



## Centerlight PACE Provider Information Session April 12<sup>th</sup> & April 15<sup>th</sup>

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# Team Introductions: Centerlight PACE

- Welcome from Network and Provider Relations
  - Seema Poonai, Administrative Manager
    - To better communicate and interface with our LHCSA partners
    - Benefits us to have real time data and receive quicker feedback
    - Through the interface, you will receive authorizations and aide plan care through the interface
    - Help the partnership with Providers in EVV compliance & members are getting the care they need



# 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



**FRISHTA SARWARI**  
**Project Manager, Implementation**

- 8+ years of Healthcare IT and software implementation experience
- Prior experience at Practicehwy.com implementing Fertility Clinic EMR/EHR Software to clients across the United States and Canada.



**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



# Agenda

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





# 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 6/1/2021 go-live
- Review the provider workflow in HHAeXchange
- Provide contact information and where to find additional resources



# HH AeXchange Implementation Overview

# 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 Centerlight PACE easy and efficient.

## How we're helping Centerlight PACE meet the Cures Act Mandate

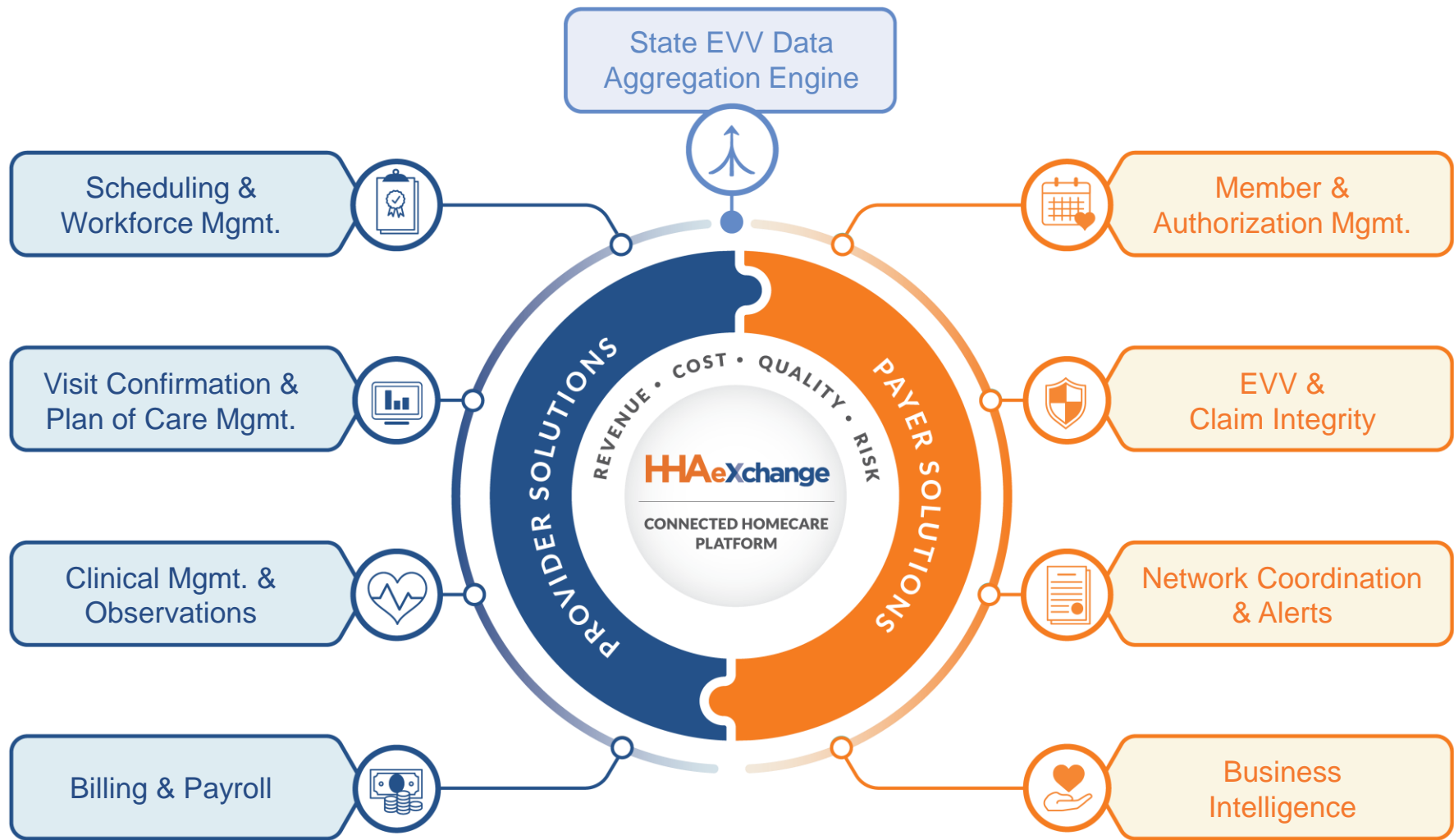
- Industry-leading platform to capture and report on EVV confirmation data
- Easy-to-use point-of-care visit confirmation tools for caregivers

