

Mississippi Agency Model – Provider Information Session

June 2023



HHAeXchange Presenters



Ramo Haji
Manager, Provider Experience



Allen Updyke
Implementation Project Manager

HH AeXchange System Nomenclature

- **Member** = Patient = Recipient = Consumer = Participant = Client
- **Caregiver** = Service Provider = Attendant = Aide = Direct Care Worker
- **Provider** = Program Provider = Vendor = Agency
- **MCO** = Payer = DOM = “Plan”

Agenda



Payer Overview



HHAeXchange Mission and Purpose



EVV Process & Benefits of HHAeXchange



Approved Services



HHAeXchange System Functions



Next Steps & SUT Registration



Support Resources



Q/A

Mississippi DOM Presenters

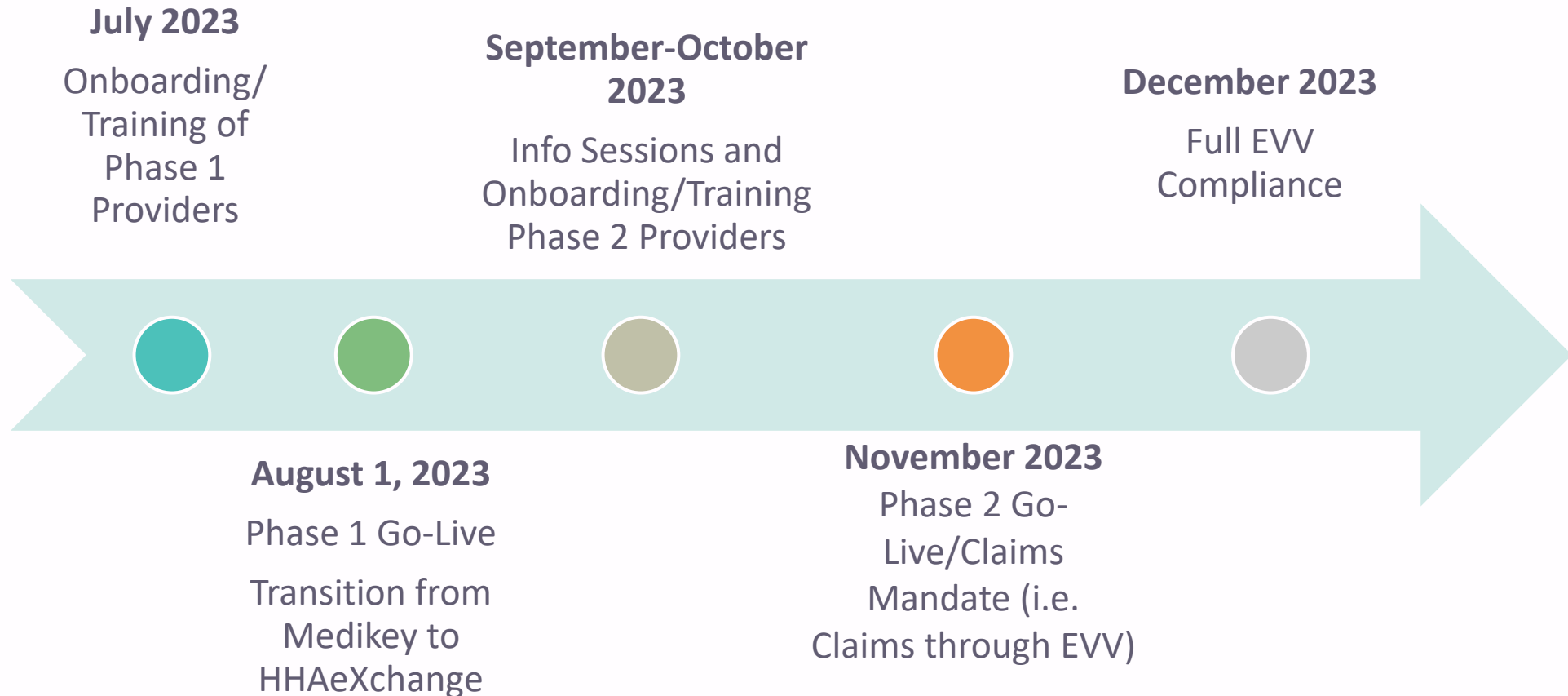


Misty Jenkins
LTSS Solutions Manager
MS Division of Medicaid

DOM's Goals for the EVV Implementation

- Achieve full compliance with the 21st Century Cures Act requirements for EVV of all personal care and home health care services.
- Enhance monitoring for fraud, waste, and abuse through the use of a GPS enabled mobile application and increased analytics.
- Improve provider experience and minimize unnecessary burden by moving to a more flexible hybrid model.
- Coordinate an efficient onboarding and training experience for providers and their staff.
- Use a phased approach to prevent any negative impacts on timely claims payment to providers.

