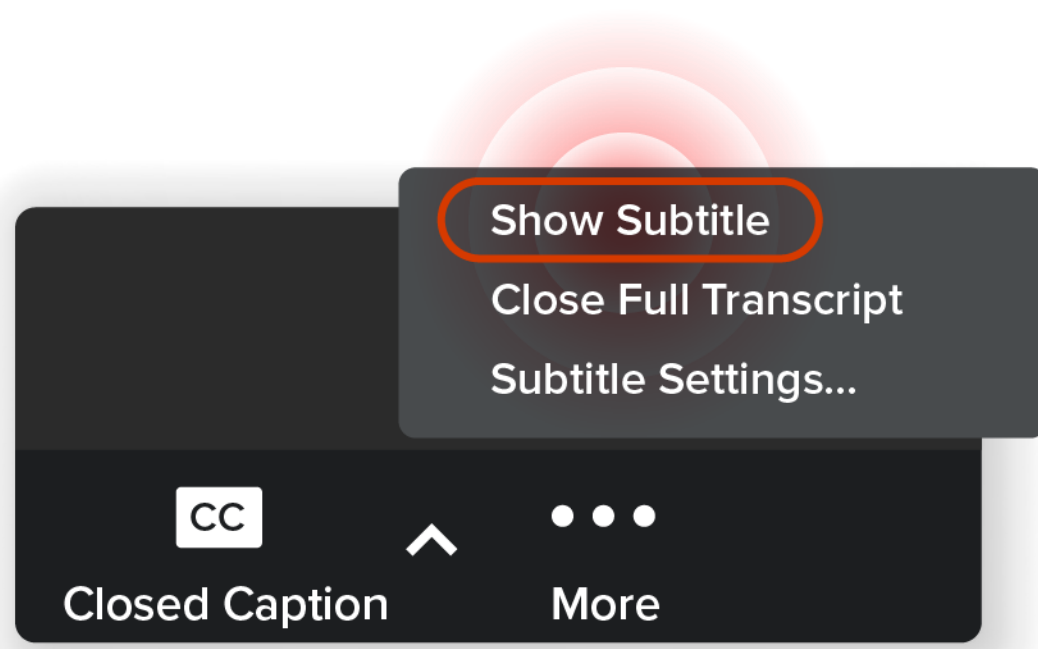# Our Webinar Will Begin Shortly

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.

Michigan Home Help - Agency Providers Informational Sessions

May 2024

Agenda

> **MDHHS Welcome and Meeting Overview**

> **Info Session Takeaways**

> **HHAeXchange Purpose and Framework**

> **Services in Scope**

> **HHAeXchange Provider Portal Functions and Workflow**

> **Project Timeline**

> **Register Team Members for Training**

> **Support Resources**

> **Q&A**

Team Introductions

Michigan Introductions

Elaina Brown
Home Help Program Manager

HHAeXchange Introductions

Sarah Murphy
Manager, Sponsored Provider Training

Alejandra Cordova
Sponsored Provider Training Specialist

MDHHS Welcome and Meeting Overview

- EVV is a federal requirement and implementing will bring Michigan into compliance.
  - The State is currently experiencing federal financial penalties for noncompliance.

- This presentation is intended for Home Help Agencies.

- Phases of Implementation:
  - April 1, 2024 – Medicaid FFS Home Health Care Services
  - **July 1, 2024 – Home Help Program (Personal Care Services)**
    - Home Help Agency providers dates of service on or after July 1, 2024.
    - Home Help Individual providers-no later than September 3, 2024
  - September 3, 2024 – Behavioral Health, MI Health Link, MI Choice and Community Transition Services (Personal Care Services) and Medicaid Managed Care Home Health Care Services.

Home Help General Program Updates

- Home Help payment policy-<u>Postponed until January 2025.</u>
  - NOTE: Training on this change will be provided to agency providers prior to go-live.

- There will be <u>no</u> EVV authorization or billing requirements for agency providers on 7/1/2024. Home Help agencies must continue to submit agency invoices to the assigned adult services worker, monthly, in order to be paid.

- All non-live-in Home Help caregivers are required to do EVV.
  - Live-in caregivers are exempt.

- Home Help/CLS mutual clients will not be required to start EVV until September 3rd, 2024.