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

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

# Integrated Solutions for Homecare Stakeholders: Providers, Payers, States

*Enabling enhanced economic performance and improved compliance across the homecare ecosystem*





# 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 06/1/2021 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 Centerlight PACE 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: June 1<sup>st</sup>, 2021**

# 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

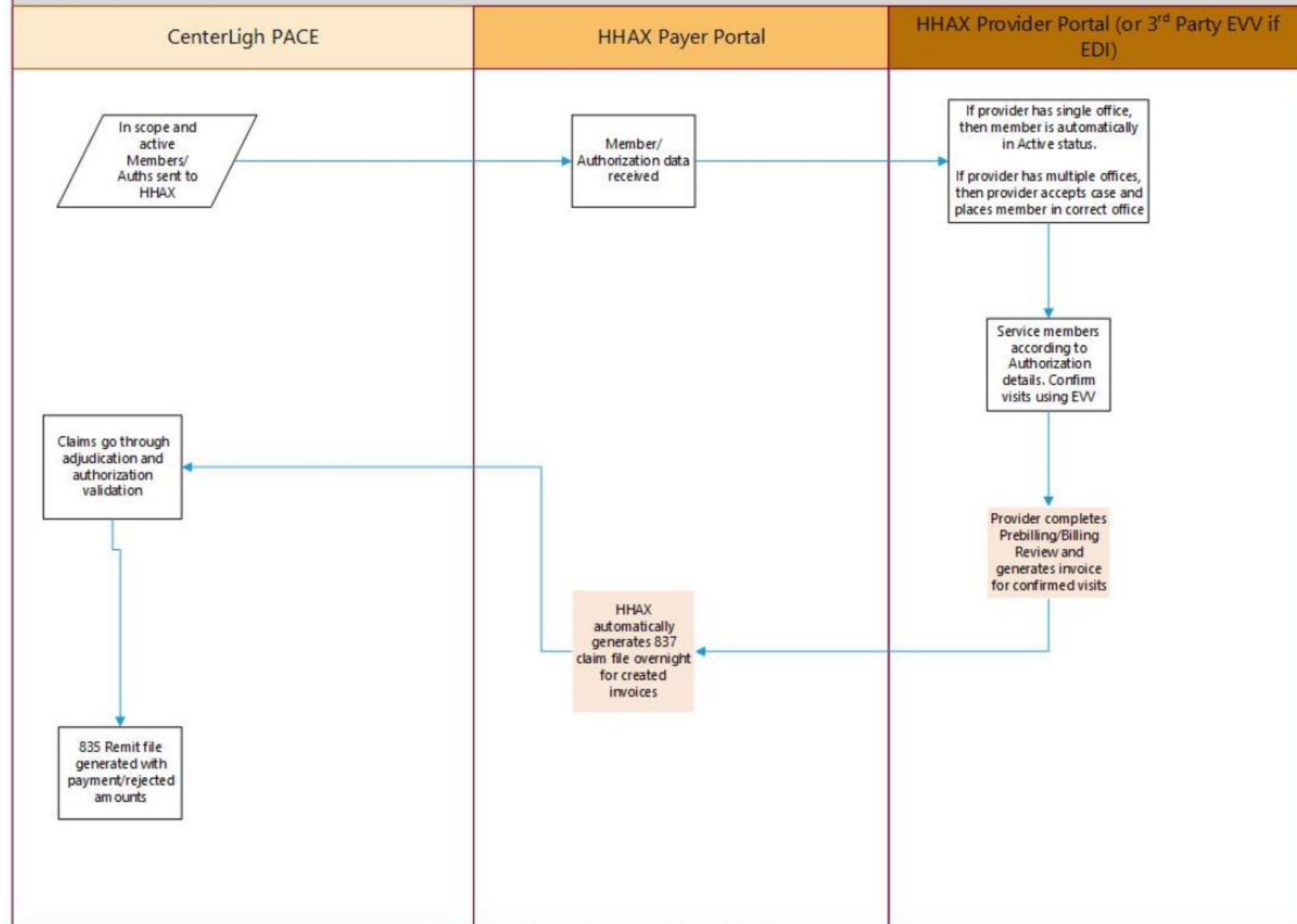
T1020:U6 – CDPA Live  
in





# 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 6/1/2021 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 instead of your current process
- The process to request authorizations will remain the same. If review is needed of the auth loaded to HHAX, providers should communicate to Centerlight PACE for review



# HHAX Workflow - Disenrollment

- Members are disenrolled 30 days after the authorization end date on file for the 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 Centerlight PACE 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

A vertical orange bar on the left side of the slide. To its left, a blurred image of a person wearing a hat and walking through a field of tall grass or flowers at sunset or sunrise, with hills in the background.

# HHAX Workflow – Visit Confirmation

- Visits will be confirmed using EVV either via HHAX or the provider's third-party EVV system
- Manual visit confirmations should NOT be taking place. For any specific reason this does occur, please reach out to the Care Team at Centerlight PACE immediately.
  - 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 6/1/2021 and forward, providers have the option to submit invoices for compliant visits via HHAX
  - HHAX will generate the 837I and send to Centerlight PACE
  - Providers will be responsible for resolving all prebilling issues, to ensure invoices are compliant and to reduce denials
- Rates:
  - Initial Rates will be loaded by HHAeXchange
    - Providers will need to do initial review of the rates prior to go-live
  - Centerlight PACE will manage any rate updates through PPI
    - **Providers will have to manage the rates in HHAeXchange** and ensure they are accurate based on the updates made in PPI
    - Any discrepancies, providers will need to contact Centerlight



