

Mississippi DOM Go-Live Support

July, 2023

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Agenda



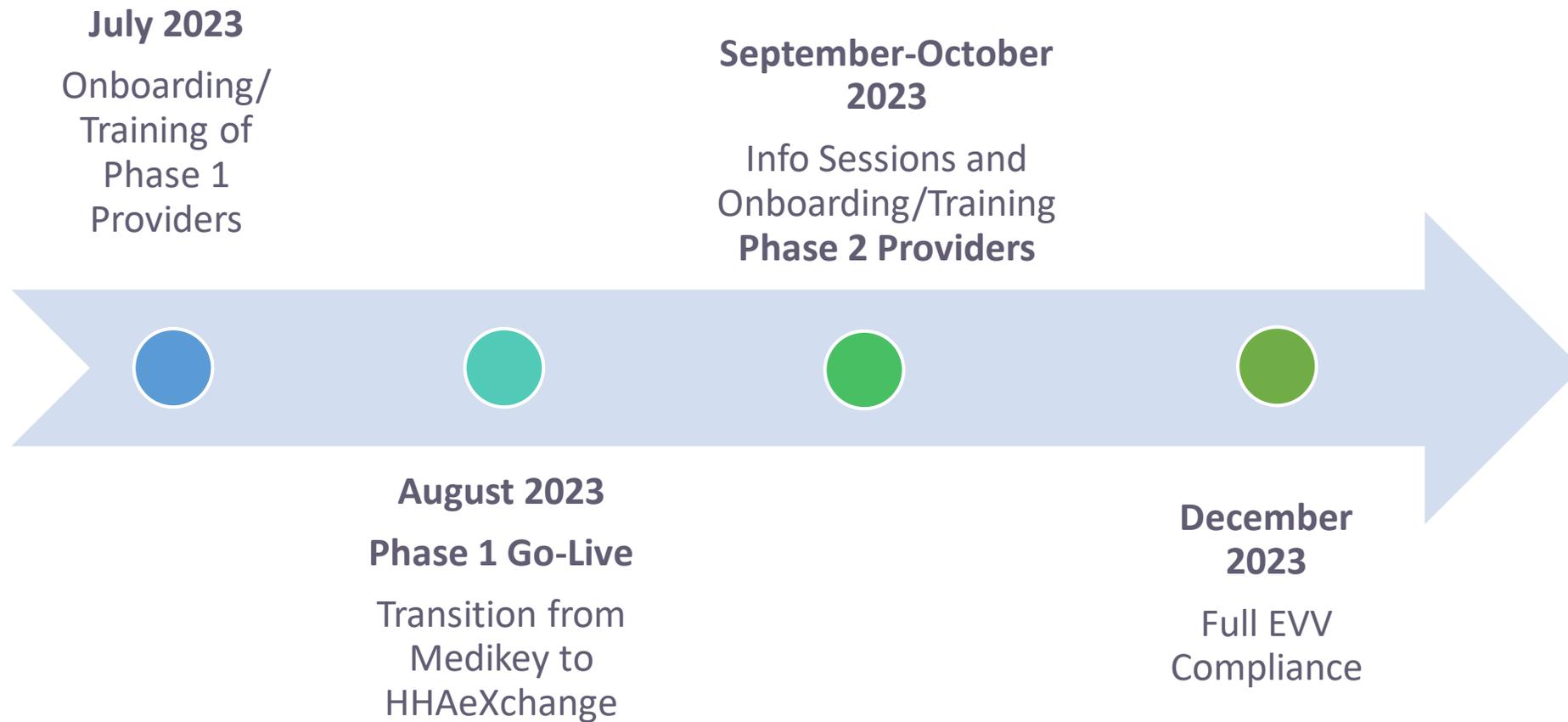
- **Provider Information Overview**
- **Go-Live Preparedness + Implementation Tasks**
- **FAQs**
- **Next Step and Resources**



