

Minnesota Home Health- Provider Information Session

August 2023

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➤ HHAeXchange Presenters



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Agenda

- Overview
- HHAeXchange Mission and Purpose
- EVV Process & Benefits of HHAeXchange
- In Scope Services
- HHAeXchange System Functions
- LMS & SUT Registration
- Next Steps and Support Resources
- Q/A



Info Session Takeaways

Preview

➤ Top 6 Takeaways from Today



1. Services in Scope
2. Member & Authorization Management
3. EVV Methods
4. 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



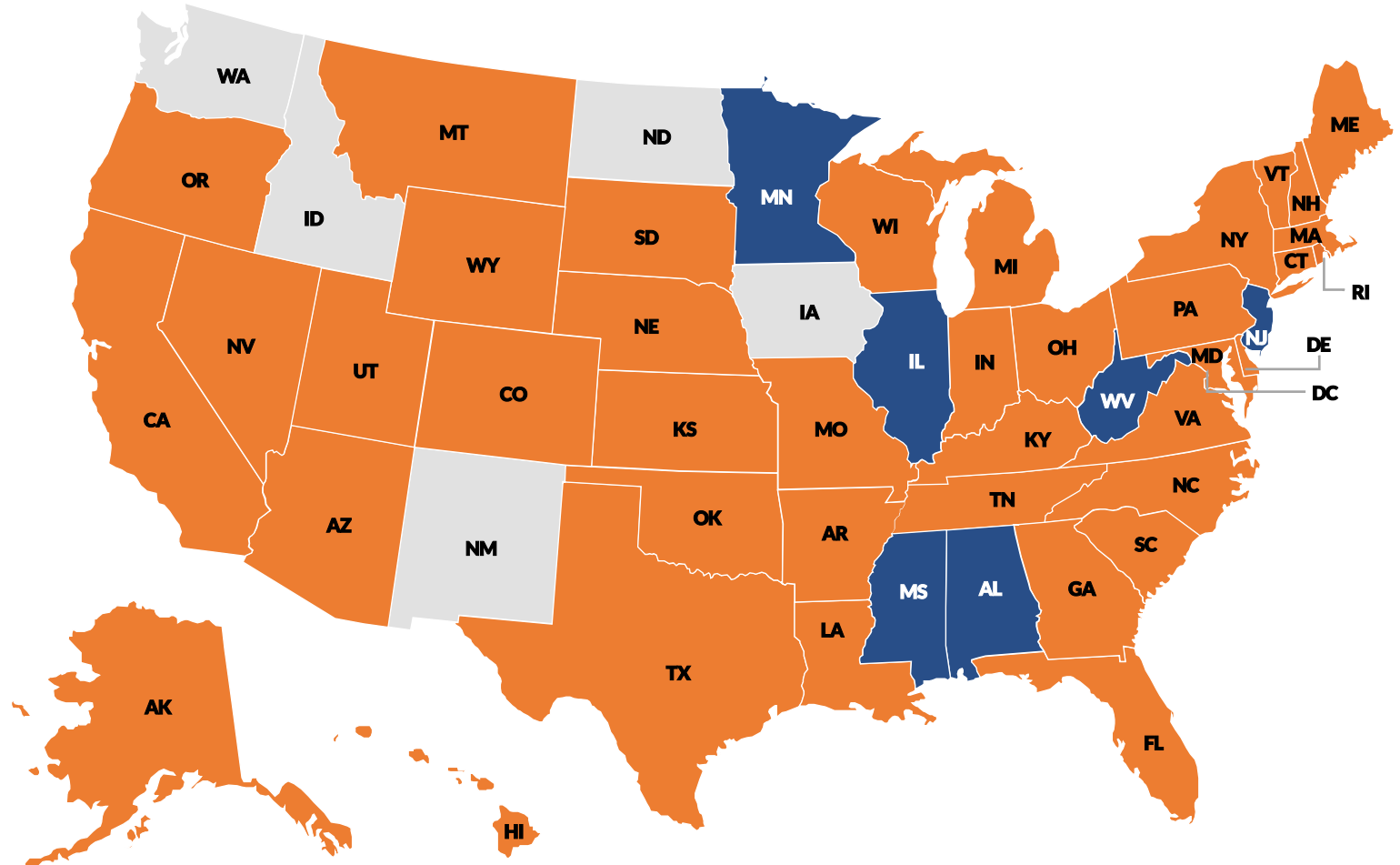
\$20.3B
ANNUAL PAYMENTS
MANAGED



747,000+
CAREGIVERS WORKING



75,000
BACK-OFFICE USERS

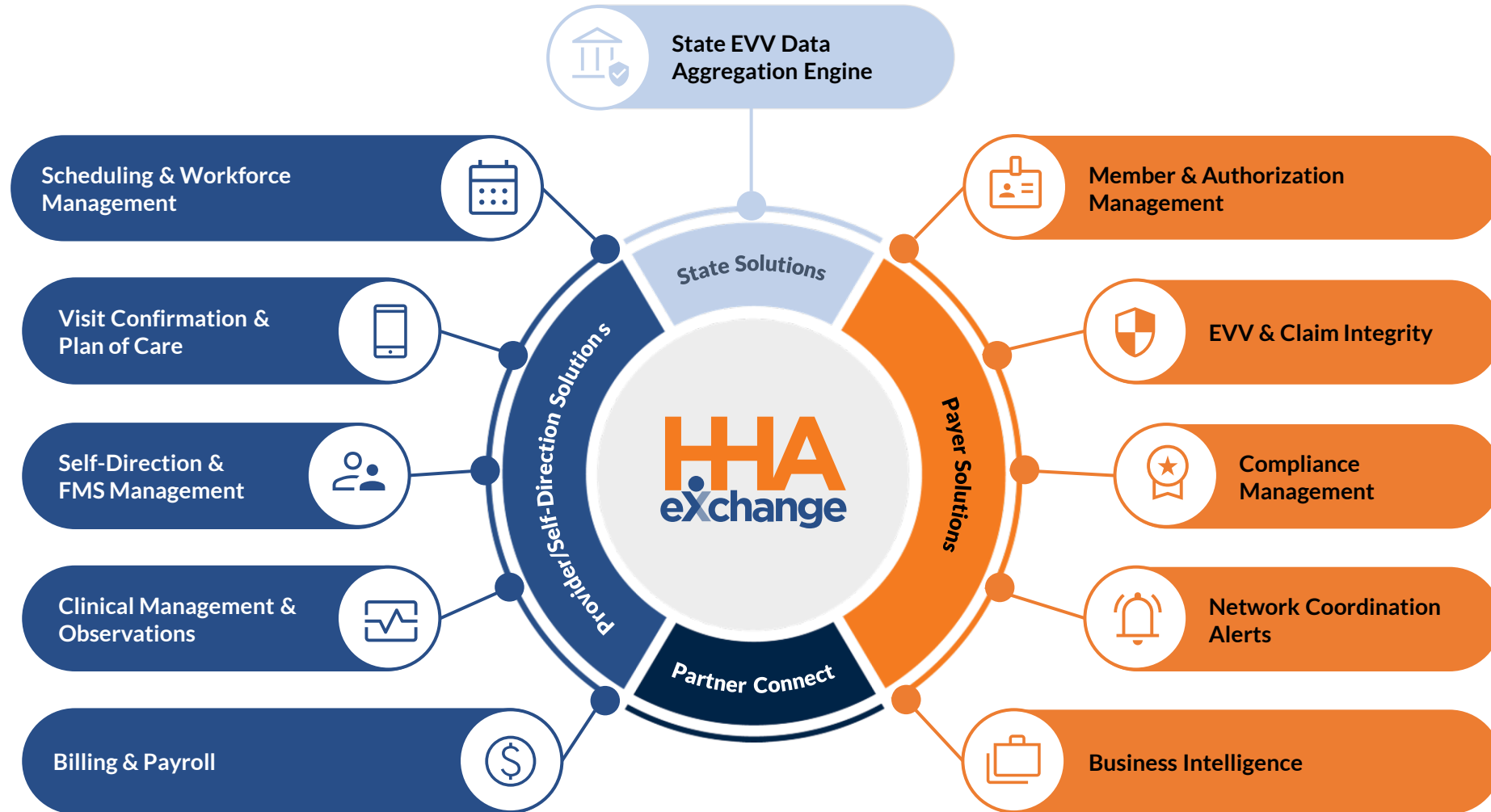


HHAeXchange Footprint
 HHAeXchange State Aggregator

February 2023



HHAEExchange'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 Minnesota DHS and MCOs by October 2023, to ensure compliance with the Cures Act.

