



# Aetna Better Health of New York Information Session

## March 15<sup>th</sup> and 18<sup>th</sup>, 2021

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# Agenda

- Team Introductions
- Information Session Goals and Overview
- Provider Landscape & Key Implementation Dates
- Services in Scope
- Provider Workflow in HHAeXchange
- Questions?
- Contact Information

# Team Introductions: HHAeXchange



**DANIEL JAKUBOVITZ**

**Project Manager, Implementation**

- 6+ years of healthcare IT and consulting experience
- Prior experience at Acuity focused on operations improvement and systems implementation



**FATIMA SHEIKH**

**Sr. Implementation Specialist, Implementation Services**

- 6+ years of healthcare IT, Analytics, and healthcare training
- Prior experience at CVS Pharmacy (Corporate), Agadia, & Asembia
- Worked previously as a Regional Trainer, Data Analyst & Business Analyst



# Team Introductions: ABHNY

- Welcome from Network and Provider Relations







# HH AeXchange Implementation Overview



# Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation and understand the providers in scope for Phase 1
- Understand the key next steps for providers to be ready for the 4/26/21 go-live
- Review the provider workflow in HHAeXchange
- Provide contact information and where to find additional resources

# What is HHAeXchange?

HHAeXchange is the premiere Homecare Management Software company for the Medicaid LTSS population. We are the leaders in connecting payers and homecare agencies to enable more collaboration, communication, and workflow efficiencies. Through the use of the HHAeXchange portal, our goal is to make working with ABHNY easy and efficient.

## How we're helping ABHNY meet the Cures Act Mandate

- Industry-leading platform to capture and report on EVV confirmation data
- Easy-to-use point-of-care visit confirmation tools for caregivers

## What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Real-time messaging with ABHNY
- Free EVV solution for time & attendance and duty tracking
- Electronic billing option

# Cures Act Mandated EVV

Section 12006 of the 21st Century Cures Act requires states to implement an 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.

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



GFE extended deadline to 1/1/2021 for PCS. Providers are able to use the system for scheduling, confirming visits, and billing starting 04/26/2021 to ensure compliance with the mandate.





# Provider Groups



# Provider Landscape

- Provider Types:
  - **Non-Portal:** Provider does not use HHAeXchange and does not already have their own EVV system. Non-Portal providers are able to use HHAeXchange free of charge to capture EVV for ABHNY members.
  - **EDI (Electronic Data Interchange):** Providers who have their own EVV system, separate from HHAeXchange.
    - EDI providers may continue to work in their own system for scheduling, recording visits, and billing, but the data will be sent to HHAeXchange via a file from the alternate EVV vendor.
    - If you have your own EVV system, you can reach out to [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com) at any time for any questions about the integration process and file specifications.
- **GO LIVE: April 26, 2021**





## Provider Onboarding Steps – New Providers

- Welcome Letter: *sent week of 2/22/2021*
- Complete Survey: *needs to be completed by 3/19/2021*
- Welcome Packet: *3/12/2021*
- Attend Information Sessions: *3/15/2021 or 3/18/2021*
- System Training Webinar: *4/5/2021 - 4/9/2021*
- Go-Live: *4/26/2021*

# Provider Onboarding Steps – EDI Providers

- Welcome Letter: *sent week of 2/22/2021*
- Welcome Packet: *3/5/2021*
- Attend Information Session: *3/15/2021 or 3/18/2021*
- Contact EDI Support to begin Integration: *As soon as possible*
  - Email [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com) with subject line: “Aetna NY Integration”
- System Training Webinar *4/5/2021 - 4/9/2021*
- Post Integration Training : *Starting 4/19/2021*
- EDI Onboarding Process: *Starting 4/22/2021*
- Go-Live: *4/26/2021*







# EDI Onboarding Integration Steps

- Provider Information Center Page (unique to your implementation)
  - Review the EDI Process tab – *review the import, export specs and code table guide*
  - *Can forward these links to their 3<sup>rd</sup> party EVV vendor*
- Validate their Import file - <https://edi.hhaexchange.com/>
- HHAeXchange Integration Team will contact them with next steps within 48 hours
  - Reach out at [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com)
- Integration team will do a personalized session to walk through your process & create sFTP
- Once integration is completed, HHAX Integration team will provide additional training

*\*\*Providers can learn more detail about these process by attending the EDI Training sessions: March 22<sup>nd</sup> and 29<sup>th</sup>*