Provider Overview



High Level Timeline for Implementation





Provider Overview: Free EVV Providers



- Agencies not currently using HHAeXchange: You have received an HHAeXchange Portal in order to receive member and placement information and submit claims/invoice data. [HHAeXchange System Introduction](#)
- If you need your LMS credentials, please submit a ticket via our [Client Support Portal](#) and include the following information:
 - Organization Name (required)
 - TAX ID (required)
 - Admin Email
 - Date you submitted your [Provider Portal Set Up Form.](#)

Provider Overview: 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.
- All videos that were presented during System User Training or EDI Onboarding webinars are available for you to review on your [Learning Management System](#).
- 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](#) under Table of Contents in the MS State Info Hub for more details.



Effective 8/1/23

Personal Care Services

In Home - Respite

Respite - Companion

Respite - Nursing

Home and Community Supports

Supported Living - Intermittent

Services Under Waiver(s):

- Elderly and Disabled (E&D)
- Independent Living (IL)
- Traumatic Brain Injury / Spinal Cord Injury (TBI/SCI)
- Intellectual Disabilities / Developmentally Disabled (ID/DD)
- Community Support Program (CSP)



Go-Live Preparedness & Implementation Tasks

Go-Live Preparedness & Implementation Tasks



- Providers are expected to **receive members and placement information** on the MS DOM contract in the HHAX System
 - You can review your Contract(s) under the **Admin > Contract Setup** option found on your Provider Portal Main Menu Bar.
 - If you are missing any members or placements, please use the Link Communication and Messages to MS DOM.
- 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 under Link Communications* and assign the member to the correct office as soon as possible.

Member Management



- Members will be sent to your provider portal prior to the go-live date.

Phase 1

- Temp Authorizations will be provided to allow scheduling, and unscheduled/scheduled visits confirmation
 - It will be the provider administrator's responsibility to ensure the Plan of Services and Supports guidelines are followed
 - At Phase 1 Go Live, the system will not identify shifts that exceed the approved PSS limits. This functionality will be included at a later date.

Phase 2

- Authorizations will be provided to allow scheduling, unscheduled/scheduled visits confirmation and billing

Member Management



Scheduling is optional for Mississippi providers

- Visits should be scheduled based on the Plan of Services and Supports guidelines
- Providers can schedule a single visit or can utilize the HHAX 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.

Scheduling Visits



- Caregivers must be registered in the Mobile App and set up in the system prior to Patient assignment.
- Caregivers must be assigned to each Patient on the Patient General page (Patient > General). Click on Edit to open fields.
- From the Caregivers with Access to the Patient Info via Mobile App dropdown field, **select only the Caregivers who need access to the Patient**. Once saved, assigned Caregivers can perform visits (Scheduled and Unscheduled) via the Mobile App.
- Caregivers must contact the Agency/Provider in cases where an EVV via the Mobile App cannot be completed to verify if this setting is enabled.

Patient General

Patient Info - Active **LINK WITH - [ABRAMS GARY(Active)]** **ALERT !**

Name: Abrams Grace **Admission ID:** CIT-2
DOB: 09/22/1940 **Primary Alt. Patient ID:**
Coordinators: Boris G **Office:** CIT

Other Placements

There are no other Pa

General

Nurse: Select

Caregivers with Access to Patient Info via Mobile App: 2 of 8 selected

EVV Required:

Disable Automatic Visit Creation Based on EVV Confirmation: [Select all]

Enable FOB Confirmation: Brodsky, Susan (CIT-1047)

Enable Beacon Confirmation: Perez, Gloria (CIT-1048)

Service Type:

Gelb, Blake (CIT-1059)

Smith, Jack (CIT-1061)