High Level Timeline for Implementation



What Do We Need from You?

In order to ensure a successful implementation, we will need providers to:

- Prepare their staff for upcoming changes and manage their expectations.
- Participate actively in onboarding and training.
- Let us know if there is something different, we could be doing to support you in this transition.
- Be patient and understanding as the team works toward full implementation.

Info Session Takeaways

Preview

Top 6 Takeaways from Today

1. Member & Authorization
2. Communications
3. EVV Tools
4. Visit Confirmation
5. System User Training
6. Learning Management System
7. 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**

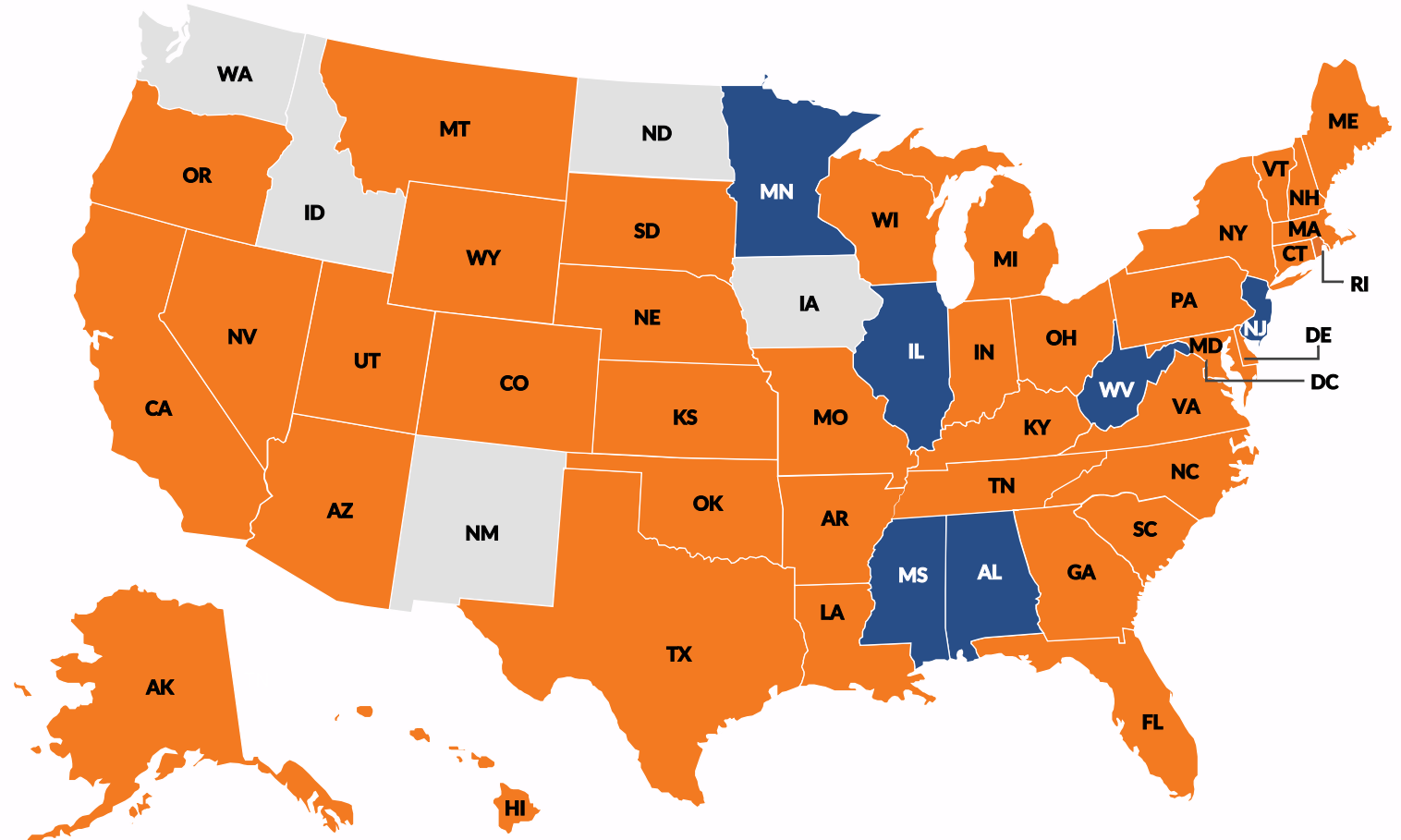
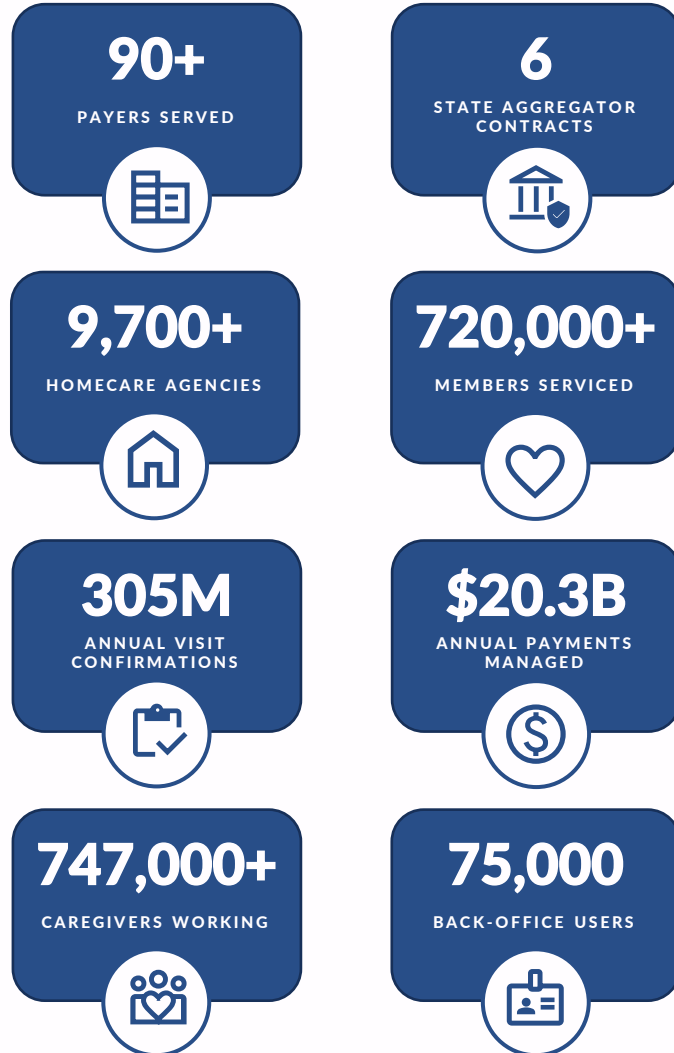
Enable the most effective homecare ecosystem every day.

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.