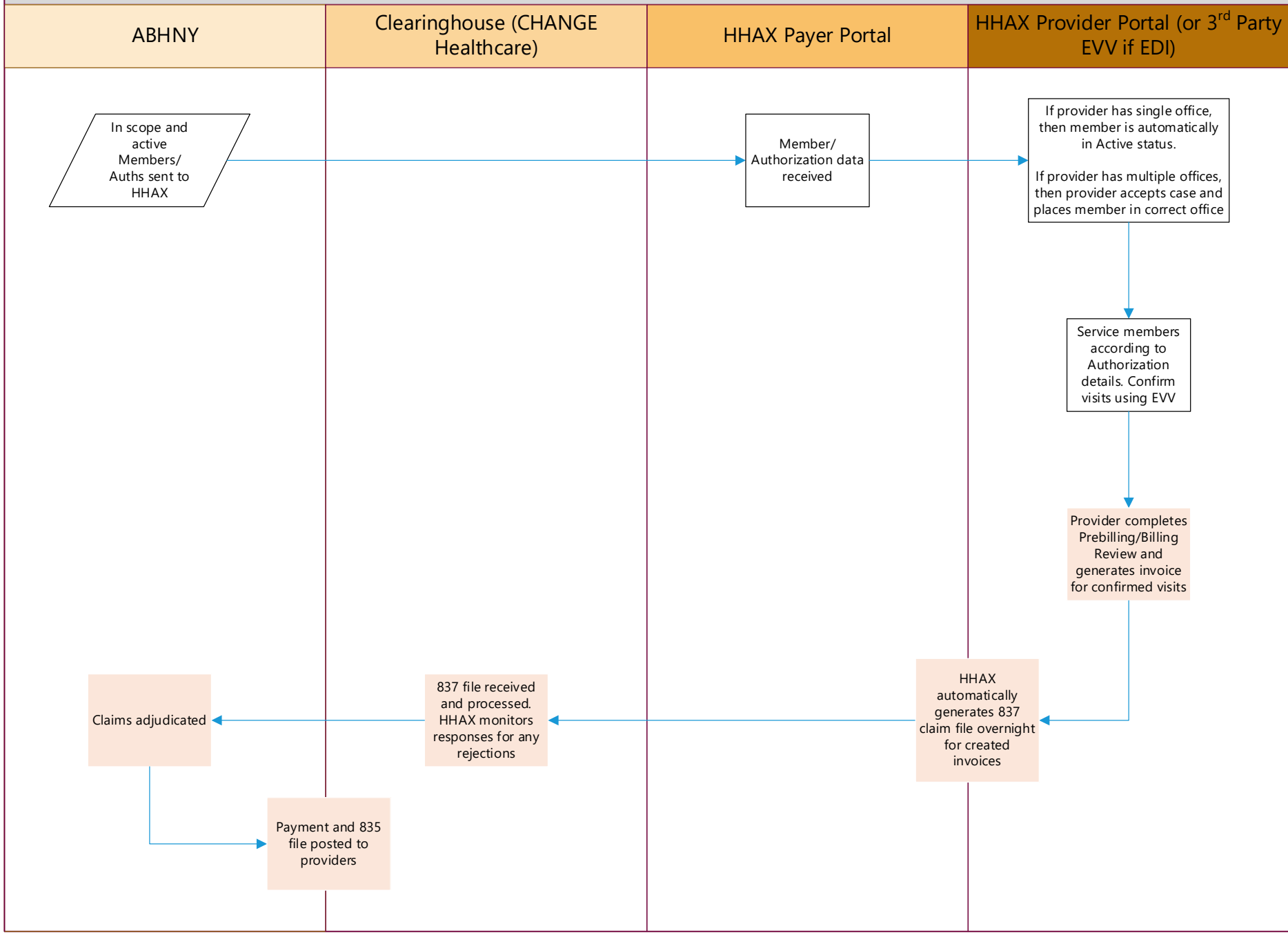
# Services in Scope

HHa - 15 MINS	HHa TWO CLIENT	HHa LIVE IN	HHa - LIVE IN TWO CLIENT	PCS LEVEL I – 15 MINUTES
PCS LEVEL I TWO CLIENT	PCS LEVEL I MULTIPLE CLIENT	HHa	ADVANCED HOME HEALTH AIDE	PCS LEVEL II BASIC – 15 MINUTES
PCS LEVEL II BASIC TWO CLIENT	PCS LEVEL II MULTIPLE CLIENT	PCS LEVEL II HARD TO SERVE	PCS LEVEL II TWO CLIENT HARD TO SERVE	CDPA BASIC – 15 MINUTES
CDPA TWO CONSUMER	CDPA ENHANCED	CDPA TWO CONSUMER ENHANCED	PCS LEVEL II LIVE-IN	PCS LEVEL II LIVE-IN TWO CLIENT
PCS LEVEL II LIVE IN TWO CLIENT HARD TO SERVE	CDPA LIVE IN	CDPA LIVE IN TWO CONSUMER	CDPA LIVE IN ENHANCED	CDPA LIVE IN TWO CONSUMER ENHANCED



# Provider Workflow in HHAeXchange

# End-to-End Process Map







# HHAX Workflow Review



## HHAX Workflow – Member Management

- Members and Authorizations will be sent to the provider portal prior to the 4/26/21 go-live
  - Providers will validate the data received to ensure accuracy
- Providers with multiple HHAX offices (locations), will need to accept the case and assign to the correct office prior to servicing member; providers with a single HHAX office will receive the placement automatically.