The six data elements
Required to be collected
to meet the CURES Act
EVV Requirement





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 and billed 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 and billing to ensure compliance with linked payers

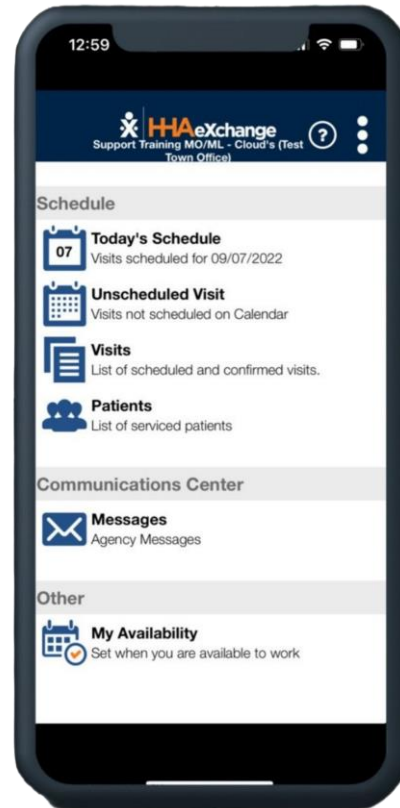
New Providers:

- 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 and billed visits to Payer.
 - **Free EVV:** Use a Free EVV HHAX portal to confirm visits

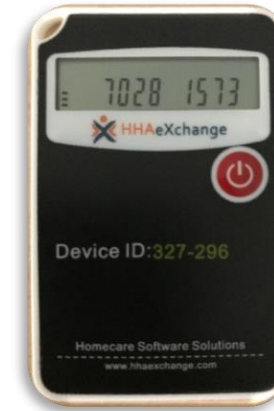
▶ HHAeXchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device