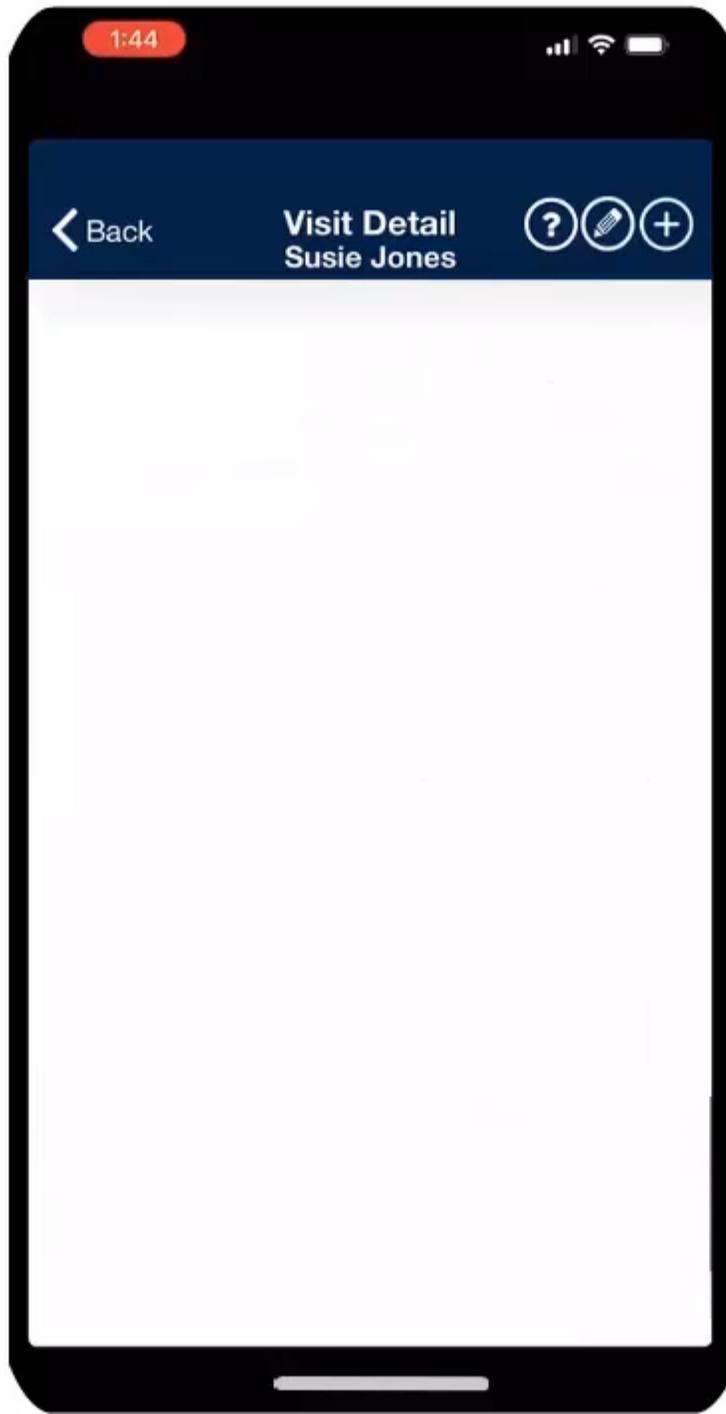
Franqui, Jonathan (CIT-1066)

Ricardo, Lucy (CIT-1125)

Patient Profile Header Alert:

Search

First Name:
Last Name:
Admission ID:



Visit Confirmation



- Visits will be confirmed using the Free HHAX EVV tools or a 3rd-party EVV system
 - Member/Representative **signature required** via mobile app or timesheet to substantiate each visit
 - Clocking In/Out with Patient Signature
 - At least one duty must be documented to complete visit
- 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
 - MS DOM requires paper timesheets with signature to substantiate each visit
 - At least one duty must be documented to complete visit

Communications



- The HHAeXchange Communication Module will be used at go-live for this implementation.
 - Allows providers and payer to communicate with one another.
 - [Communications Process Guide](#)
- For all HHAX-related communications (system questions/troubleshooting, training requests etc.), providers should use the [Client Support Portal](#).
 - [How to submit a request](#)
 - [How to manage existing requests](#)



FAQs

Training & Support for Agencies



- Mississippi State Info Hub | Provider Information Center
 - <https://www.hhaexchange.com/info-hub/mississippi>
 - Primary source of all information related to the MS DOM EVV Implementation with HHAX.
 - Contains all documents, training links, important dates, communications sent.