HHAeXchange System Terminology

The following is a list of terms used in the HHAeXchange system and training materials. We have compiled a list of MDHHS program terms and their corresponding terms in the HHAeXchange system, as the terms vary across MDHHS programs.

MDHHS Program Term	HHAeXchange System Term
Beneficiary Client Participant Recipient Consumer	Member
Caregiver Attendant Aide Direct Care Worker	Service Provider

MDHHS Program Term	HHAeXchange System Term
Program Provider FMSA Vendor Agency	Provider
Managed Care Organization (MCO) Plan Medicaid Fee for Service (FFS)	Payer

Info Session Takeaways

Preview

Top 5 Takeaways from Today

1. In Scope Service

2. HHAeXchange Provider Portal Functions and Workflow
   - Member Management
   - Authorization Management - *effective January 1, 2025*
   - Schedule & Visit Confirmation
   - Billing - *effective January 1, 2025*

3. Project Timeline

4. Training Registration & Learning Management System (LMS)

5. Support Resources

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 HHAeXchange user, an EDI user or both.

HHAeXchange

- o The HHAeXchange indicator applies to Home Help providers who will be using the state offered HHAeXchange EVV solution

EDI

- o The EDI indicator applies to Home Help providers who have an existing EVV solution or plan to use a vendor other than HHAeXchange to submit EVV data to the state of Michigan.

