

# Elderplan MJHS: Frequently Asked Questions

The following questions address some of the most frequently asked question sent to HHAExchange during the Provider Information and training webinars.

## General

### When is the go-live for HHAExchange?

HHAExchange goes live with Elderplan MJHS Patients starting December 6, 2020. All visits from that date forward are confirmed and billed via HHAExchange.

### What if I do not currently have an HHAExchange Portal?

Please complete the [Provider Portal Questionnaire](#) for HHAExchange to correctly configure your Provider Portal.

### If I am currently using the Enterprise version of HHAExchange, will I receive a new record for the Elderplan Patient?

Yes, you will receive a new placement via the linked Elderplan MJHS Contract. You can then merge your Internal Contract records with the Linked Contract record to keep historical data. All internal records must be *discharged* no later than 12/5/2020. The new **Start of Care Date** and **Billing Start Date** is scheduled for 12/6/2020.

### Can I continue to use my existing EVV system for Elderplan MJHS Patients?

Yes, an integration is built between your current EVV system and HHAExchange for Elderplan to receive confirmed and billed visits. Although you will not have to manually enter anything into HHAExchange, you must review the Portal for communication notes and billing. Please contact [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com) to begin the integration process.

### If I have contracts with multiple Payers that use HHAExchange, will I need a different portal for each?

No, you have a single Portal Login for all your different contracted Payers who use HHAExchange; with different Linked Contracts for each Payer. Elderplan MJHS is a new linked contract.

### How should I communicate with Elderplan MJHS in the HHAExchange portal?

You can send and receive notes using the Communication Module within HHAExchange.

### Where can I find a copy of the Info Session?

Click on the *Info Session* tab of the [Elderplan MJHS Provider Information Center](#) for a recording of the session and the presentation slide deck.

### Will there be further training on the HHAExchange system?

Yes, click on the *Training* tab of the [Elderplan MJHS Provider Information Center](#) for more details on upcoming trainings and to view previous trainings. For system related questions/issues, please contact [support@hhaexchange.com](mailto:support@hhaexchange.com).

## Patient/Authorization Management

### Will I receive my Elderplan MJHS cases in HHAExchange?

Yes, all active Elderplan MJHS Patients and authorizations are electronically received in your HHAExchange Portal. If you have multiple offices set up in HHAExchange, then placements are received as Unconfirmed placements requiring further review and proper placement in the correct office. Once placed, the **Patient Status** becomes *Active*. For a single Office, the Patient is placed as Confirmed with an *Active Patient Status*.

### How will my Patient's information be entered into HHAExchange?

Elderplan MJHS is responsible for sending Patient Demographic and Authorization data to HHAExchange. If you are missing data, please contact Elderplan MJHS directly for troubleshooting.

### What will my authorizations look like in HHAExchange?

The authorizations format does not change. If they were previously sent with weekly hours, then they continue to appear this way. The only difference is that they are received via HHAExchange for ease of scheduling and visit confirmation.

### Will I be able to receive my authorizations outside of HHAExchange?

All authorizations are sent through HHAExchange. If you are having trouble receiving an authorization, please contact Elderplan MJHS directly for troubleshooting.

### Can I download my authorizations from the HHAExchange application?

Yes, use the HHAExchange Reporting module to download authorizations, as well as other key information like Patient Census, Schedules, Visit Exceptions, and Billing Reports.

### What if I am missing Patient/Authorization info in my Portal, or need to make an update?

You can update Patient's information, but Elderplan MJHS manages the Primary Billing Address and Phone Number 1 to prevent any claims issues. Providers can update the fields for **Phone Number 2** and **Phone Number 3**. For any data issues or missing information, please contact Elderplan MJHS directly using the HHAExchange Communications module.

### Will Plan of Care (POC) Compliance be turned on within HHAExchange?

For the 12/6/20 go-live, POC Compliance will not be turned on for the Elderplan MJHS contract. Please continue to manage this process as you are currently. In the future, POC Compliance will be enabled and further information and directions will be provided at that time.

### Will Elderplan MJHS provide MD Orders when sending authorizations?

No, Elderplan MJHS is not responsible for MD Orders.

## Visit Confirmation

### How can the aide use EVV through HHAExchange?

The aide can either clock in/out using telephony via the Patient's home phone or using the HHAExchange Mobile Application. The Mobile App is the preferred method.

### Is there a way to attest a visit in HHAExchange?

Yes, the aide can capture Patient Signatures via the Mobile App for visit confirmation and attestation.

**If the aide has trouble clocking in/out using EVV for a specific visit, can the visit be confirmed manually?**

Yes, visits can be manually confirmed and/or edited within HHAeXchange. An OMIG approved reason is required for manually edited visits. If the **Timesheet Required** checkbox is selected, then the Aide must provide a timesheet.

**Are timesheets required for a manual visit confirmation?**

Yes, please maintain timesheets outside of HHAeXchange and provide to Elderplan MJHS, if requested.

**Are time adjustments allowed within a confirmed visit?**

Yes, visit times can be manually updated in HHAeXchange. An OMIG approved reason is required for all visit edits.

**What are the options if the aide has trouble using EVV for a specific Patient (e.g. they do not have a smartphone, or the Patient does not let them use their landline)?**

Please contact Elderplan MJHS directly for Care Management to work with the Coordinator and Patient to resolve.

## Claims Management

**How will my claims be sent to Elderplan MJHS in HHAeXchange?**

After completing the Prebilling and Billing Review process in HHAeXchange, your billed visits are automatically sent from HHAeXchange to Change Healthcare, who then passes them to Elderplan MJHS. You do not need to submit any claims to a clearinghouse or Elderplan MJHS directly.

**Does HHAeXchange scrub visits prior to invoicing?**

Yes, HHAeXchange ensures that the visits and invoices are clean (for example, match the authorization) via the Prebilling and Billing Review modules prior to submitting to Elderplan MJHS.

**Will I be managing the rates per service code in HHAeXchange?**

Yes, you are responsible for loading the contracted rate per Service Code to HHAeXchange. This must be done prior to submitting your first bill. EP processes the initial load. Providers manage the rates thereafter.

**Where can I check my claim status?**

You can continue to follow the current process for reviewing claims status and contact Elderplan MJHS directly for any inquiries.

**Where will I be able to view my Remit info?**

You continue to receive your Remits in Change Healthcare. If desired, you can opt to have these directed from Change Healthcare to the HHAeXchange Portal.

**What is the process for rebilling?**

The invoice review process is not changing. Contact Elderplan MJHS for any claim payment issues. If rebilling is required, then direct approval to the Provider is given by Elderplan MJHS to rebill via HHAeXchange.