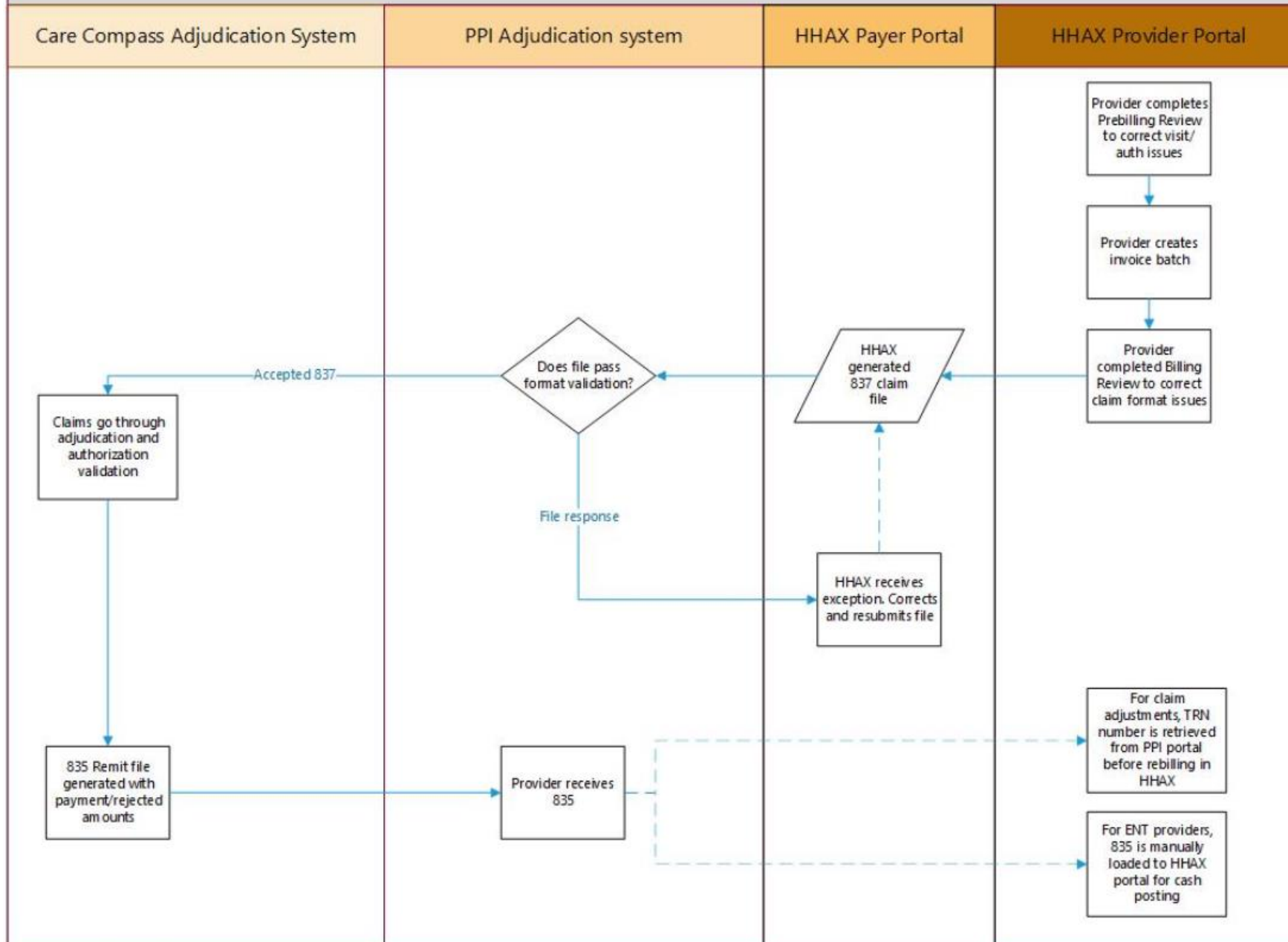
# HHAX Workflow – Billing Option

- Once the clean claim is received, expect a turnaround for adjudication
  - Centerlight PACE team will work with you through denials and payments
- Remittance advice will be available on the Centerlight PACE Provider Portal
- Providers should contact Centerlight PACE for questions about any denied claims
  - Any required rebilling will be completed in HHAX using the “rebilling” functionality

Need additional help to resolve claims issues? Contact the CenterLight Customer Resolution team at (833) 252-2737

