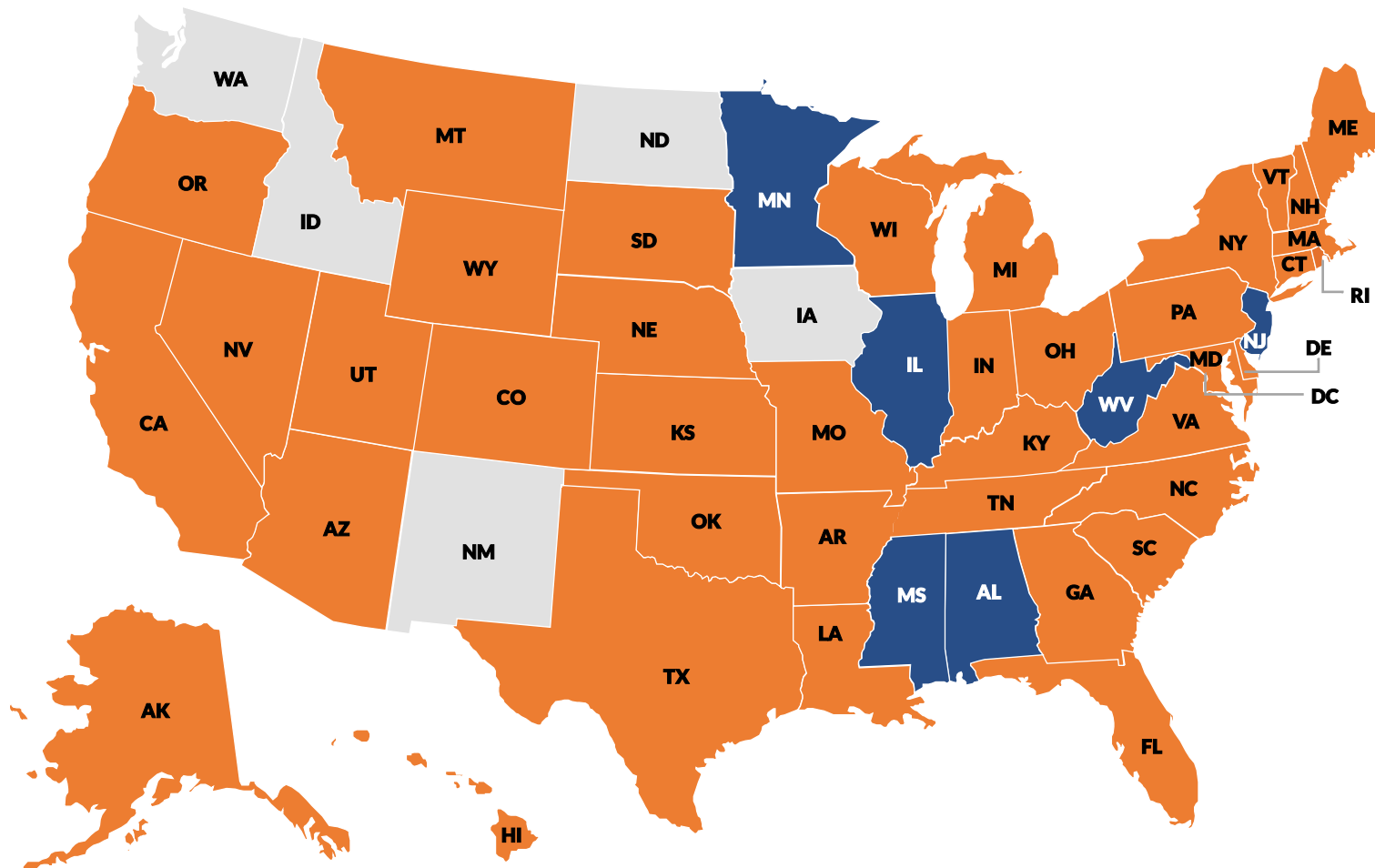
\$20.3B
ANNUAL PAYMENTS
MANAGED



747,000+
CAREGIVERS WORKING



75,000
BACK-OFFICE USERS

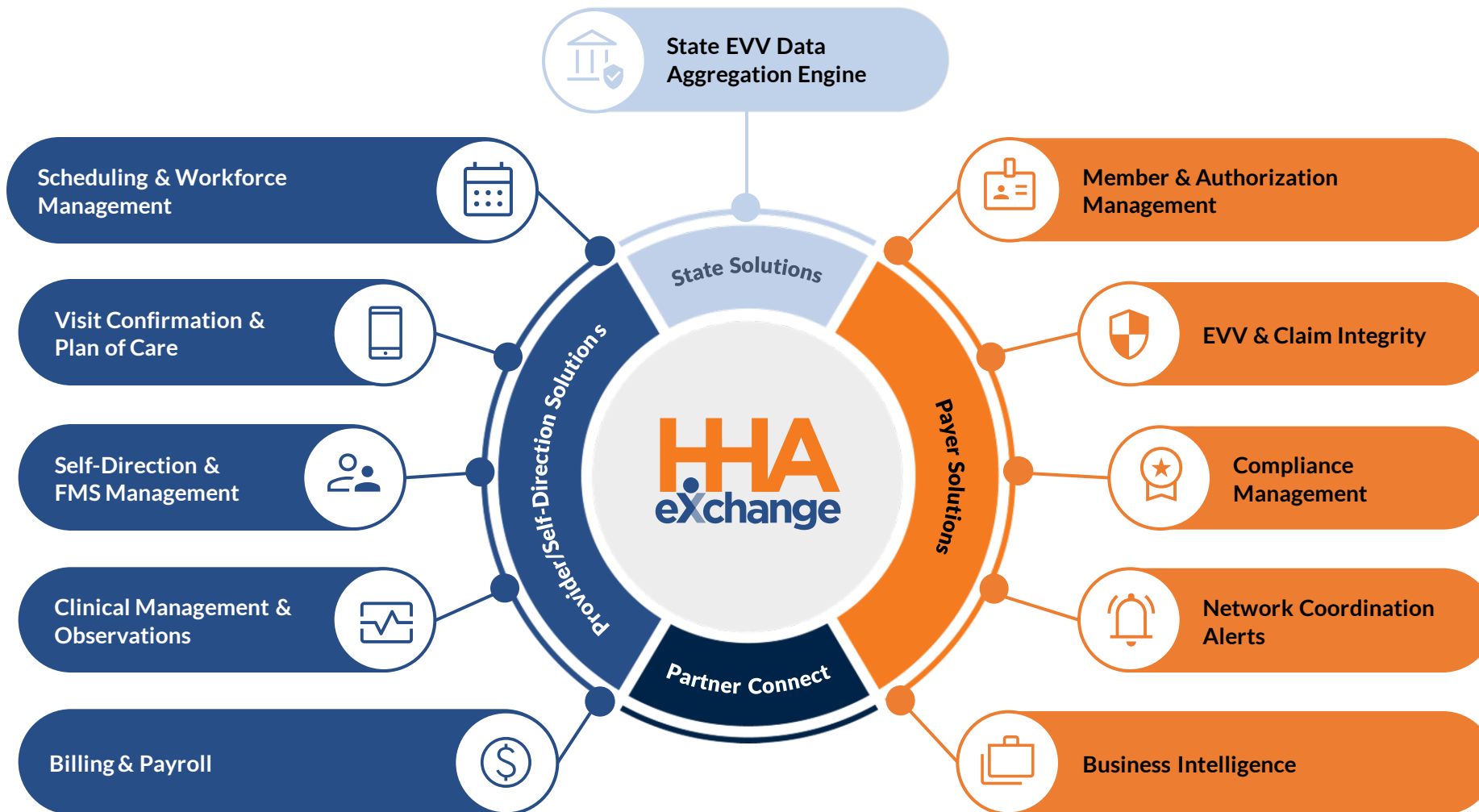


HHAeXchange Footprint
 HHAeXchange State Aggregator

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 12/31/2023, 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

- State Plan
- 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

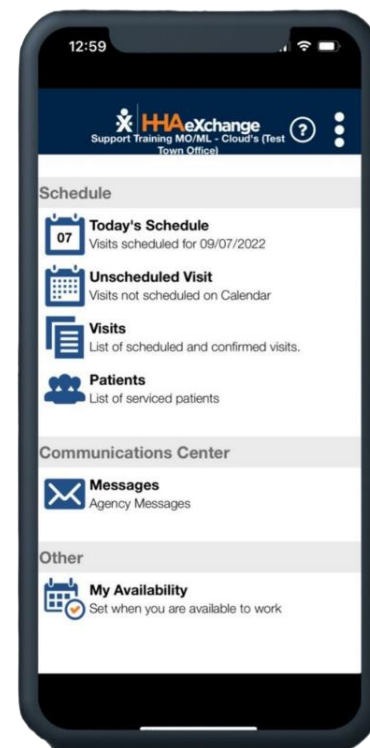
New Providers:

- 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

HHaEXchange



Caregiver Mobile App



Telephony



In Scope Services

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)

