

Minnesota MCOs Go-Live Support

May 2023

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Agenda



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



Provider Overview

Partner MCOs



- Blue Cross
- HealthPartners
- Hennepin Health (Home Health Only)
- Itasca Medical Care (IMCare)
- Medica
- PrimeWest Health
- South Country Health Alliance (SCHA)
- UCare
- United Healthcare



Provider Overview: Enterprise Providers



- Minnesota MCOs will implement the HHAeXchange enhanced linked contract functionality on June 5th, 2023.
- As part of this partnership, providers within their network will be implemented on a linked ecosystem: the **Universal Patient Record**. The “UPR” experience vastly improves upon core workflows including (but not limited to) patient management, authorization management.
- HHAeXchange is fully committed to your success as an agency within this ecosystem.

Provider Overview: EDI Providers



- Minnesota MCOs will implement the HHAeXchange contract functionality on June 5th, 2023.
- 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.
- Authorization data will become available in the HHAeXchange Portal. Schedule and visit data will be imported from your 3rd party system into HHAeXchange. Please work with your EVV Vendor to determine requirements to set up this interface and refer to the EDI Process tab for more details. Providers will be going live with the linked Minnesota MCOs.



Provider Overview: Free EVV Providers



- Agencies not currently using HHAeXchange (New Providers – EVV option of EDI or Free HHAX): You have received an HHAeXchange Portal in order to receive authorizations and submit claims/invoice data.
 - Providers will be going live with the linked Minnesota MCOs on June 5th, 2023
- EDI Option: If you choose this option, please contact EDIsupport@hhaexchange.com for any questions.
- Free HHAX Option: If you choose this option, email mnsupport@hhaexchange.com for any questions.
- All of the videos that were presented during system user training or EDI onboarding are available for you to review on our Learning Management System.
- If you are in need of your LMS credentials, please email mnsupport@hhaexchange.com



Services Types Included in the Program

Personal Services

Personal Care Assistant

Homemaker

Homecare and Community Support Services

Respite



Go-Live Preparedness & Implementation Tasks



Go-Live Preparedness & Implementation Tasks

- Providers **receive members and authorizations** on the linked Minnesota MCOs contract by May 15th, 2023.
 - If you are missing any members or authorizations, please contact your specific MCO with specific details
- Members will be sent as **Confirmed** unless the provider has multiple offices, in which case they will be sent as **Pending**
 - If sent as Pending, please accept the placement from the *Pending Placement Queue* and assign the member to the correct office as soon as possible.

Member Management



- Members and Authorizations will be sent to your provider portal prior to the **June 5th, 2023**
 - Providers will validate the data received to ensure accuracy and reach out to Minnesota MCOs with any discrepancies
- Providers with multiple HHAX offices (locations), will need to accept the case and assign to the correct office prior to servicing member; providers with a single HHAX office will receive the placement automatically
- Members are discharged from their HHAX portal based off payer- this may vary from payer to payer

Authorization Management



- Providers will use the authorization imported to HHAX to schedule (not required), confirm visits for members
 - Providers will validate the data received to ensure accuracy and reach out to your specific Minnesota MCOs with any discrepancies
 - Mutual cases will be authorized as split in HHAX (e.g. each member receives an equal split of the authorization)
- The process to request/adjust authorizations will remain the same. Please reach out to your specific MCO

Visit Confirmation



- Visits will be confirmed using the HHAeXchange EVV tools
- Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
 - Providers will enter an edit reason and action taken for why the visit was manually edited.
- For missed visits, providers are required to indicate the missed visit reason and action taken
- “No Compliance” will be configured for Plan of Care

Communications



- The HHAeXchange Communication Module will **NOT** be used at go-live for Minnesota MCOs
 - Use your existing method for communications with the MCOs
- For all HHAX-related communications (system questions/troubleshooting, training requests etc.), providers should contact mnsupport@hhaexchange.com



FAQs

Training Support



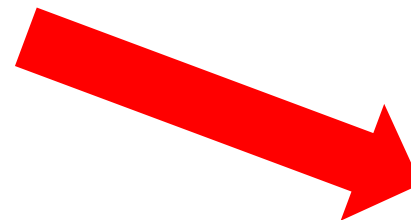
Question: Where can I access Training Support and Resources?

Answer:

1. Visit the Minnesota Information

Center: <https://hhaexchange.com/minnesota/>

2. Visit the Support Center once you have logged in to your portal.



The screenshot shows a user interface with several navigation links: Notification (562), Messages (1), ToDo's (0), Open Cases (0), and Chat (0). A large red arrow points to the 'Support Center | Sign Out' link, which is circled in red. Below the navigation links, the text 'Welcome - Chuck (Charlie Home care LLC)' is displayed. At the bottom of the page, the text 'Enterprise 22.07.01 AWSPRODWEB04 : 443 (Chrome/104.0.0.0) chrome 104 (Doc Chrome 104) 8/17 17:18 EST' is visible.

Telephony (IVR) Lines



Question: Are Telephony (IVR) available for providers?

Answer:

DHS is working on alternative options for the mobile application, such as interactive voice response, and the use of a phone for clock-in/out.

Live-In Caregivers



Question: Will Live-In Caregivers be exempt?

Answer:

We don't expect providers to enter data into the EVV system for live-in caregivers. DHS is still working to determine appropriate options for live-in caregivers. If you are using a third-party EVV system with the ability to designate live-in caregivers, you may use this process but are not required to.

Billing



Question: Is Billing in scope for Minnesota MCOs?

Answer:

Billing is currently not in scope for the state or MCOs in Minnesota.

Missing Member & Authorization Information



Question: What do I do if I am missing a member and/or authorization from the new Minnesota MCOs contract?

Answer:

- Contact Minnesota MCOs outside of the HHAX system.

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.

Please refer to the [Caregiver Mobile App Process Guide](#) for more information.

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 : Can I bulk import my caregivers?

Answer: Providers can bulk import caregivers at the beginning of the project. Instructions can be found on the Minnesota Info Center page.

Question : How can I add caregivers?

Answer: Providers can add caregivers under the caregiver tab in your provider portal.

Please refer to the [Caregiver Management Process guide](#) for more information.



Provider Resources



State Info Hub

<https://www.hhaexchange.com/info-hub/minnesota>



MN MCO Support
Contact your Provider
Relations Rep



Email

MNSupport@hhaexchange.com
EDISupport@hhaexchange.com