- 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
 - After changing your password, you will see a Learning Plan on your dashboard: Mississippi DOM - 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

Home

Enterprise 23.06.01 AWSWEB04 chrome 114 (Doc C 01 EST

Link Communication Notifications (33)

Search

Office(s): All Coordinator All Search (This filter is applicable only for Events and Notes section.)

Pending Placements

No Pending Patient Found.

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.
- EWV 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>

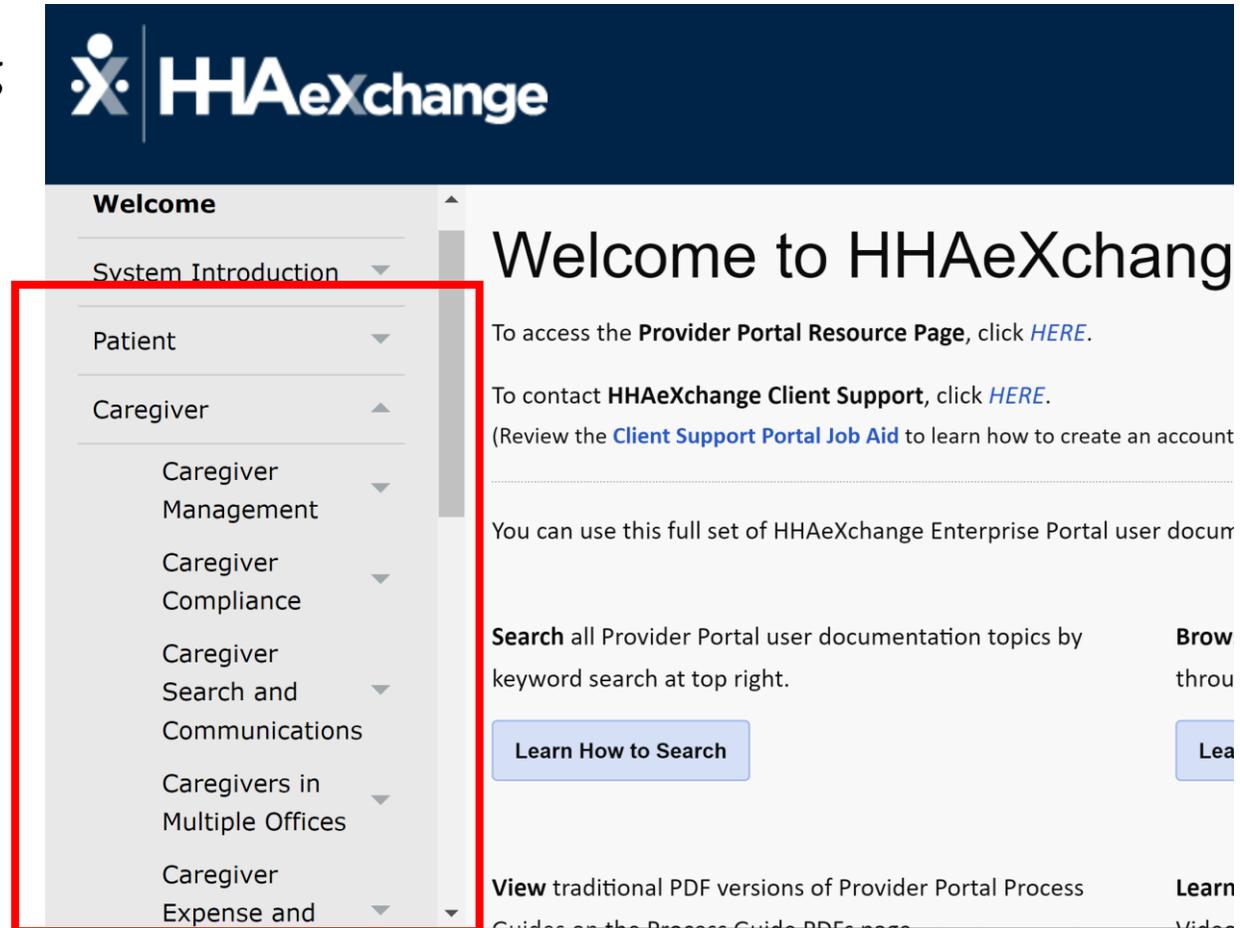
Training & Support for Caregivers



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)



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](#).

