

# Welcome to Enterprise Electronic Visit Verification

## Overview

Welcome to HHAExchange! We are delighted to have the opportunity to serve your provider agency! We value all your efforts in delivering quality care to your members and have recognized all the positive experience you provide. At HHAExchange we want to help drive your provider agency's legacy as we continue down the path to Electronic Visit Verification (EVV) compliance. Your participation plays a vital role in the success of the Aetna Better Health of NY partnership with HHAExchange, and we can assure you that HHAExchange is here to guide you through the process.

This document provides implementation details and expected timelines for your Provider Agency. These steps are the key guidance on all the different required parts that ensure a successful path with the integration of HHAExchange and Aetna Better Health of NY.

## Current Providers working with HHAExchange

### Using the Enterprise HHAExchange Provider Portal

For Providers who currently use the HHAExchange EVV solution in coordination with the Aetna Better Health of NY EVV program, HHAExchange works with your Provider Agency through a series of information sessions and trainings. This series of sessions and trainings are necessary for your Provider Agency to get acclimated with the HHAExchange platform, in effort to meet the EVV mandate requirements.

The information session provides the background and major milestones required while the training assists in understanding the different functionalities available via the HHAExchange Provider Portal. As we move along these steps, communications are sent to the Admin User of your agency.

Aetna Better Health of NY has partnered with HHAExchange to provide a new linked contract to be used moving forward after the go-live date. Providers are expected to start servicing members for Aetna Better Health of NY under the new linked contract. The below-listed steps offer further guidance on how a Provider Agency is required to make the switch.

## Timeline and Steps for Implementation Readiness

The timeline below represents how Providers can be compliant with Aetna Better Health of NY with your current existing HHAExchange Portal.

Step	Timeline Dates	Expectations
1	Monday, April 5, 2021 Thursday, April 8, 2021  <i>*Please select only <b>one</b> session to attend.</i>	<b>Attend the Provider Information Session</b> Sessions are split between morning and afternoon including a demo of the HHAExchange platform. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded webinar sessions allow for a Q/A chat option to answer all questions. <a href="#">Click here to Register</a>
2	Monday, April 19, 2021 Wednesday, April 21, 2021 Thursday, April 22, 2021  <i>*Please select only <b>one</b> session to attend</i>	<b>Attend the Enhanced Linked Training Session</b> These training sessions provide detailed information on how to use the enhanced linked functionality in the HHAExchange system. Attendance is only required for ONE (1) session as both provide the same information. The pre-recorded training sessions allow for a Q/A chat option to answer all questions. <a href="#">Registration Link</a>
3	The new linked contract will be added on your HHAExchange portal on <b>Monday, April 26, 2021</b>	<p><b>Accept Placements from the Linked Contract</b> Review the <a href="#">Universal Patient Record (UPR) Guide</a> to assess the details and steps in understanding the process and accept placements coming from the linked contract. <b>Note:</b> <i>For multiple offices, accept placements into the current office servicing the member.</i></p> <p><b>Perform Patient Merge</b> Providers can begin performing Patient Merge from internal to linked with existing patient record in same office (to ensure all members for ABHNY are transferred over). <b>Note:</b> <i>Refer to the <a href="#">Universal Patient Record (UPR) Guide</a> (section: Merging Patient Profiles) for instructions.</i></p> <p><b>Update Master Week</b> After merging, Providers can update the <b>Bill To</b> field on Master Weeks and Calendar for dates of service (go-live date) and forward on the linked contract. <b>Note:</b> <i>Refer to the <a href="#">Universal Patient Record (UPR) Guide</a> (section: Patient Visit Tab) for instructions.</i></p> <p><b>Communication Module</b> Providers are encouraged to use the Communication module in HHAExchange Portal to make any contact with the linked Payer. This communication method is specifically used when the Provider notices any Auth or Placement discrepancies. There are several “Note Reasons” available for the Provider to use based on the communication sent to Aetna NY.</p>
4	Monday May 10, 2021	<b>Rate Management</b> Providers review the contracted service codes added on their HHAExchange Portal ( <b>Admin &gt; Contract Setup &gt; Search Contract (Contract Name: Aetna Better Health of NY) &gt; Billing Rates Tab</b> ). Providers have the opportunity to add rates to the new

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		contract based on their current contract amount. Providers are given the flexibility of managing and editing their rates as needed.
5	Monday May 17, 2021	<p><b>Go-Live Date</b></p> <p>Providers are expected to start using the new linked contract in the HHAExchange Provider Portal to schedule, confirm and bill EVV compliant visits by using the optional billing functionality. All paid claims under the EVV mandate (PCS services) must be supported by the visit data to be compliant with the CURES ACT mandate.</p>

## Provider Information Center

Visit the [Aetna Better Health of NY Provider Information Center Page](#) which shares an overview behind the Aetna Better Health of NY EVV program partnership with HHAExchange, as well as information on training, integration, and service codes.

## Support

For questions or help with HHAX, please email HHAExchange at [Support@HHAExchange.com](mailto:Support@HHAExchange.com).