An End-to-End Ecosystem
Purpose and Framework

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

50+
MCO CLIENTS

9
STATE EVV CONTRACTS

12,000+
HOMECARE AGENCIES

1.1M
MEMBERS SERVICED

237M
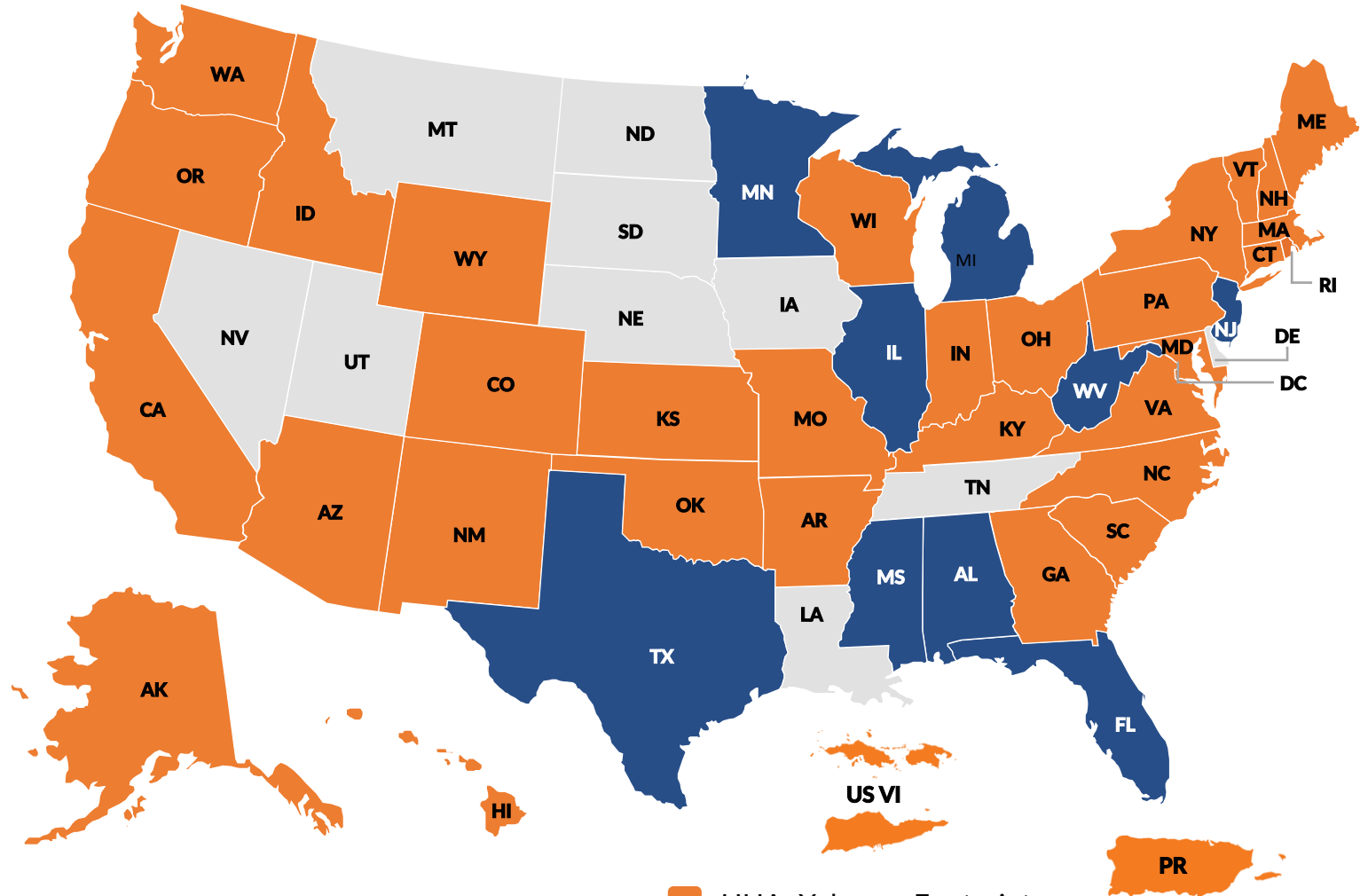ANNUAL VISIT CONFIRMATIONS

$27.5B
ANNUAL PAYMENTS MANAGED

1.1M
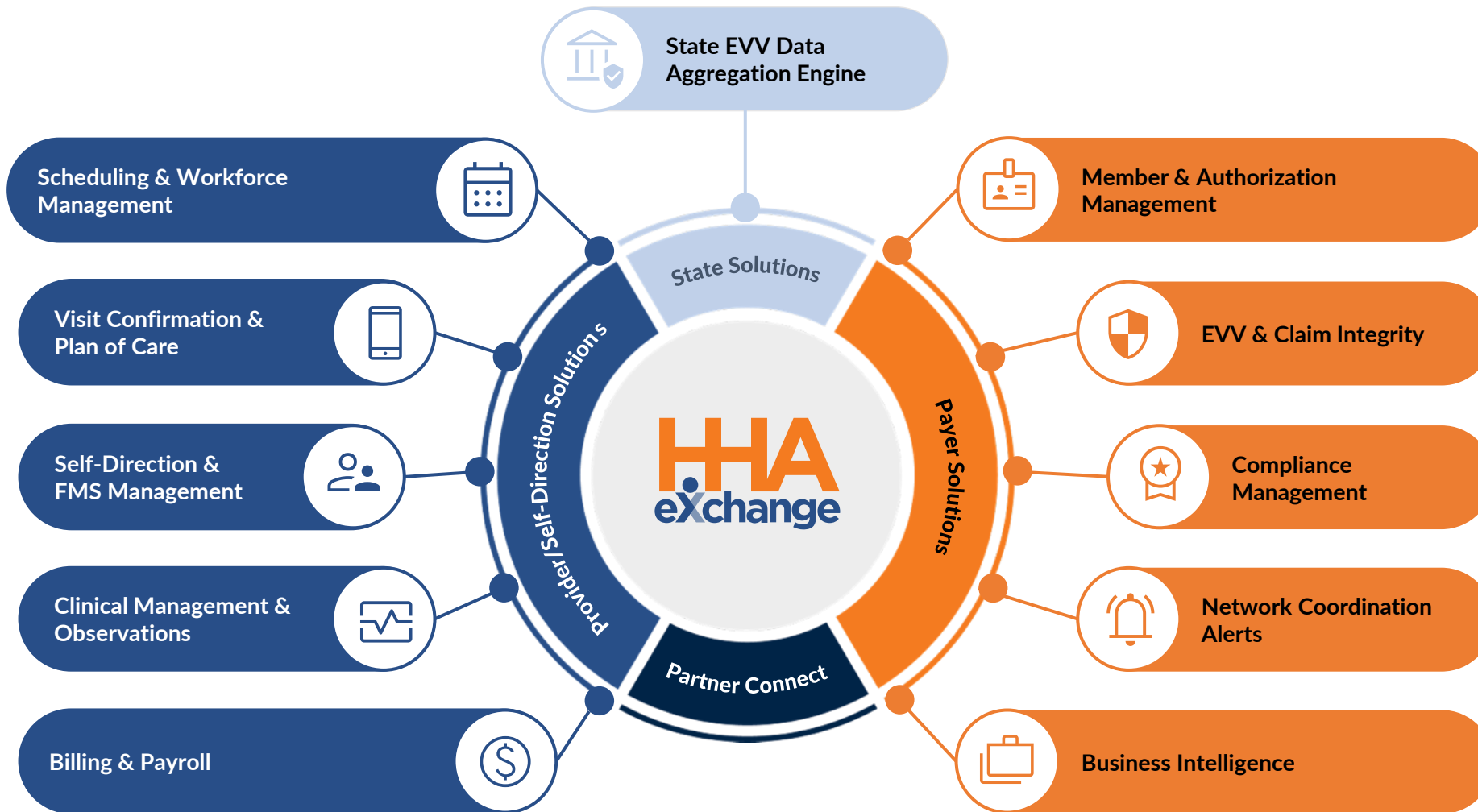CAREGIVERS WORKING

183,583
BACK-OFFICE USERS

April 2024

■ HHAeXchange Footprint
■ HHAeXchange State EVV Contracts

14

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 Michigan Home Help Agency Providers for dates of service on or after **July 1, 2024,** to ensure compliance with the Cures Act.

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

Type of Service Performed

Individual Receiving the Service

Date of the Service

Location of the Service Delivery

Individual Providing the Service

Time the Service Begins and Ends

Provider Landscape

Your Options

New Agency Providers:

o Providers who do not have an existing HHAeXchange portal have two options for implementation:

> o **EDI:** Integrate their existing third-party EVV system with the HHAeXchange portal to send confirmed and billed visits to MDHHS.

> o **State provided EVV:** Use the State provided EVV HHAeXchange portal to confirm and bill visits.

Existing EDI Providers:

o Providers who have their own HHAX portal which is used to integrate confirmed visit data with their third-party EVV system.

o EDI providers may continue to work in their own system, but the data will be sent to HHAeXchange via integration.
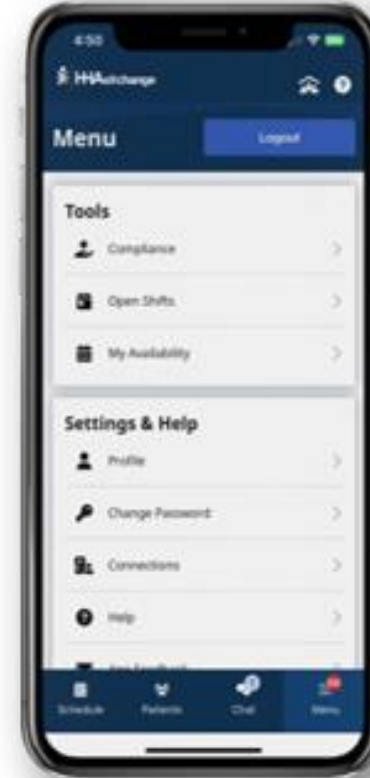
Current HHAeXchange Portal Providers:

o HHAeXchange provider portal users, both free and enterprise access, will be able to continue to use their access to meet the MDHHS requirements.

o Additional linking steps will be required to link to MDHHS.

HHAeXchange EVV Methods

Telephony/IVR

Caregiver Mobile App

In Scope Services

Services in Scope

Procedure Code	Description
T1019: CG	**Personal Care Services**

HHAeXchange Provider Portal Functions and Workflow

Member Management

All Agency Providers will receive the Medicaid member profiles directly from the Home Help contract in HHAeXchange. The process of receiving a member is known as a **'Member Placement'.**

o   Member Placements may occur in one of the following ways:

- o   **Confirmed Placements:** If your HHAeXchange portal has a single office, Members will appear automatically in your portal.

- o   **Pending Placements:** If your HHAeXchange portal has multiple offices configured, your members will appear in a queue for you to review and place within the desired office location.

    Once you have received your member your agency can begin reviewing and editing their profile, assigning caregivers, optionally create schedules, managing visits, and more. Please note that changes also need to be made in the appropriate MHDDS Source System.

Caregiver Management

o Agency providers are responsible for adding the individual associated caregivers' data into the HHAeXchange system to create **Caregiver Profiles.**

o The profiles allow for scheduling of your caregivers in HHAeXchange and allows the caregiver to capture (EVV) data when providing care to their members.

o To assist providers with a large census of Caregivers, HHAeXchange has created a **Caregiver Bulk Import tool** to expedite the entry process.