HH AeXchange's National Footprint

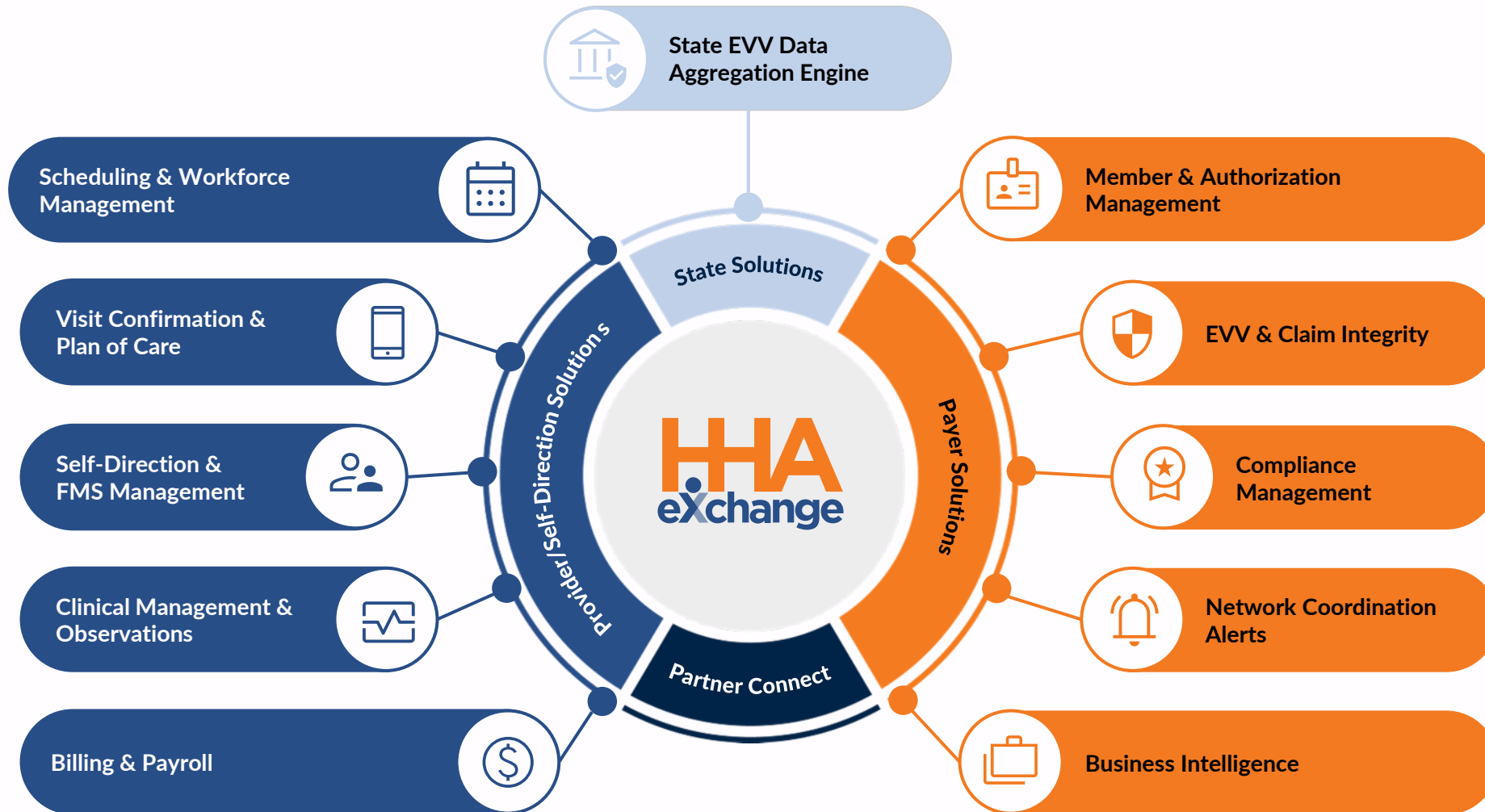


HH AeXchange Footprint

HH AeXchange 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 Mississippi on 8/1/2023, 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 to ensure compliance with linked payers

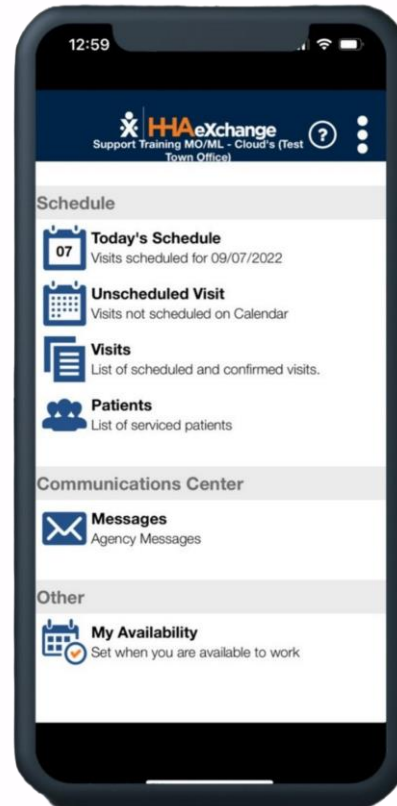
New Providers:

- 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
 - **Free EVV:** Use a Free EVV HHAX portal to confirm visits

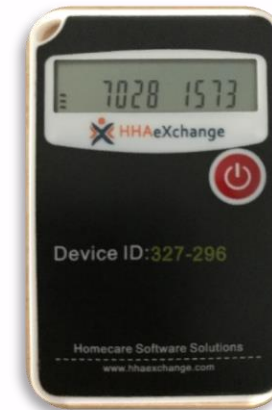
> HHAeXchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device

Approved Services

8/1/2023 Implementation Scope

Approved Services

Effective 8/1/23

Personal Care Services

In Home - Respite

Respite - Companion

Respite - Nursing

Home and Community Supports

Supported Living - Intermittent

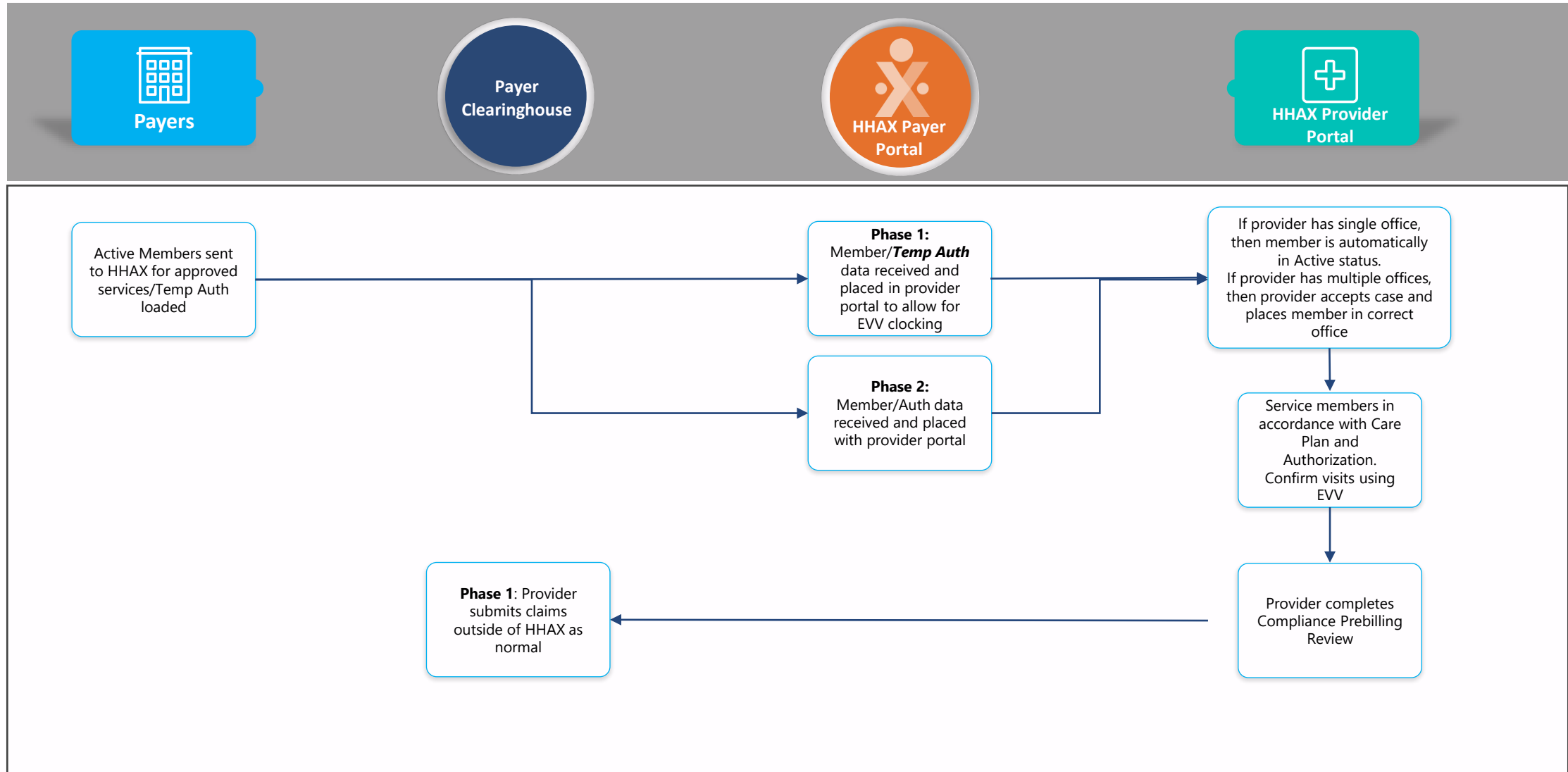
Services Under Waiver(s):

