

# Welcome to Enterprise Electronic Visit Verification

## Overview

Welcome to HHAExchange! We are delighted to have the opportunity to serve your Provider Agency! We value your efforts in delivering quality care to your Members and recognize all the positive experiences you provide. At HHAExchange (HHAX) 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 CenterLight Healthcare PACE'S partnership with HHAX, and we can assure you that HHAX is here to guide you through the process.

This document provides implementation details and expected timelines for your Provider Agency. The steps listed below outline the actions required to ensure a successful implementation of the linked contract through HHAExchange with CenterLight Healthcare PACE.

## Current Providers working with HHAExchange

### Using the Enterprise HHAExchange Provider Portal

For Providers who currently use the HHAExchange EVV solution in coordination with CenterLight Healthcare PACE's EVV program, HHAX 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 HHAX Provider Portal. As we move along these steps, communications are sent to the Admin User of your agency.

CenterLight Healthcare PACE has partnered with HHAExchange to provide a new linked contract to use after the go-live date of January 16, 2023. Providers are expected to start servicing Members for CenterLight Healthcare PACE 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 CenterLight Healthcare PACE’s contract and your existing HHAExchange Portal.

Step	Timeline Dates	Expectations
1	Nov 28, 10:00 am Nov 30, 12:30 pm Dec 2, 10:30 am <i>*Please select <b>one</b> session to attend.</i>	<p><b>Attend the Provider Information Session</b></p> <p>Sessions (including a demo of the HHAExchange platform) are offered in the morning and afternoon. 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.</p> <p><a href="#">Click here to register</a> for the Provider Information Sessions</p>
2	Complete by <b>Dec 14</b>	<p><b>Enterprise Provider Linking Survey</b></p> <p>Complete this survey to identify the specific offices within your HHAX Portal that you are requesting to link as part of CenterLight Healthcare PACE’s implementation. Depending on active Member census, your Agency can consent to have HHAX merge your internal records with the new Linked contract.</p> <p><a href="#">Click here</a> to complete the Provider Linking Survey</p>
3	Dec 19, 10:00 am Dec 21, 1:00 pm Dec 22, 10:00 am <i>*Please select <b>one</b> session to attend</i>	<p><b>Attend the Enhanced Linked Training Session</b></p> <p>These training sessions provide detailed information on how to use the enhanced linked functionality in the HHAX 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.</p> <p><a href="#">Click here to Register</a> for the Enhanced Linked Training Session</p>
4	<p>The new linked contract is added on your HHAX Portal beginning Dec 14, 2022.</p> <p>Member and Authorization Data is visible as of Dec 19, 2022.</p>	<p><b>Accept Placements from the Linked Contract</b></p> <p>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></p> <p>Providers can begin performing Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for CenterLight Healthcare PACE are transferred over). <b>Note:</b> <i>Refer to the <a href="#">Universal Patient Record (UPR) Guide</a> (section: <a href="#">Merging Patient Profiles</a>) for instructions.</i></p> <p><b>Update Master Week</b></p> <p>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: <a href="#">Patient Visit Tab</a>) for instructions.</i></p> <p><b>Rate Management</b></p> <p>Providers review the contracted service codes added on their HHAX Portal (<b>Admin &gt; Contract Setup &gt; Search Contract (Contract Name: CenterLight Healthcare PACE) &gt; Billing Rates Tab</b>). Providers can add rates to the new contract based on their current contract</p>

Step	Timeline Dates	Expectations
		amount. Providers have the flexibility of managing and editing rates as needed.
6	January 16, 2023	<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 and confirm EVV compliant visits. All paid claims under the EVV mandate (PCS services and HHCS services) must be supported by the visit data to be compliant with the CURES Act mandate.</p>

## Provider Information Center

Visit the [CenterLight Healthcare PACE Provider Information Center Page](#) which shares an overview of the CenterLight Healthcare PACE 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).