

# 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 recognize 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 Centerlight PACE partnership with HHAExchange, and we can assure 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 Centerlight PACE.

## Current Providers working with HHAExchange

### Using the Enterprise HHAExchange Provider Portal

For Providers who currently use the HHAExchange EVV solution in coordination with the Centerlight PACE 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 your Agency's Admin User.

Centerlight PACE has partnered with HHAExchange to provide a new enhanced linked contract to use after the go-live date. Providers are expected to start servicing Members for Centerlight 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 PACE with your current existing HHAExchange Portal.

Step	Timeline Dates	Expectations
1	Monday, May 17, 2021 Wednesday, May 19, 2021 Thursday, May 20, 2021	<p><b>Attended Provider Information Session</b> Webinar sessions were offered to explain the partnership between Centerlight PACE and HHAExchange. Visit the Provider Information Center page under the Info Sessions tab to access recordings or <a href="#">Click Here</a> to view recording <i>Note: This Info session covers important information regarding the purpose of this implementation; however, go live and Provider dates have changed.</i></p>
2	Tuesday, Aug 17, 2021 Thursday, Aug 19, 2021 Monday, Aug 23, 2021  <i>*Please select only <b>one</b> session to attend</i>	<p><b>Attend the Enhanced Linked Contract Training Session</b> These training sessions provide detailed information on how to use the enhanced linked contract functionality in the HHAExchange system including Provider-managed Plan of Care (POC) mapping. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded training sessions allow for a Q&amp;A chat option to answer all questions. <a href="#">Registration Link</a></p>
3	The new linked contract is added to the HHAExchange Portal on <b>Monday, Aug 23, 2021</b>	<p><b>Plan of Care (POC) Compliance Mapping</b> Providers now have control to map their Plan of Care Duties to the Payer-required Plan of Care tasks to ensure compliance requirements are met.</p>
4	Member and Authorization Data are loaded to the HHAExchange Portal starting on <b>Monday, Aug 30, 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. <i>Note: 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 Centerlight PACE are transferred over). <i>Note: 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. <i>Note: 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 the 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</p>

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		several “Note Reasons” available for the Provider to use based on the communication sent to Centerlight PACE.
5	Starting September 1, 2021	<p><b>Rate Management</b></p> <p>Providers review the contracted service codes added on their HHAeXchange Portal (<b>Admin &gt; Contract Setup &gt; Search Contract (Contract Name: Centerlight PACE) &gt; Billing Rates Tab</b>). From here, Providers can edit rates to the new contract based on their current contract amount as discussed with Centerlight PACE. Refer to the <a href="#">Rate Management Job Aid</a> to learn more about each functionality and how to best use this feature. For any discrepancies, please use the communication module to contact Centerlight PACE directly.</p>
6	Monday Sept 13, 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 way of 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 [Centerlight PACE Provider Information Center Page](#) which shares an overview behind the Centerlight 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).