

# 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 have recognized all the positive experiences 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 Healthfirst partnership with HHAeXchange, and we can assure you 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 Healthfirst.

## Current Providers working with HHAeXchange

### Using the Enterprise HHAeXchange Provider Portal

For Providers who currently use the HHAeXchange EVV solution in coordination with the Healthfirst 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 sessions provide 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 the individuals you provide to us on the Healthfirst Agency Contact Form linked within this packet.

Healthfirst has partnered with HHAeXchange to provide a new linked contract to be used moving forward after the go-live date. Providers are expected to start servicing members for Healthfirst 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 Healthfirst with your current existing HHAeXchange Portal.

Step	Timeline Dates	Expectations
1	Starting Tuesday July 26, 2022	<b>Watch the Provider Information Session</b> Sessions explain the partnership between Healthfirst and HHAeXchange. Navigate to the <a href="#">Provider Information Center</a> page throughout our implementation to find helpful resources, including a recording of this information session and slide deck.
2	Starting Tuesday July 26, 2022	<b>Complete the Healthfirst Agency Contact Form</b> This questionnaire is designed to capture agency information and identify the person who receives all HHAeXchange related communications regarding the Healthfirst implementation. <a href="#">Click here to complete</a>
3	July 26-Aug 26, 2022	<b>Complete the Healthfirst Linking Survey</b> Complete this survey to identify the specific offices within your HHAeXchange Portal that you are requesting to link as part of Healthfirst's implementation. <a href="#">Click here to complete</a>
4	Monday, Aug 22, 2022 Thursday, Aug 25, 2022 Friday, Aug 26, 2022  <i>*Please select <b>one</b> session to attend</i>	<b>Attend the Enhanced Linked Training Session</b> These training sessions provide detailed information on how to use the enhanced linked functionality in the HHAeXchange system. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded training sessions allow for a Q/A chat option to answer all questions. <a href="#">Click here to Register</a>
5	The new linked contract is added on your HHAeXchange Portal <b>week of Sept 5, 2022</b>  Member and Authorization Data is visible as of week of <b>Sept 12, 2022</b>	<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. <b>Note:</b> <i>For multiple offices, accept placements into the current office servicing the member.</i>  <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 Healthfirst are transferred over). <b>Note:</b> <i>Refer to the <a href="#">Universal Patient Record (UPR) Guide</a> (section: Merging Patient Profiles) for instructions.</i>  <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. <b>Note:</b> <i>Refer to the <a href="#">Universal Patient Record (UPR) Guide</a> (section: Patient Visit Tab) for instructions.</i>

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		<p><b>Communication Module</b> Providers are encouraged to use the Communication module in 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 “Note Reasons” available for the Provider to use based on the communication sent to Healthfirst.</p> <p><b>Rate Management</b> Providers review the contracted service codes added on their HHAExchange Portal (<b>Admin &gt; Contract Setup &gt; Search Contract (Contract Name: Healthfirst) &gt; Billing Rates Tab</b>). Initial rates are loaded at the time of linking. Providers need to review and edit rates to the new contract based on their current contract amount as needed. Providers are given the flexibility of managing and editing their rates.</p>
6	Monday, Oct 10, 2022	<p><b>Pre-Go-Live Support Webinar</b> Providers should register and attend our Healthfirst &amp; HHAExchange Pre Go-Live Support Webinar. This webinar reviews Go Live preparedness tasks to ensure your agency has all the information needed to successfully begin using the HHAExchange System at Go Live. Use the Q/A chat to ask questions of our team of Panelists. <a href="#">Click Here to Register</a></p>
7	Friday Oct 17, 2022	<p><b>Go-Live Date</b> Providers are expected to start using the new linked contract in the HHAExchange Provider Portal to schedule, confirm and bill EVV compliant visits. All paid claims under the EVV mandate must be supported by the visit data to be compliant with the CURES ACT mandate.</p>
8	Monday, Jan 1, 2023	<p><b>Claim Denial Date</b> Claims for EVV-Mandated Codes must be submitted through HHAExchange, otherwise they will be denied.</p>

## Provider Information Center

Visit the [Healthfirst Provider Information Center Page](#) which shares an overview behind the Healthfirst 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).