In Scope Services

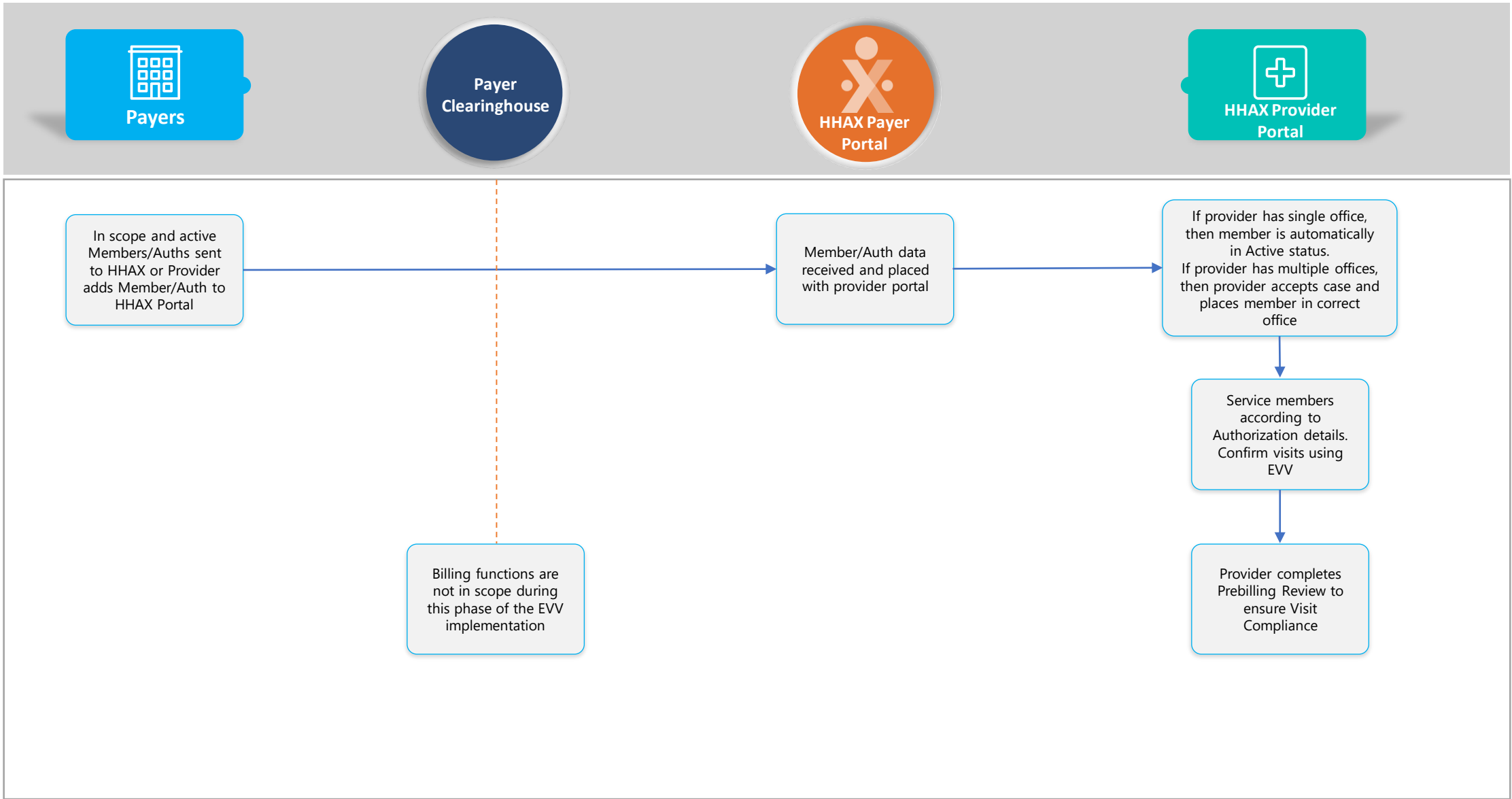
Services in Scope



Services Included in the Program

G2099	G0300
S5181	S518:UC
S9128	S9128:UC
S9129	S9129:TF
S9129:TF:UC	S9129:UC
S9131	S9131:TF
S9131:TF:UC	S9131:UC
T1004	T1021
T1030	T1031

End to End Process





HHAeXchange System Functions



Next Steps for Providers

Provider Onboarding Milestones

Enterprise Providers

Fee EVV & New Providers

EDI Providers

All Providers

July 21st – August 31st

Sept 1st-Sept 21st

Sept. 22nd-Sept. 30th

October 2023

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

- Pre-Go Live Support Webinar Available
- **Provider go-live**
 - 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*
- All Providers must complete the *Provider Portal Enrollment Form*
- Providers attend Information Session
- Providers receive *Welcome Packets*
- Providers initiate contact with HHAX to begin the integration process
 - Reach out to Client support portal
 - Work with the HHAX EDI team to setup and test the integration before go-live

- Minnesota DHS and all MCOs contract is linked starting Sept. 22nd, 2023.
- Starting Sept. 27th placements are sent to provider portal to validate accuracy



Register Team Members for Training

System User Training

Signup to Receive Invite

- Open your browser and go to: hhaexchange.com/train-reg
- Select MN as your market and All Payers 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 *
First Last