## HHAX Workflow – Authorization Management

- Providers will use the authorization imported to HHAX to schedule and bill visits for members
- Authorizations will match the current format (time period, unit breakdown etc...), but will be transmitted via HHAX
- The process to request authorizations will remain the same. If review is needed of the auth loaded to HHAX, providers should communicate to ABHNY for review



# HHAX Workflow - Disenrollment

- Members are disenrolled for one of the following reasons: Death Notification; 45+ Days Hospital Stay; Housekeeping Conversion; Ineligible Assisted Living; Out of Service Area 30+ Days; Service Refusal; Unable to Reach Member
- A discharge date will be loaded to the member's profile in HHAX if a member is disenrolled. An automatic discharge notification would be sent in the system and services are to be stopped on that date





# HHAX Workflow – Communications

- The HHAeXchange Communication Module can be used to communicate member specific issues for the ABHNY team to review
- Providers can use the following reasons to communicate via HHAX
  - Authorization Edit
  - Calendar Note
  - Change in Condition
  - Change in Service
  - Change of Schedule
  - Critical Adverse Incident
  - Death
  - Delete Authorization
  - Hospital and Other Admissions
  - Hospital Discharge
  - Member family caregiver change due to emergency
  - Member request for provider change
  - Missed service
  - Vacation/Out of Area
  - Other



# HHAX Workflow – Visit Confirmation

- Visits will be confirmed using EVV either via HHAX or the provider's third-party EVV system
- Manual visit confirmations may require a timesheet for auditing purposes
  - In HHAX providers will enter an edit reason and action taken for why the visit was manually edited
- For missed visits, providers are required to indicate the OMIG missed visit reason and action taken

# HHAX Workflow – Billing Option

- For dates of service 4/26/21 and forward, providers have the option to submit invoices for compliant visits via HHAX
  - HHAX will generate the 837I and send to Change Healthcare
  - Providers will be responsible for resolving all prebilling issues, to ensure invoices are compliant and to reduce denials
- Providers will manage their own rates in HHAX, and are responsible for adding rates prior to submitting first invoices





# HHAX Workflow – Billing Option

- Once the clean claim is received, expect an 30 day turnaround for adjudication and payment
- Remittance advice will continue to be available on the ABHNY Provider Portal
- Providers should contact ABHNY for questions about any denied claims
  - Any required rebilling will be completed in HHAX

Need additional help to resolve claims issues? Contact the ABHNY team at [NY\\_ProviderRelations@AETNA.com](mailto:NY_ProviderRelations@AETNA.com)

For additional system usage assistance, re-billing and correction to claims, please e-mail HHAX at [support@hhaexchange.com](mailto:support@hhaexchange.com)



An elderly couple is shown in a kitchen. The man, on the left, has white hair and wears glasses and a grey sweater. He is kissing the woman on the cheek. The woman, on the right, has short grey hair and wears glasses and a yellow top. She is smiling broadly. The background shows white kitchen cabinets and a sink area.

# Timeline & Next Steps

# Provider Onboarding Milestones: Phase 1 (Non-Portal)

## March 1<sup>st</sup> – April 1<sup>st</sup>

- All providers receive welcome letters
- Providers sign up for Information Sessions
  - *New Providers:* Complete the survey
- Providers receive their Welcome Packet
- Providers attend Information Session

## April 1<sup>st</sup> – April 15<sup>th</sup>

- Providers attend System Training Webinar
- Providers receive their portal credentials
- Providers start logging into the system and review the data
- Providers build internal workflows when utilizing the HHAeXchange Provider Portal in preparation for go-live.

## April 15<sup>th</sup> – May 1<sup>st</sup>

- Phase 1: Providers ensure EVV compliance
- **Go Live April 26<sup>th</sup>**

# Provider Onboarding Milestones: Phase 1 (EDI)

## March 1<sup>st</sup> - 22<sup>nd</sup>

- All providers receive welcome letters
- Providers sign up for Information Sessions
- Providers receive their Welcome Packet
- Providers attend Information Session

## March 22<sup>nd</sup> - April 1<sup>st</sup>

- EDI Providers attend an EDI specific onboarding webinar.
- Providers work on EDI Integration
- Provider begin signing up for System training webinars

## April 1<sup>st</sup> - April 15<sup>th</sup>

- Providers attend System Training Webinar
- EDI Providers cont. work on EDI Integration
- Providers receive their portal credentials
- Providers start logging into the system and review the data
- Providers build internal workflows when utilizing the HHAeXchange Provider Portal in preparation for go-live.

## April 15<sup>th</sup> - May 1<sup>st</sup>

- Phase 1: Providers ensure EVV compliance
- **Go Live April 26<sup>th</sup>**
- EDI Providers attend Post Go-Live EDI Training





Questions?



# Provider Resources



<https://hhaexchange.com/aetnany/>



**HHAeXchange Support**

[support@hhaexchange.com](mailto:support@hhaexchange.com)

**Aetna NY Provider Relations**

[NY\\_ProviderRelations@AETNA.com](mailto:NY_ProviderRelations@AETNA.com)



**HHAeXchange Support**

**855-400-4429**