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



End to End Process

Initial Phase



HHAeXchange System Functions

Member & Authorization Management

- Members will be sent to your provider portal prior to the go-live date
- Placement Acceptance will be based on your HHAX office configuration
 - Multiple HHAX offices (locations) – Providers must accept and assign placement to the desired office
 - Single HHAX office – Cases will be placed with no additional action required

Phase 1

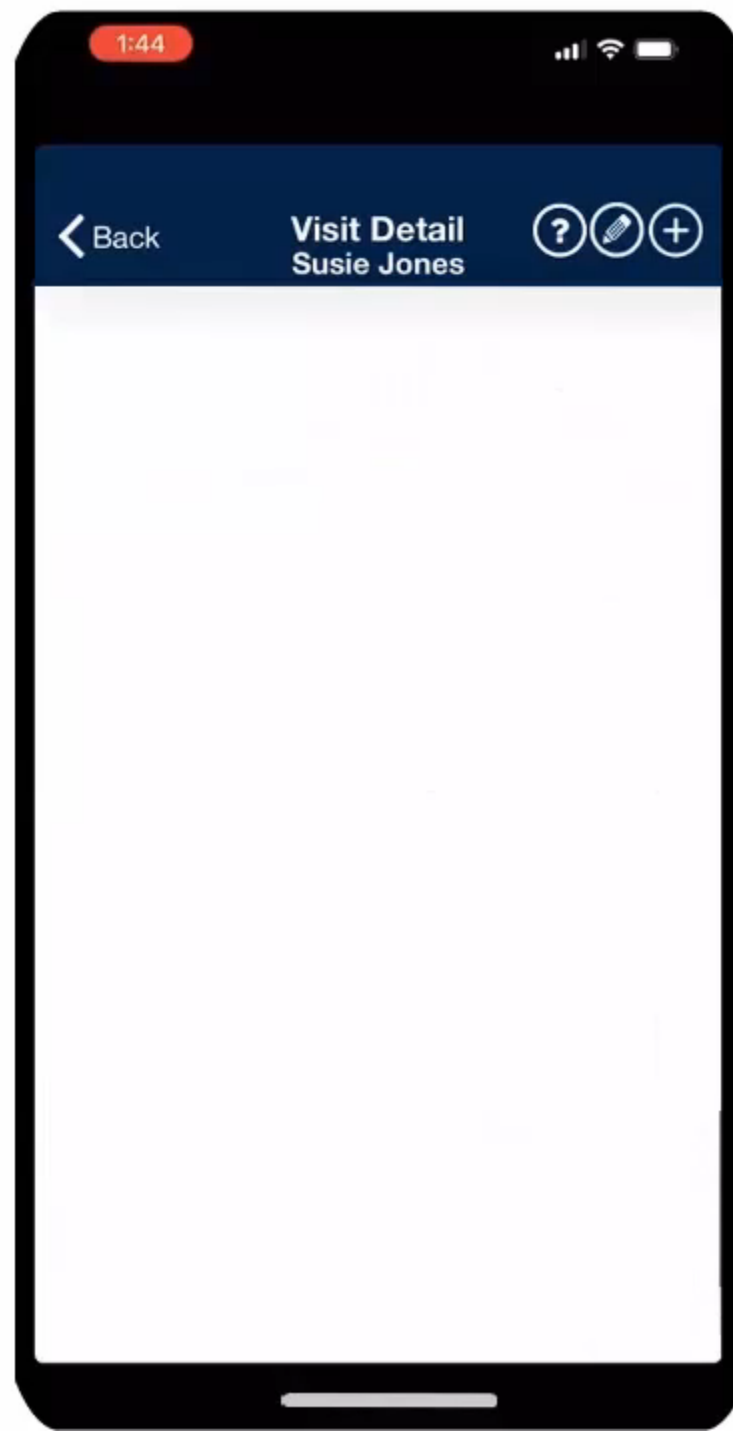
- Temp Authorizations will be provided for to allow scheduling, and unscheduled/scheduled visits confirmation
 - It will be the provider administrator's responsibility to ensure the Plan of Services and Supports guidelines are followed

Phase 2

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

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.