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

# Billing

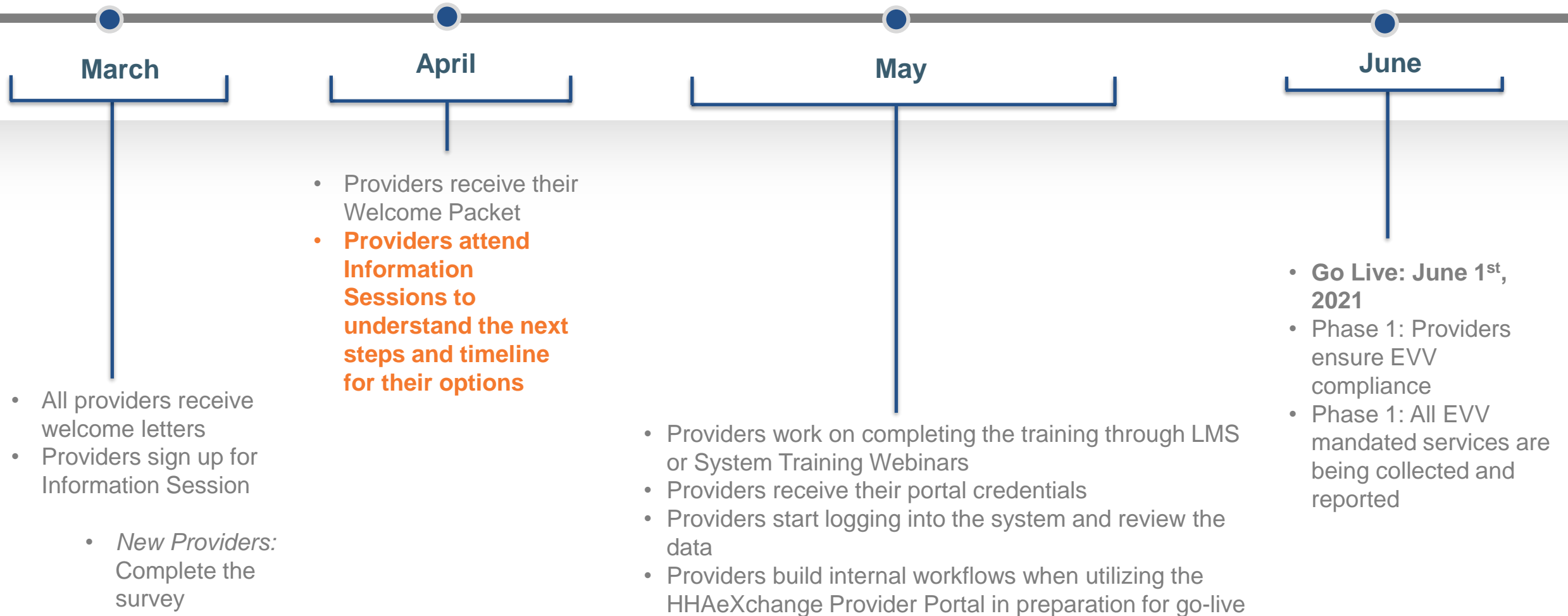


An elderly couple is shown in a kitchen. The man, on the left, has white hair and wears glasses and a grey sweater. He is kissing the woman on the cheek. The woman, on the right, has short grey hair and wears glasses and a yellow top. She is smiling broadly. The background shows white kitchen cabinets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

