

# Our Webinar Will Begin Shortly

# Welcome!

HHAExchange Webinar Countdown

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# Mississippi Phase II – Provider Information Session

October 2023



# HHAeXchange Presenters



**Ryan Nivens**  
Project Manager

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**Ramo Haji**  
Manager, Provider Experience

# HHAeXchange System Nomenclature

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

# 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

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# Info Session Takeaways

*Preview*



# Top 6 Takeaways from Today

1. Member & Authorization
2. EVV Tools
3. Visit Confirmation
4. Billing Process
5. System User Training Registration
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.

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*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

**90+**  
PAYERS SERVED



**6**  
STATE AGGREGATOR  
CONTRACTS



**9,700+**  
HOMECARE AGENCIES



**720,000+**  
MEMBERS SERVICED



**305M**  
ANNUAL VISIT  
CONFIRMATIONS



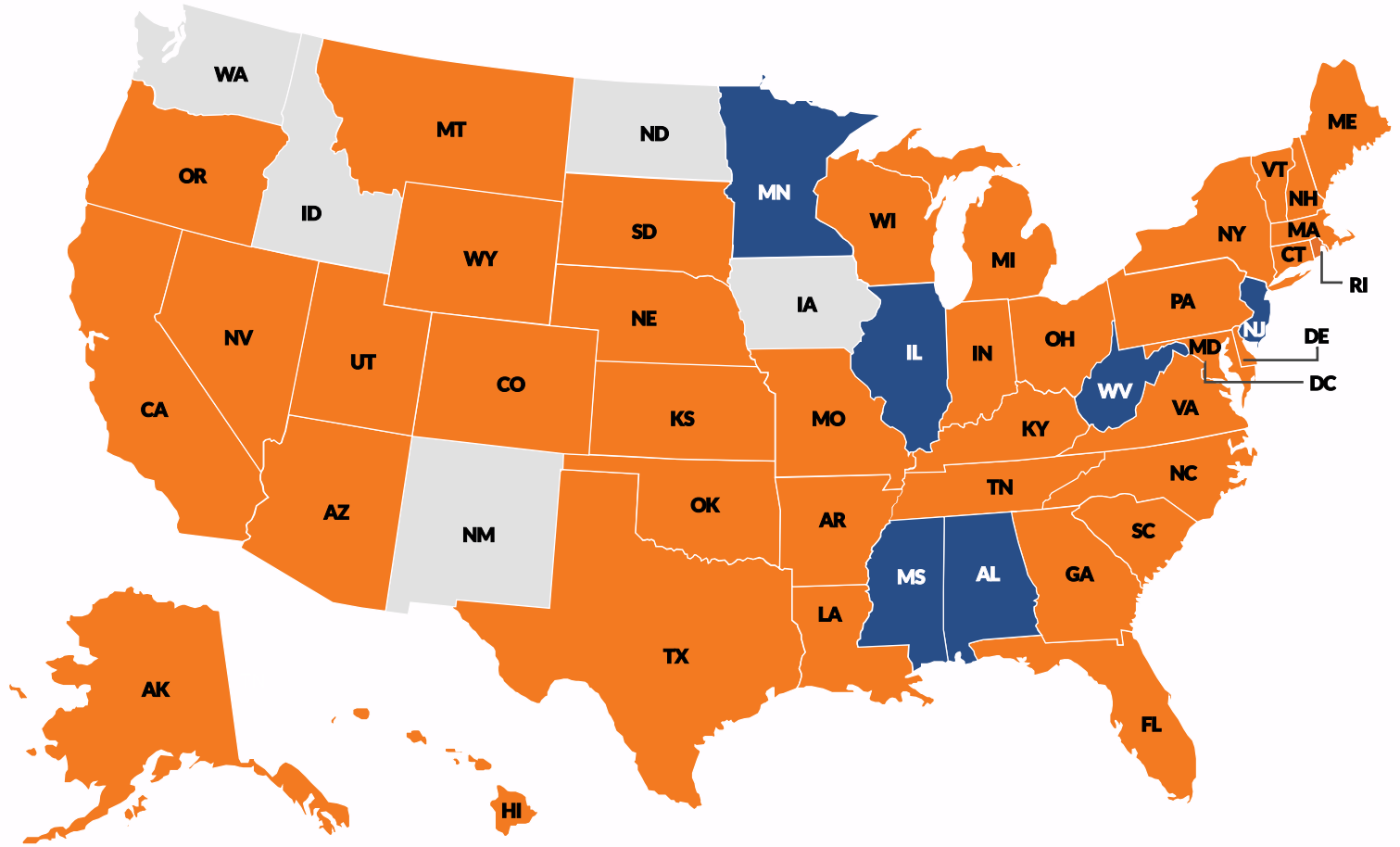
**\$20.3B**  
ANNUAL PAYMENTS  
MANAGED



**747,000+**  
CAREGIVERS WORKING

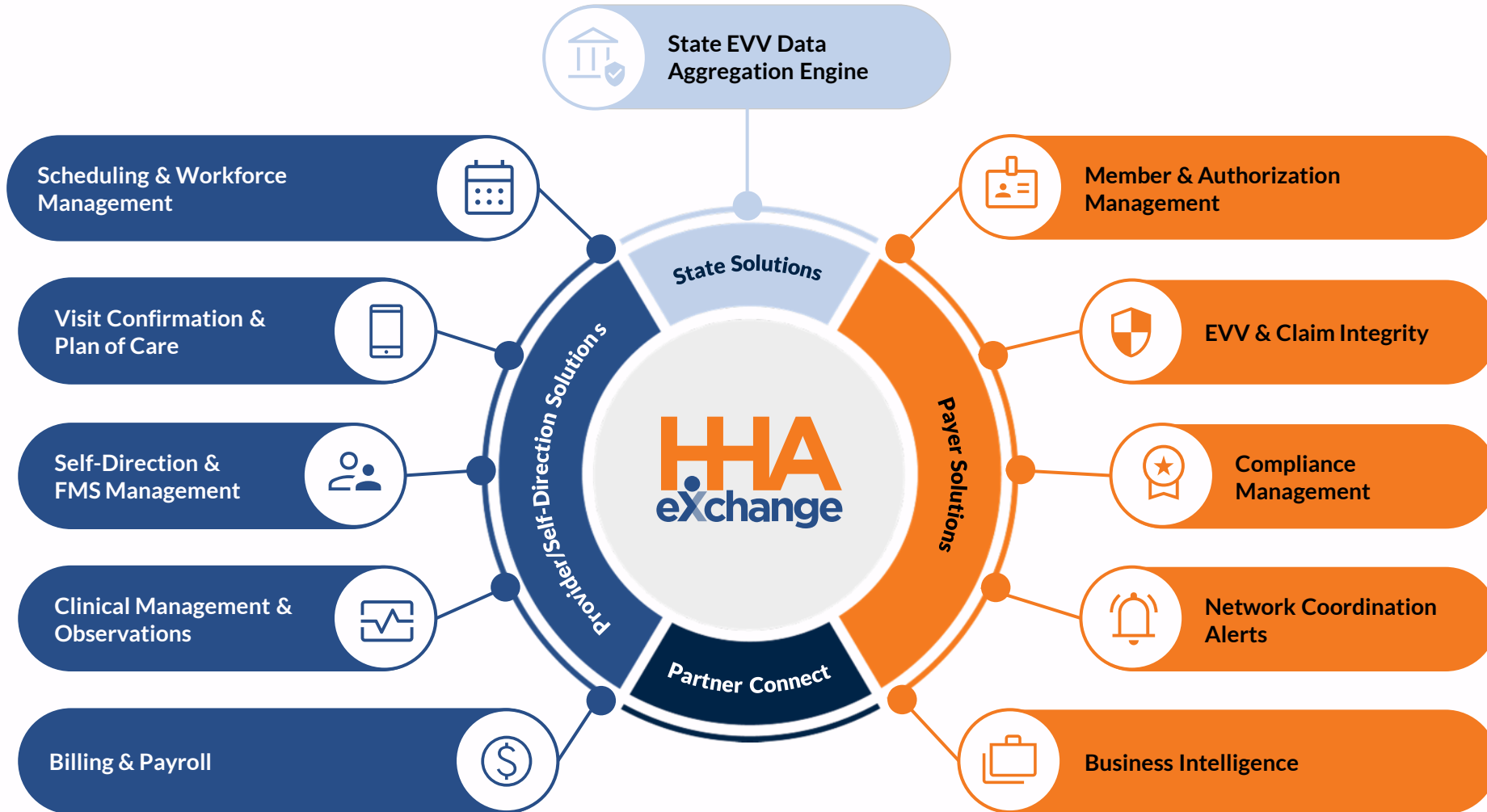


**75,000**  
BACK-OFFICE USERS



■ 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 12/11/2023, 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

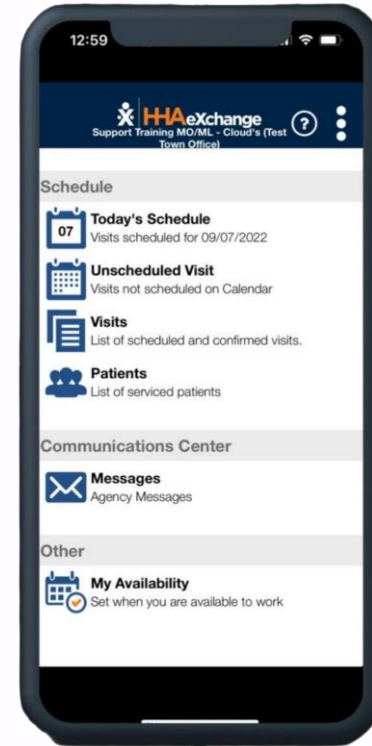
## New Providers:

- 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



# EVV Methods

*HHAexchange*



Caregiver Mobile App



Telephony

# Approved Services

*12/11/2023 Implementation Scope*

# Approved Services

**Effective 12/11/23**

Physical Therapy

Speech Language

Skilled Nursing

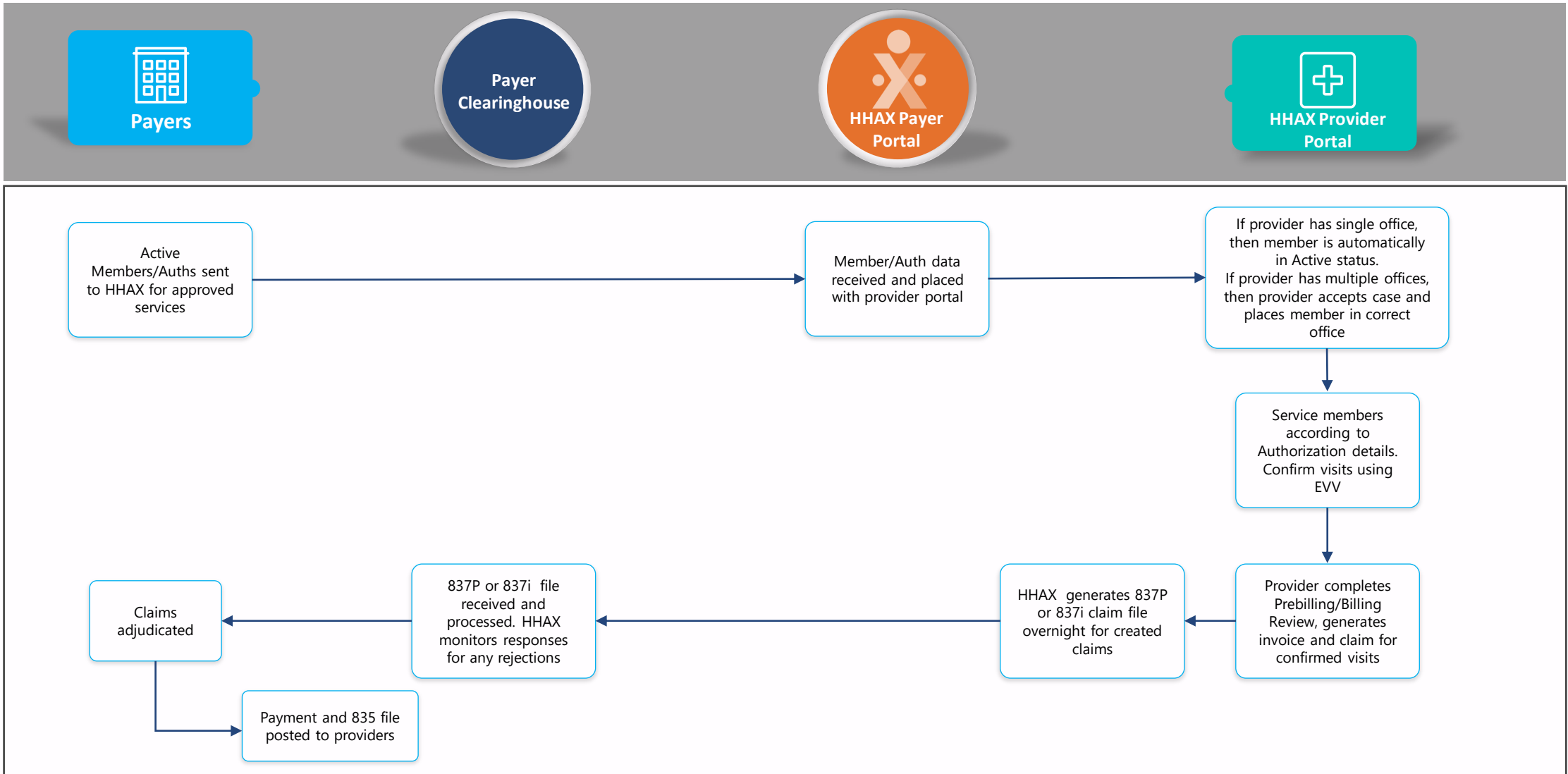
Home Health Aid

Private Duty Nursing/Personal Care



# End to End Process

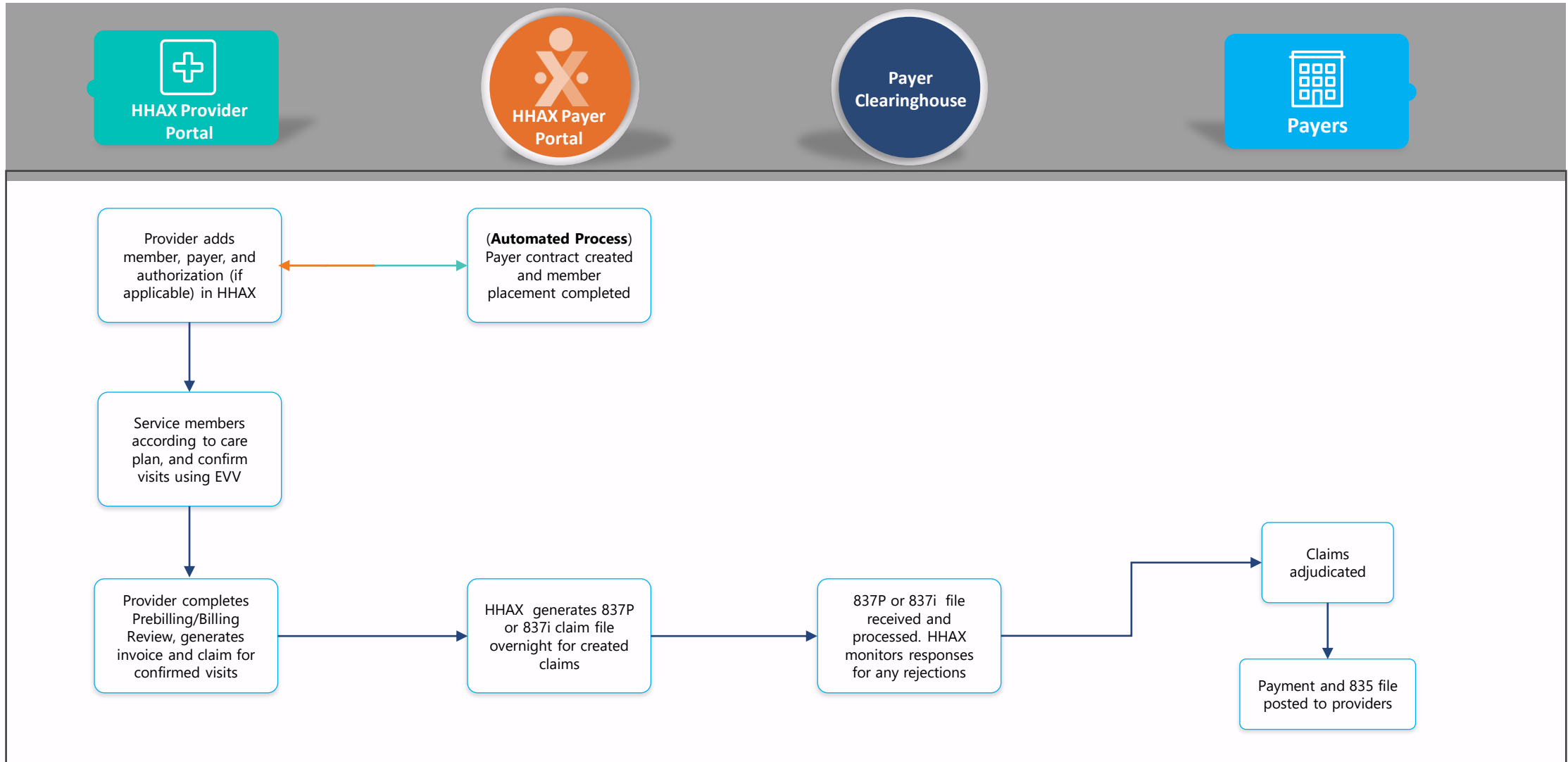
State Plan PDN/PCS Workflow





# End to End Process

Home Health Workflow





# Next Steps for Providers

# Provider Onboarding Milestones

Enterprise Providers

Fee EVV & New Providers

EDI Providers

All Providers

Sept 20 – Oct 20



- 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

Nov 1 – Nov 10



- **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**

Nov 6 – Dec 4



- MS DOM contract is linked starting November 6, 2023.
- Review and Update rates to contract, as needed
- Starting November 10 placements are sent to provider portal to validate accuracy
- Pre-Go Live Support Webinar Available

Dec 11



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



# Register Team Members for Training

# System User Training

Signup to Receive Invite

- Open your browser and go to: [hhaexchange.com/train-reg](https://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 \*