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
 - 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
 - DOM requires paper timesheets with signature to substantiate each visit
 - At least one duty must be documented to complete visit

Mobile User Management

HHAX

- Mobile User Management allows you to manage your caregivers mobile access for EVV clocking

Enterprise 22.09.01 AWSPRODWEB03 : 443 10/20 13:29 ES

Mobile User Management

Caregiver Mobile ID: Office Name: Last 4 SSN:
Caregiver Email ID: First Name: Last Name:

[Search](#) [Find Unlinked Mobile User](#)

Search Results (1)

Office Name	Caregiver Name	Sex	DOB	Phone Number	Last 4 SSN	Email Address	Mobile ID	Status	Last Sign In Date	Edit	Password
PE Home and Healthcare Demo	Bond, James	M	03/23/2000	786-229-0061	0124	Providerexperience@hhaexchange.com	4411348	Active	10/17/2022 13:13 PM	Edit	Reset

Communications

Member & Payer Communications

DOM will utilize the HHAeXchange Communication Module for assistance related to authorizations, payment and member eligibility.

Next Steps for Providers



Provider Onboarding Milestones

HHAX
EDI

Enterprise Providers

Fee EVV & New Providers

EDI Providers

All Providers

Jun 5 – Jun 30



Jun 30 – Jul 21



Jul 10 – Jul 28



Aug 1



- Provider Administrative Team
 - Receive access to LMS
 - Attend the system user training webinars
 - Log into HHAX portal
 - Attend EDI provider onboarding webinar and user training

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

- Complete Agency Contact Form
- Providers receive *Welcome Letter*
- New Providers complete the *Provider Portal Questionnaire*
- Providers attend Information Session
- Providers receive *Welcome Packets*
- Providers initiate contact with HHAX to begin the integration process
 - Download EDI onboarding guides via MS State Info Hub
 - Work with the HHAX EDI team to setup and test the integration before go-live

- MS DOM contract is linked starting July 24, 2023.
- Review and Update rates to contract, as needed
- Starting Jul 24 placements are sent to provider portal to validate accuracy
- Pre-Go Live Support Webinar Available

- Please be advised, we will host additional information sessions in the fall of 2023.
- Please monitor for additional communication from D.O.M and HHAeXchange



State Plan Personal Care & State Plan Home Health Providers

Upcoming Info Session

Register Team Members for Training

System User Training

Signup to Receive Invite

- Open your browser and go to: hhaexchange.com/train-reg
- Select MS as your market and All Payers as your payer
- Register each of your administrative 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