Telephony (IVR) Lines & FOB Devices



Question: Are Telephony (IVR) available for providers? What about FOB Devices?

Answer:

We are currently working on providing IVR lines to providers as we complete the Portal Creation Process. Please review the [EVV Management Process Guide](#) for more information.

For FOB Devices, The caregiver will request the FOB from the Case Management/Support Coordination Agency. The agency can order the FOBs from DOM directly. You can review our FOB Guide for more information.

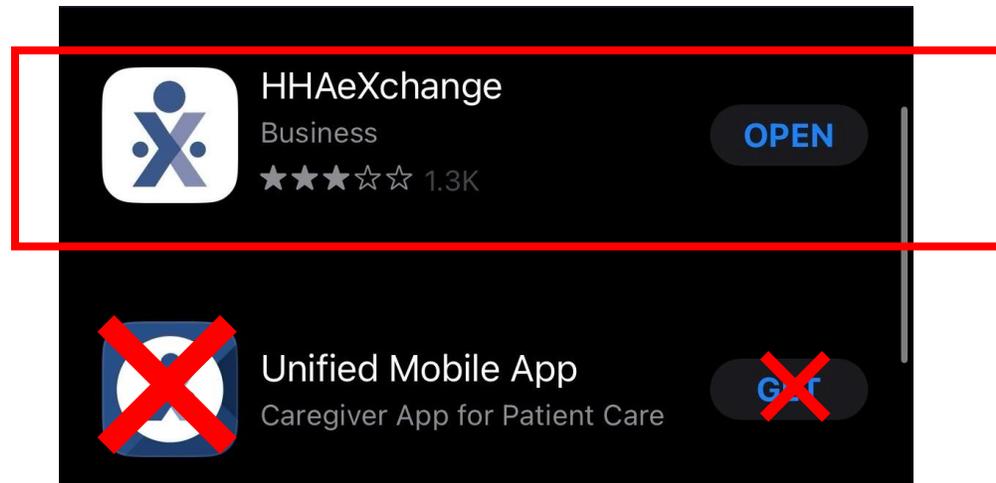
> Caregiver Mobile App



Question: Which app am I downloading as a Caregiver/Agency?

Answer: The HHAeXchange Mobile App is available on the Apple Store and Google Store for download. It is a free application for agencies and caregivers to use as a preferred EVV Method for this implementation.

Please note to download the HHAeXchange App Result on your search Labeled “HHAeXchange”



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.

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. Review this process with the [Caregiver Mobile App Process Guide](#). (Offline Mode p. 62). Additional information can be found on the Support Center by entering “Offline Mode” on the Search Bar icon.

Question: Is Billing in scope for Mississippi DOM Providers?

Answer:

Billing is currently not in scope for Phase I of the implementation with MS DOM. Providers will continue to bill through MESA. More information on Phase II will be provided at a later time.

Missing Member & Placement Information



Question: What do I do if I am missing a member and/or placement?

Answer:

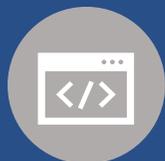
- If there is a missing member or authorization, please use the Note Reason “Missing Member/Auth in HHAX – Needs Upload” to communicate directly with MS DOM. Review the Communications Process Guide for more information.

- [Communications Process Guide](#)



Provider Resources

HHaEXchange Support



State Info Hub

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



Client Support Portal

<https://hhaexchange.com/supportrequest>



Phone

1-855-400-4429

Mississippi Payer Support



Email

EVV@medicaid.ms.gov



Phone

1-601-359-6141