

A background image showing a smiling man in the foreground and a smiling woman behind him, both appearing to be in a healthcare or community setting. The image is overlaid with a blue-to-orange gradient.

# CenterLight Healthcare PACE Enterprise Provider Training

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- — Provider Information Overview
- — Enhanced Linked Patient Functionality + Demo
- — Go-Live Preparedness + Implementation Tasks
- — Provider Reminders
- — Timeline, Next Steps, and Resources



## Provider Overview: Enterprise Providers

- CenterLight Healthcare PACE will implement the HHAeXchange enhanced linked contract functionality on **Monday, August 29, 2022**.
- As part of this partnership, Providers within their network will be implemented on a new and improved linked ecosystem: the **Universal Patient Record**. The “UPR” experience vastly improves upon core workflows including (but not limited to) patient management, authorization management, and payment integrity.
- HHAeXchange is fully committed to your success as an agency within this ecosystem. With that in mind, we have made several enhancements that allow for more flexibility and ease of use with linked payers.

Demo





## Services in Scope

S5125:U2 – HHA Two Client	S5125 – HHA – 15 minutes	S5126 – HHA – Live in	S5126:U2 – HHA Live in Two Client	S5130:U1 – PCS Level I – 15 Minutes   Homemaker service, NOS; per 15 minutes
S5130:U2 – PCS Level I Two Client   Homemaker service, NOS; per 15 minutes	S5130:U3 – PCS Level I Multiple Client   Homemaker service, NOS; per 15 minutes	S9122 – HHA	S9122:U3 – Home Health Care – Home Health Aide Shared 3 or more People	T1019:U1 – PCS Level II Basic   Personal care service, per 15 minutes
T1019:U2 – PCS Level II Basic Two Client   Personal care service, per 15 minutes	T1019:U3 – Personal care service, per 15 minutes	T1019:U4 – PCS Level Hard to Serve   Personal care service, per 15 minutes	T1019:U5 – PCS Level II Two Client Hard to Serve   Personal care service, per 15 minutes	T1019:U6 – CDPA Basic- 15 Minutes   Personal care service, per 15 minutes
T1019:U7 – Consumer Directed Personal Assistance Services Shared 2 People; per 15 minutes	T1019:U8 – CDPA Enhanced   Personal care service, per 15 minutes	T1020 – PCS Level II Live in   Personal care service, per diem	T1020:U2 – PCS Level II Live in Two Client   Personal care service, per diem	T1020:U5 – PCS Level II Live in Two Client Hard to Serve   Personal care service, per diem T1020:U6 – CDPA Live in
		T1020:U6 – CDPA Live in		



## Go-Live Preparedness + Implementation Tasks

- Providers **receive members and authorizations** on the linked CenterLight Healthcare PACE payer contract by August 1, 2022.
  - If you are missing any members or authorizations, please contact CenterLight Healthcare PACE with specific details
- Members will be sent as **Confirmed** unless the provider has multiple offices, in which case they will be sent as **Pending**
  - If sent as Pending, please accept the placement from the *Pending Placement Queue* and assign the member to the correct office as soon as possible.
  - If receiving a **Pending** placement, review the Service Code and Zip Code on the auth to confirm which office the member should be placed in
- Patient Merge
  - Providers are encouraged to merge member records as soon as they are received on the UPR contract
  - After the merge is complete, update the 'Master Week Bill To' to reflect the CenterLight Healthcare PACE linked contract effective Monday, 8/29 (Go Live)



## Member Management

- Members and Authorizations will be sent to your provider portal prior to the **8/29/22 Go Live**
  - Providers will validate the data received to ensure accuracy and reach out to CenterLight Healthcare PACE with any discrepancies
- 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
- Members are discharged from their HHAX portal by the payer based off the latest authorization loaded to the system
  - Members will be discharged on the authorization end date + 30 days
  - Members will be reactivated by receiving a new auth in HHAX
  - Be sure to regularly review member eligibility for any changes. If a member loses eligibility, they may still be Active since they have an auth loaded to their profile, but their claims would deny
  - Providers can manually update a member's status on the UPR contract



## Authorization Management

- Providers will use the authorization imported to HHAX to schedule, confirm, and bill visits for members
  - Providers will validate the data received to ensure accuracy and reach out to CenterLight Healthcare PACE with any discrepancies
  - Authorizations will be sent as daily (PCA) or weekly (CDPAP)
  - Mutual cases will be authorized as split in HHAX (e.g. each member receives an equal split of the authorization)
- Authorizations will match the current format (time period, unit breakdown etc...), but will be transmitted via the linked contract in HHAX.
- The process to request/adjust authorizations will remain the same.