User Email * User Role

+ Add Additional User

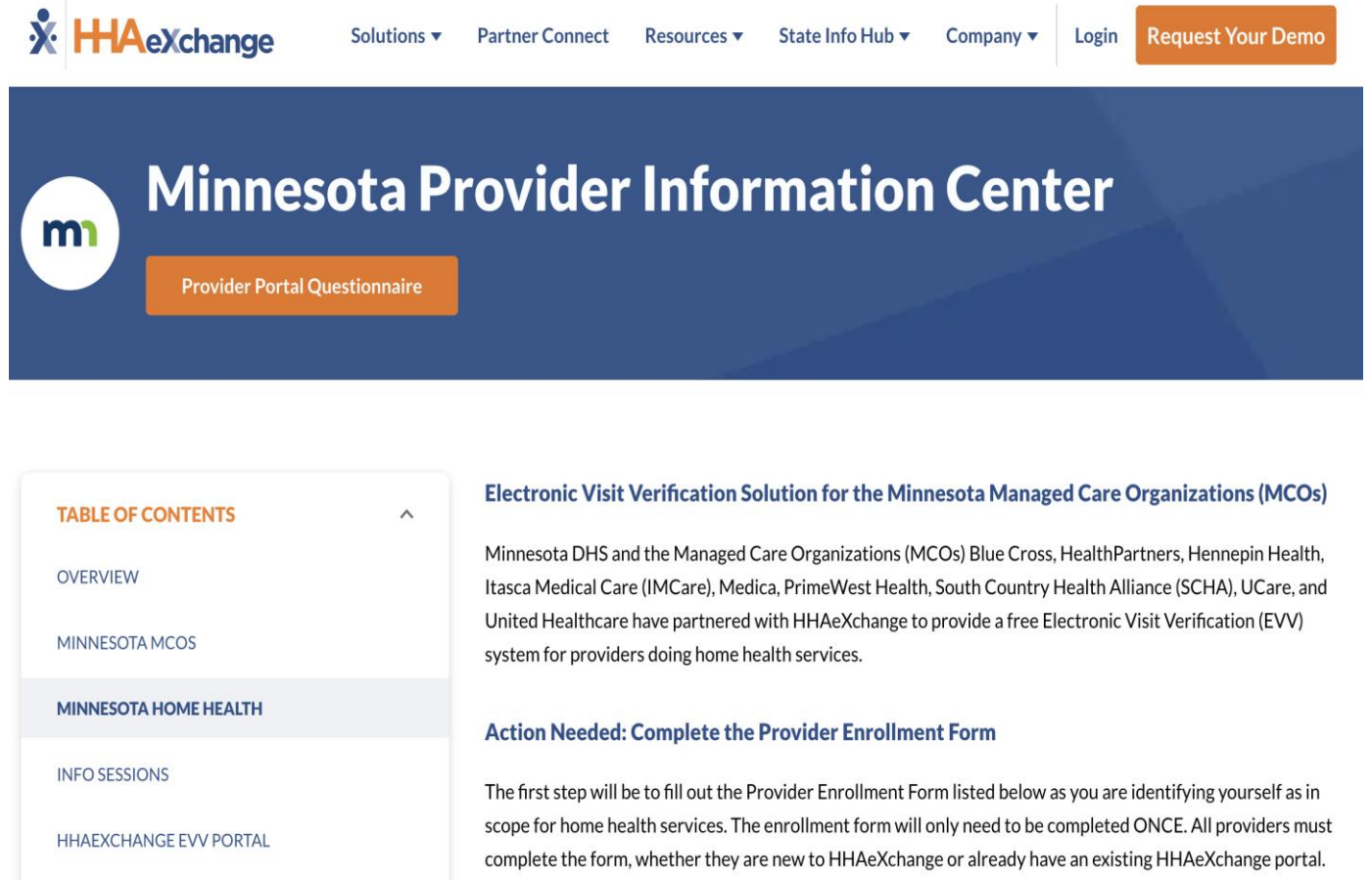
Submit



Support Resources

- 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/minnesota



The screenshot shows the HHAExchange website's navigation bar with links for Solutions, Partner Connect, Resources, State Info Hub, and Company, along with a Login button and a Request Your Demo button. The main header features the Minnesota logo and the title "Minnesota Provider Information Center" with a Provider Portal Questionnaire button. A table of contents sidebar lists Overview, Minnesota MCOS, Minnesota Home Health (highlighted), Info Sessions, and HHAExchange EVV Portal. The main content area is titled "Electronic Visit Verification Solution for the Minnesota Managed Care Organizations (MCOs)" and describes a partnership between Minnesota DHS and various MCOs to provide a free EVV system. It includes an "Action Needed: Complete the Provider Enrollment Form" section.

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- OVERVIEW
- MINNESOTA MCOS
- MINNESOTA HOME HEALTH**
- INFO SESSIONS
- HHAEXCHANGE EVV PORTAL

Electronic Visit Verification Solution for the Minnesota Managed Care Organizations (MCOs)

Minnesota DHS and the Managed Care Organizations (MCOs) Blue Cross, HealthPartners, Hennepin Health, Itasca Medical Care (IMCare), Medica, PrimeWest Health, South Country Health Alliance (SCHA), UCare, and United Healthcare have partnered with HHAExchange to provide a free Electronic Visit Verification (EVV) system for providers doing home health services.

Action Needed: Complete the Provider Enrollment Form

The first step will be to fill out the Provider Enrollment Form listed below as you are identifying yourself as in scope for home health services. The enrollment form will only need to be completed ONCE. All providers must complete the form, whether they are new to HHAExchange or already have an existing HHAExchange portal.



Client Support Portal

The screenshot shows the HHAeXchange Client Support Portal. At the top right, there is a 'Requests' button with a red circle containing 'RH'. Below this is a blue header with a cityscape background. The main heading reads 'Welcome to the HHAeXchange Client Support Portal'. A search bar contains the text 'Find help and services' and a magnifying glass icon. Below the search bar, the word 'Portals' is centered. There are nine service desk cards arranged in a 3x3 grid. Each card has a logo on the left, a title, and a brief description. At the bottom center, there is a link 'Show more portals (1)' with a dropdown arrow.

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.
- EVV 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



Client Support Portal

<https://hhaexchange.com/supportrequest>



EDI Support

<https://hhaexchange.com/supportrequest> and
select 3rd Party Integration Support



Phone

1-855-400-4429

Minnesota Support



Minnesota DHS

<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/long-term-services-and-supports/evv/>



DSD Contact Form

<https://edocs.mn.gov/forms/DHS-8168-ENG>

For Minnesota MCOS- Please contact your Provider Relations Rep for any further questions

Provider Resources



Q&A



State Info Hub



Register for Training



Thank you!