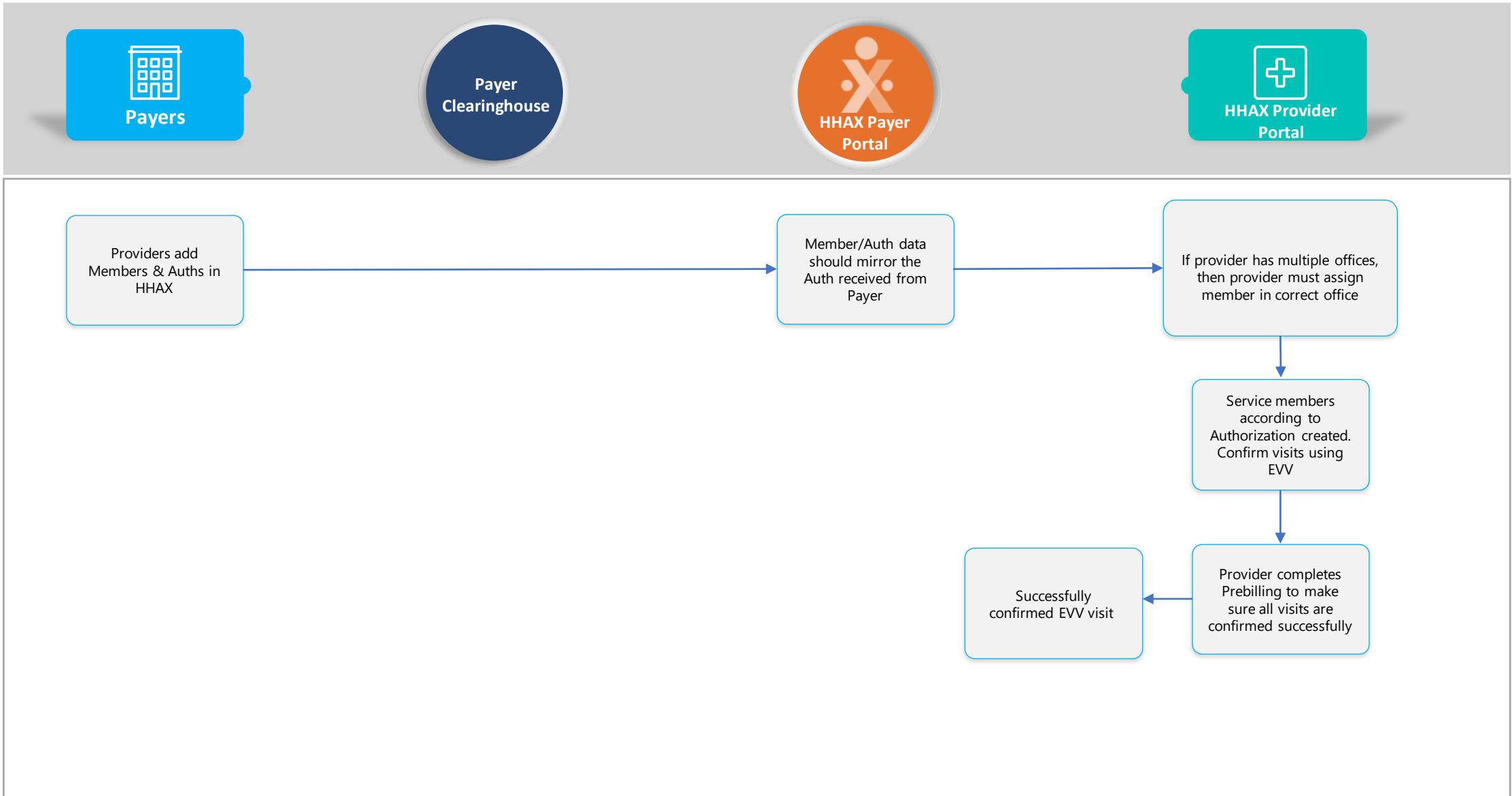
Services in Scope - Cont



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



End to End Process





HHAeXchange System Functions



Next Steps for Providers

Provider Onboarding Milestones

Enterprise Providers
Fee EVV & New Providers
EDI Providers
All Providers

October 2023

November 13th-17th

December 6th-30th

December 2023

- Providers attend Information Session
 - November 13th, 2023
 - November 17th, 2023
- Providers attend EDI provider onboarding webinar and user training

- Pre-Go Live Support Webinar Available
- **Provider go-live: December 31st**
 - Scheduling, confirming visits occur on the linked HHAX contract
 - Confirmed 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 Home Health Waiver contracts are 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 Illinois Home Health Waivers 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 *

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

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 Support**
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.
- EW 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>



Phone

1-855-400-4429

Illinois Support



Email

HFS.EVV@illinois.gov

DHS.DDDEVV@illinois.gov

Provider Resources