## Visit Confirmation

- Visits will be confirmed using EVV using the HHAeXchange EVV tools
- Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
  - 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
- Payer Compliance will be configured for Plan of Care
  - Payer Compliance = 5 tasks completed, one must be a Personal Care task



## Billing Process

- For dates of service **08/29/22** and forward, providers can create invoices via the linked contract in HHAX
- Providers will complete prebilling and billing review to ensure correct claim formatting.
  - Note: Billing is optional and providers are able to continue billing through their existing model. However, confirmed visits/EVV must still be submitted via the linked contract.
- Once the billing steps are completed by the provider, HHAX will automatically generate and export the 837 claim file
- Providers will manage their own rates in HHAX, and are responsible for adding rates prior to submitting first invoices
  - Three rate regions will be configured on the linked contract to account for varying rates by region
    - NYC
    - Westchester
    - Long Island (Suffolk and Nassau County)



# Communications

- The HHAeXchange Communication Module will be used at go-live for CenterLight Healthcare PACE
  
- For all HHAX-related communications (system questions/troubleshooting, training requests etc.), providers should contact [support@hhaexchange.com](mailto:support@hhaexchange.com)
  
- Providers can use the following reasons to communicate via HHAX
  - Additional Service hours beyond authorized hours
  - Authorization Edit
  - Change in Condition
  - Change in Service
  - Change of Schedule
  - Communication
  - COVID-19
  - Discharge
  - Fall
  - Hospitalization
  - Incident
  - New Authorization
  - On call
  - Patient Compliant
  - Priority/Emergency



## Patient Merge & Contract Set Up

- If you completed the [Enterprise Provider Linking Survey](#), the offices you designated will be linked beginning July 25.
- If you did not complete the survey, then *all* NY offices will be linked.

Patient Merge	<ol style="list-style-type: none"><li>1. Accept the placements from the linked contract ASAP.</li><li>2. Perform Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for CenterLight Healthcare PACE are transferred over)</li><li>3. After merging, Providers can update the Bill To field on MasterWeeks and Calendar for dates of service (go-live date) and forward on the linked contract</li></ol>
Contract Configuration Copy	<ol style="list-style-type: none"><li>1. Review the editable configurations on the linked contract. Please review the contracted service codes added on the HHAExchange Portal (Admin &gt; Contract Setup &gt; Search Contract (Contract Name: Centerlight PACE) &gt; Billing Rates Tab).</li><li>2. Providers can add rates to the new contract based on their current contract amount.</li><li>3. Providers are given the flexibility of managing and editing their rates as needed.</li></ol>

# Timeline and Next Steps



# Provider Onboarding Milestones: Enterprise Providers



June 6<sup>th</sup> – June 24<sup>th</sup>

- Providers receive *Welcome Letters* and *Welcome Packets*
- Providers attend Information Sessions
- Providers complete the [Enterprise Provider Linking Survey](#)

July 18<sup>th</sup> – July 26<sup>th</sup>

- Providers attend 1 Training Session on Enhanced Linked Training

July 25<sup>th</sup> – Aug 1<sup>st</sup>

- CenterLight Healthcare PACE contract is linked on July 25<sup>th</sup>
  - Add rates to contract
  - Update contract configurations
- Starting Aug 1<sup>st</sup>, accept Placements from the linked contract and assign to appropriate office.
- Perform Patient Merge and update Master Weeks.

Aug 22<sup>nd</sup> - Aug 29<sup>th</sup>

- Provider can join a Pre Go-Live Support Webinar to review Go-Live Readiness.
- Provider go-live
  - Scheduling, confirming, billing visits occur on the linked HHAX contract



## Provider Onboarding Next Steps

Step	Date
Enhanced Linked Contract Training	Monday, July 18 Thursday, July 21 Tuesday, July 26
UPR Contract Linking	Starting July 25
Member + Auth Data load to linked contract	Starting Aug 1
Provider Go-Live Support Webinar	Aug. 22
Provider Go-Live	Aug. 29



<https://hhaexchange.com/centerlight-pace-ny/>

## HHAeXchange Support



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

- Providers with an existing HHAeXchange portal please use the **HHAeXchange Live Chat** within your Support Center to receive assistance from a Live Agent.
- *The Live Chat option is recommended for quicker response times.*



**CenterLight Healthcare PACE Support: 1-833-252-2737**

**HHAeXchange Support: 1-855-400-4429**