



Aetna Better Health of New York Information Session Phase 2 & Phase 3 Providers April 5th and 8th, 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



SARAH PECHAR
Manager, Client Success

- 7+ years' experience in healthcare staffing and healthcare SaaS, with a focus on client success, implementation, training, quality assurance and business management
- Proven success in ensuring client satisfaction through project completion and beyond



DANIEL JAKUBOVITZ
Project Manager, Implementation

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



SARAH MURPHY
Implementation Specialist, Implementation Services

- 5+ years of Home Care Operations Management and Administration
- Prior experience working within and managing LHCSA's in New York City providing skilled and non-skilled care to patients.



Team Introductions: ABHNY

- Welcome from Network and Provider Relations





HHAEExchange Implementation Overview



Information Session Goals

- Distribute key information about the timeline of the HHAeXchange implementation and understand the providers in scope for Phase 2 & Phase 3
- Understand the key next steps for providers to be ready Go-Live
 - Phase 2 Providers: 05/17/2021
 - Phase 3 Providers: 06/07/2021
- 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



New York received a GFE extended the deadline to January 1, 2021 for PCS. Providers are able to use the system for scheduling, confirming visits, and billing starting on your phase's Go-Live date to ensure compliance with the mandate.



Provider Groups



Provider Landscape:

- **Existing Enterprise Providers:** Providers who have their own HHAX portal and currently use our system HHAX system. As part of this partnership, HHAeXchange will implement an enhanced linked ecosystem to improve provider communications, streamline authorization management, and increase payment integrity.
 - **Phase 2: GO LIVE: May 17, 2021**
 - **Phase 3: GO LIVE: June 7, 2021**

Your phase was indicated on your Welcome letter. If you are not sure what phase you are in, please contact us at AetnaNYIntegration@hhaexchange.com



Enterprise Onboarding Steps

The Enhanced Linked Training Session will be held as a webinar and will review how to transition from your current internal contract to the new enhanced linked contract.

1. Once data is received from linked contract then accept placement and place into correct office.
 - Validate all member and auth information is received and accurate
2. Merge new records with your existing internal record
3. Update “Bill To” on master week and calendar to reflect new contract.
4. Confirm visits using EVV on new linked contract.

Services in Scope

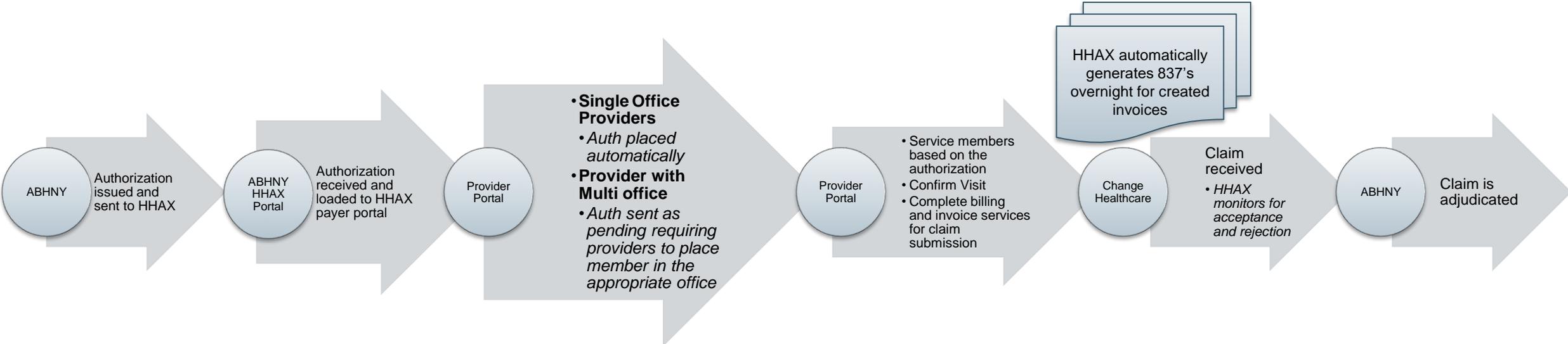


HHA - 15 MINS	HHA TWO CLIENT	HHA LIVE IN	HHA - LIVE IN TWO CLIENT	PCS LEVEL I – 15 MINUTES
PCS LEVEL I TWO CLIENT	PCS LEVEL I MULTIPLE CLIENT	HHA	ADVANCED HOME HEALTH AIDE	PCS LEVEL II BASIC – 15 MINUTES
PCS LEVEL II BASIC TWO CLIENT	PCS LEVEL II MULTIPLE CLIENT	PCS LEVEL II HARD TO SERVE	PCS LEVEL II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





HHAX Workflow Review



HHAX Workflow – Member Management

- Members and Authorizations will be sent to the provider portal prior to your phase's Go-Live date
 - 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 via the linked contract in HHAeXchange.
- 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 after your phase's Go-Live and forward, providers have the option to submit invoices via the linked contracts 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 a 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

For additional system usage assistance, re-billing and correction to claims, please e-mail HHAX at support@hhaexchange.com





Timeline & Next Steps

Provider Onboarding Milestones: Phase 2 Enterprise Providers





Provider Onboarding Steps – New Phase 2

- Welcome Letter: *sent week of 3/23/2021*
- Attend Information Sessions: *4/5/2021 or 4/8/2021*
- Welcome Packet: *4/05/2021*
- Enhanced Linked Training Webinar: *Attend one session*
 - Monday April 19th
 - Wednesday April 21st
 - Thursday April 22nd
- Contract Linking: *4/26/21*
- Member/Auth Data Load: *4/28/21*
- Go-Live: *5/17/2021*

Provider Onboarding Milestones: Phase 3 Enterprise Providers

Mar 29th – April 19th

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

May 10th – May 24th

- Providers attend 1 Training Session on Enhanced Linked Training
- Accept Placements from the Linked Contract in HHAX
- Perform Patient Merge in HHAX
- Update Master Week in HHAX
- For any auth/placement discrepancies provider will utilize the Communication module.

May 24th – June 7th

- Update Rate Management in HHAX
- **Go Live June 7th, 2021**

Provider Onboarding Steps – New Phase 3

- Welcome Letter: *sent week of 3/23/2021*
- Attend Information Sessions: *4/5/2021 or 4/8/2021*
- Welcome Packet: *4/12/2021*
- Enhanced Linked Training Webinar: *Attend one session*
 - Monday May 10th
 - Wednesday May 12th
 - Thursday May 13th
- Contract Linking: *5/17/2021*
- Member/Auth Data Load: *5/19/2021*
- Go-Live: *6/7/2021*



Provider Resources



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



HHAeXchange Support

support@hhaexchange.com

Aetna NY Provider Relations

NY_ProviderRelations@AETNA.com



HHAeXchange Support

855-400-4429