Authorization Management

o There will be no authorizations in HHAeXchange until Jan 1, 2025.

o Additional training and instructions will be provided to users at a later date.

o For further information reference the Michigan EVV website at www.Michigan.gov/EVV.

Scheduling

o The HHAeXchange system allows for Agency providers to optionally create a schedule for their members and providers. Agency providers are not required to create schedules.

o Providers are able to schedule a single visit or utilize the HHAeXchange master week function to create a rolling schedule.

o Scheduled services that are not performed should be marked as a 'Missed Visit with the appropriate reason and action taken.

Visit Confirmation

o Visits will be confirmed using the HHAeXchange EVV tools or a third-party EVV system.

o In HHAeXchange, if a visit is manually entered, providers will need to enter an edit reason and action taken.

   o For manual clock in and out, caregivers will need to show their provider agency timesheet or proof of the visit.

Billing

o EVV data will not be used for billing and reimbursement until January 1, 2025.

o Home Help Agencies must continue to submit monthly invoices in order to get paid.

o Training and requirements for billing will be provided at a later date.

Mobile User Management

o Mobile User Management allows you to manage your caregivers mobile access for EVV clocking in and out.

Mobile User Management (+)

Management Search

Office Name	Last 4 SSN	Caregiver Email ID	First Name

Last Name

Search

Search Results (1)

Workflow
End-to-end process for Home Help Agency providers

CHAMPS

HHAX Payer Portal

HHAX Provider Portal

In scope and active Members sent to HHAX

Member data received and placed with provider portal

If provider has single office, then member is automatically in Active status.
If provider has multiple offices, then provider accepts case and places member in correct office

Service members according to Member Schedule. Confirm visits using EVV

EVV Visit Data sent to payer portal

System Demonstration

Project Timeline

Provider Onboarding Milestones 2024

HHAeXchange
EDI

Home Help Agency Providers
EDI Providers
All Providers

April 8 – May 13

May 14 - June 5

May 29 - June 25

July 1

- Agency Providers receive/log into LMS
- Agency Providers attend the system user training webinars
- Agency Providers attend EDI provider onboarding webinar and user training

- **Provider go-live**
  - Scheduling and confirming visits occur on the linked HHAeXchange contract
  - Confirmed visits are sent to HHAeXchange provider portal via integration

- Agency Providers receive *Welcome Letter*
- New Agency Providers complete the *Provider Portal Questionnaire*
- Agency Providers attend Informational Session
- Agency Providers receive *Welcome Packets*
- Agency Providers initiate contact with HHAeXchange to begin the integration process
  - Work with the HHAeXchange EDI team to setup and test the integration before go-live

- Review and Update contract, as needed
- Agency Providers log into HHAeXchange portal
- Pre-Go Live Support Webinar Available

Register Team Members for Training

System User Training
Register Now

o **How Do I Register?**

- o Use the QR code on this slide.
- o Complete the Registration Form.
- o Receive an email confirmation link to join the Zoom meeting.

o **Who Should Attend System User Training?**

- o Home Help Agency Administration
- o Coordinator

o **What if I'm unable to Attend?**

- o Learning Management System (LMS)
- o Additional Webinars

System User Training - Michigan Home Help

Description | Welcome to the System User Training for the HHAeXchange Provider Portal !