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

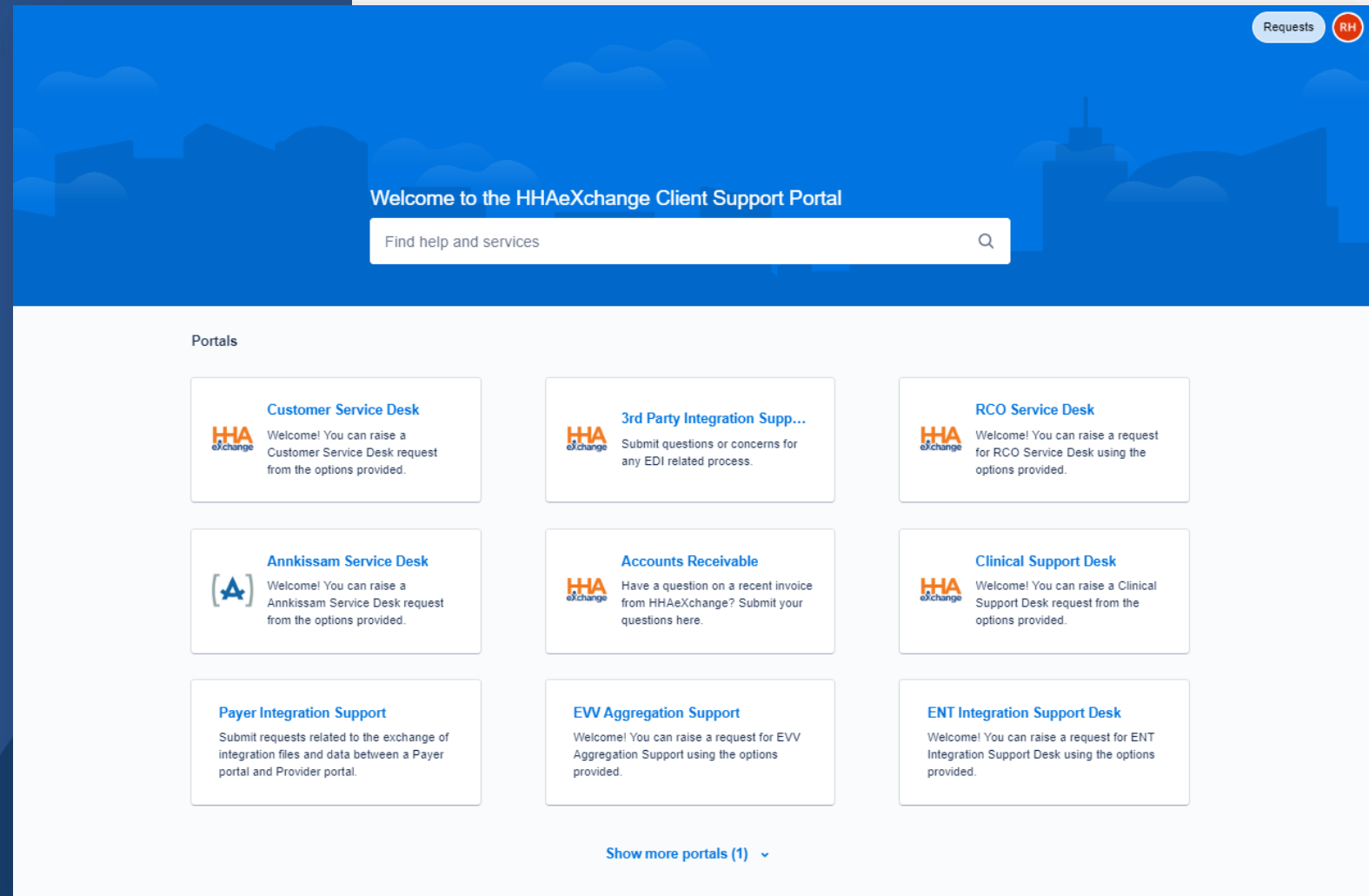
○ The State Info Hub will be your primary source of information throughout this implementation

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

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

The screenshot shows the HHAExchange website's "Mississippi Information Center" page. The header includes the HHAExchange logo and navigation links for Solutions, Partner Connect, Resources, State Info Hub, and Company, along with Login and Request Your Demo buttons. The main content area features a "Mississippi Information Center" title with a state outline icon and a prominent "EVV Provider Portal Set Up Form" button. A table of contents on the left lists sections: Overview, Information Sessions, Frequently Asked Questions, Services, EDI Process, and Contact. The main text describes the "Electronic Visit Verification Solution for the Mississippi Division of Medicaid (MS DOM)", mentioning a partnership with FEI systems and HHAExchange to help MS DOM homecare providers remain compliant with state and federal EVV laws. It includes a link to a "Mississippi's Division of Medicaid EVV Kickoff letter" and states that the complimentary HHAExchange Portal will go live in August 1, 2023. A second "EVV Provider Portal Set Up Form" button is located at the bottom of the main content area.

# Client Support Portal



The screenshot shows the HHAeXchange Client Support Portal interface. At the top right, there is a 'Requests' button with a red 'RH' indicator. The main header area is blue with a cityscape background and contains the text 'Welcome to the HHAeXchange Client Support Portal' and a search bar with the placeholder text 'Find help and services'. Below the header, there is a 'Portals' section with a grid of nine service desk cards. Each card features the HHAeXchange logo, a title, and a brief description of the service. At the bottom of the grid, there is a 'Show more portals (1)' link 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



### 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](mailto:EVV@medicaid.ms.gov)



### Phone

1-601-359-6141

# Provider Resources

# Q&A



**State Info Hub**



**Register for Training**



**Client Support Portal**

# Thank you!