HHAX
EDI

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

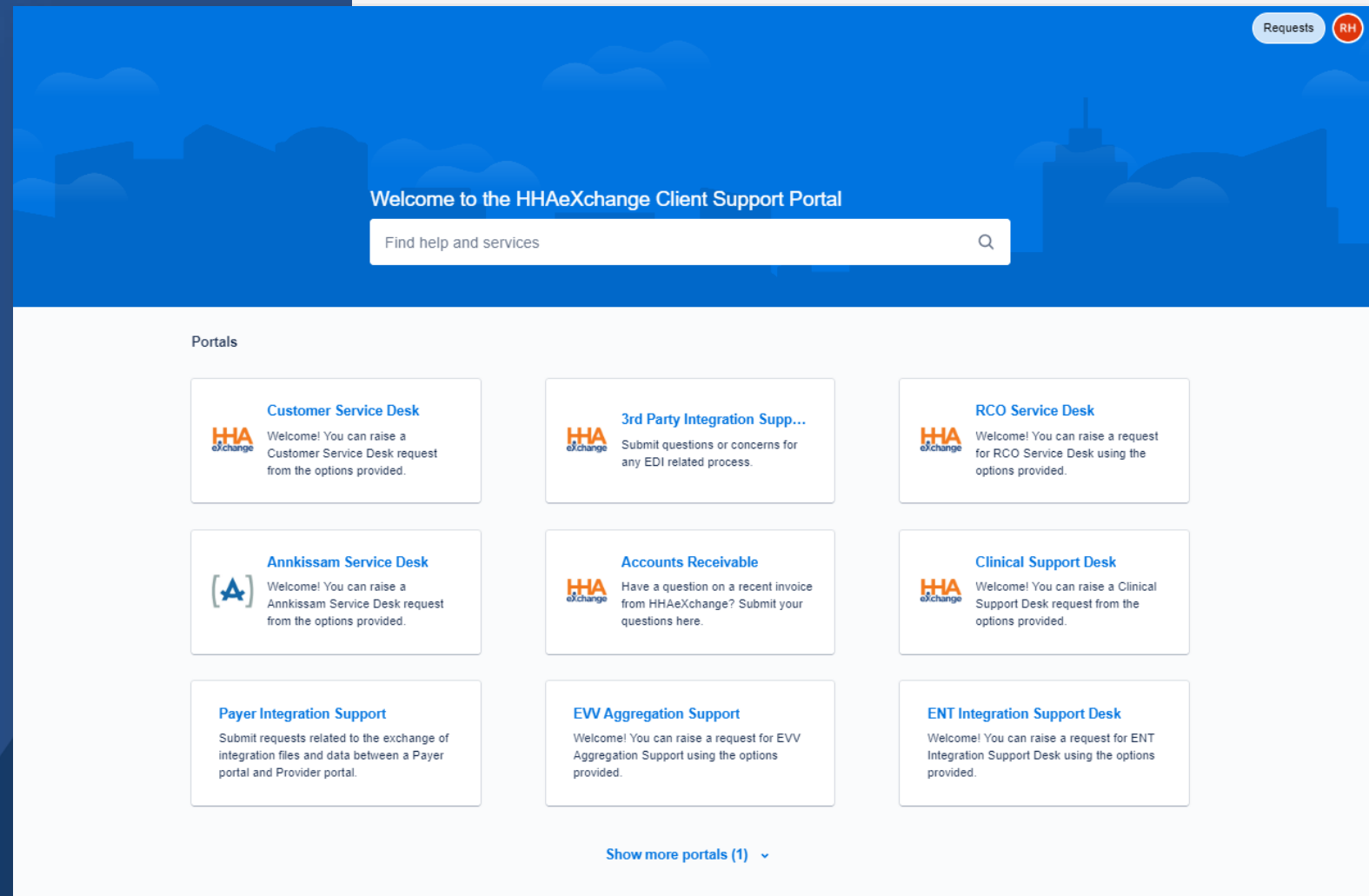
○The State Info Hub will be your primary source of information throughout this implementation

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







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

The screenshot displays the 'Mississippi Information Center' page on the HHAX EDI website. The header includes the HHAX EDI logo and navigation links: Solutions, Partner Connect, Resources, State Info Hub, and Company. A 'Login' button and a 'Request Your Demo' button are also present. The main content area features a blue header with the 'Mississippi Information Center' title and a map of Mississippi icon. Below this is a prominent orange button labeled 'EVV Provider Portal Set Up Form'. A sidebar on the left contains a 'TABLE OF CONTENTS' with links to Overview, Information Sessions, Frequently Asked Questions, Services, EDI Process, and Contact. The main text area provides information about the 'Electronic Visit Verification Solution for the Mississippi Division of Medicaid (MS DOM)', stating that the complimentary HHAX EDI Portal will go live on August 1, 2023. It also includes a link to the 'Mississippi's Division of Medicaid EVV Kickoff letter' and another orange button for the 'EVV Provider Portal Set Up Form'.

Client Support Portal



The screenshot displays the HHAeXchange Client Support Portal. At the top, a blue header features the text "Welcome to the HHAeXchange Client Support Portal" and a search bar with the placeholder "Find help and services". In the top right corner, there are links for "Requests" and "RH". Below the header, a section titled "Portals" lists nine support options in a 3x3 grid. Each option includes an icon, a title, and a brief description. At the bottom of the grid, a link "Show more portals (1)" with a dropdown arrow is visible.

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



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

Provider Resources

Q&A



State Info Hub



Register for Training



Client Support Portal

Thank you!