Training are 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!
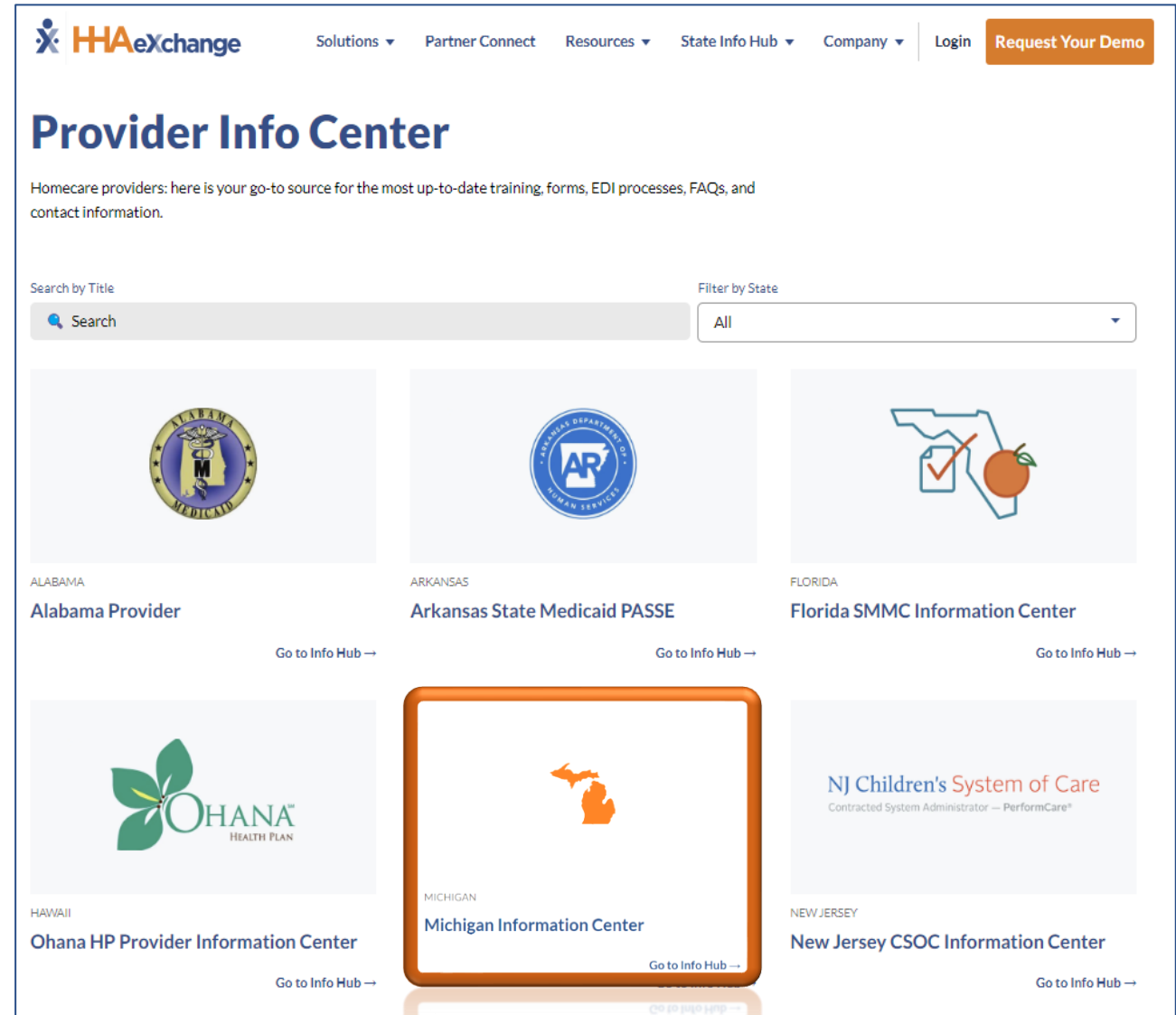
Support Resources

State Info Hub

Provider Information Center

o To ensure you stay up to date on all the information for this project, visit our State Info Hub.

o The State Info Hub will be your primary source of information throughout this implementation.

o The website also contains all documents such as welcome packets and training links.

www.hhaexchange.com/info-hub/michigan

Electronic Data Interchange Help
Provider Information Center

o If you will be using your own EVV system and not the state offered HHAeXchange system, please review the EDI process documents on the HHAeXchange Michigan Information Center webpage under the EDI process tab.

   o Business Requirements Document

   o Technical Specification Document

o Agency providers will need to complete the attestation form noting your ability to integrate.

www.hhaexchange.com/info-hub/michigan

HHAeXchange Support

Phone
1-866-576-1179

State Info Hub
https://hhaexchange.com/info-hub/Michigan-information-center

Client Support Portal
https://hhaexchange.com/supportrequest
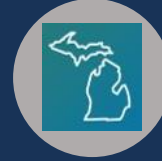
MDHHS Provider Resources

MDHHS EVV Website
www.Michigan.gov/EVV

Provider Resources

Q&A

State Info Hub

Register for Training

Register for EDI Onboarding

Thank you!