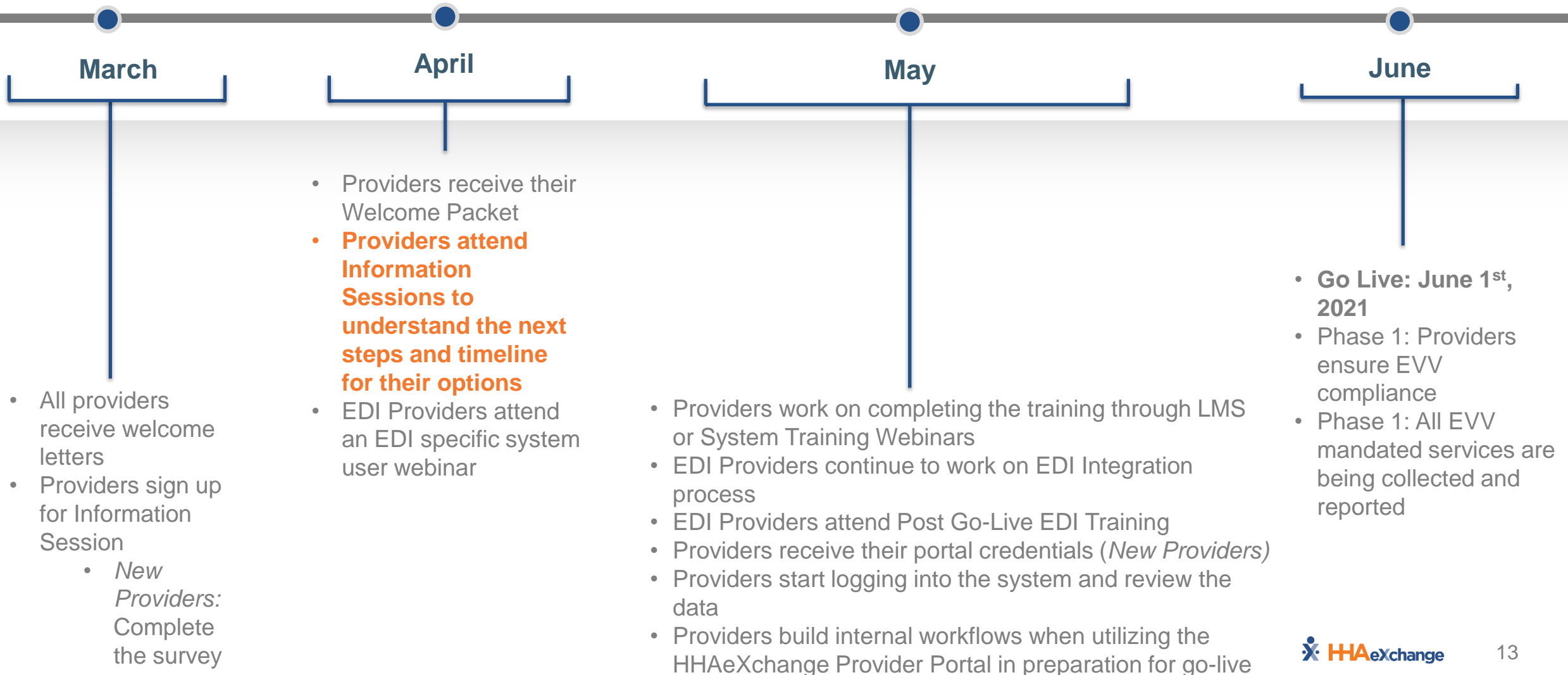
# Timeline & Next Steps



# Provider Onboarding Milestones by Month – Phase 1 (New Providers – HHAX Free EVV)



# Provider Onboarding Milestones by Month – Phase 1 (New & Existing EDI Providers)





# Upcoming Provider Steps



## Provider Onboarding Steps – New Providers

- Welcome Letter: *sent week of 3/1/2021*
- Complete Survey: *needs to be completed by 4/8/2021*
- Welcome Packet: *4/6/2021*
- Attend Information Sessions: *4/12/2021 or 4/15/2021*
- System Training Webinar: *5/3/2021 – 5/7/2021*
- *Provider Portal Credentials/Access: 5/17/2021*
- Go-Live: *6/1/2021*



# Provider Onboarding Steps – EDI Providers

- Welcome Letter: *sent week of 3/1/2021*
- Welcome Packet: *4/6/2021*
- Attend Information Session: *4/12/2021 or 4/15/2021*
- Contact EDI Support to begin Integration: *As soon as possible*
  - Email [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com) with subject line: *“Centerlight PACE Integration”*
- System Training Webinar *5/3/2021 - 5/7/2021*
- EDI Onboarding Process: *Starting 4/20/2021*
- Post Integration EDI Training : *Starting 5/11/2021*
- Go-Live: *6/1/2021*





# EDI Onboarding Integration Steps

- Reach out to EDI Support – [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)
- Provider Information Center Page (unique to your implementation)
  - Review the EDI Process tab – *review the import, export specs and code table guide*
  - *Providers should forward specs to their 3<sup>rd</sup> party EVV vendor*
- Validate Visit Import file - <https://edi.hhaexchange.com/>
- After successfully validating a test file, the HHAeXchange Integration Team will contact the provider with next steps within 48 hours
- Integration team will provide instructions on how to establish an SFTP connection and provide helpful links to walk through the integration process
- Once integration is completed, HHAX Integration team will provide links to additional training

*\*\*Providers can learn more detail about these process by attending the EDI Training sessions*

# Provider Resources



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

## **HHaEXchange Support**

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



## **Centerlight PACE**

Christopher Hickey [Chickey@centerlight.org](mailto:Chickey@centerlight.org)

Seema Poonai [Spoonai@centerlight.org](mailto:Spoonai@centerlight.org)



## **HHaEXchange Support**

**855-400-4429**





Questions?