

## Senior Whole Health: Frequently Asked Questions

The following questions address some of the most frequently asked question sent to HHAExchange during the Provider Information Sessions hosted 11/3/20-11/5/20.

### General

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

HHAExchange goes live for Senior Whole Health Patients starting December 5<sup>th</sup>, 2020. All visits from that date forward should be confirmed and billed via HHAExchange.

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

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

#### If I am currently using the Enterprise version of HHAExchange, will I receive a new record for the Senior Whole Health Patients?

Yes, you will receive the records via the linked Senior Whole Health contract. You can then merge your internal contract records with the linked contract record to keep historical data. Internal Patients must be discharged Patient prior to the 12/5/20 go-live.

#### Can I continue to use my existing EVV system for Senior Whole Health Patients?

Yes, an integration is built between your current EVV system and HHAExchange for Senior Whole Health to receive confirmed and billed visits. You do not have to manually enter anything into HHAExchange; however, please ensure to 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 who use HHAExchange, will I need a different Portal for each?

No, you have one Portal Login for all contracted Payers who use HHAExchange. You can find each linked contract (for each Payer) from within your Portal.

#### How will my Senior Whole Health Patient data be submitted to eMedNY for EVV compliance?

Senior Whole Health is submitting this data to eMedNY on your behalf via the HHAExchange platform. All confirmed visits must be within the HHAExchange Portal to be sent correctly. If you already have a connection with eMedNY, you must still submit your Senior Whole Health Patient's visit/billing data via HHAExchange for Cures Act compliance.

#### How should I communicate with Senior Whole Health 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?

You can visit the *Info Session* tab of the [Senior Whole Health Provider Information Center](#) for a recording of the session and the presentation slide deck.

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

Yes, please visit the *Training* tab of the [Senior Whole Health 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 Senior Whole Health cases in HHAExchange?

Yes, you receive your active Senior Whole Health Patients and authorizations electronically within your HHAExchange Portal. If you have multiple offices setup in HHAExchange, you must review the case and place in the correct office to make the Patient Active. If you have a single office, the Patient is automatically *Active*.

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

Senior Whole Health is responsible for sending Patient demographics and authorization data to HHAExchange. For missing data, please contact Senior Whole Health directly for troubleshooting.

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

The authorization 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 Senior Whole Health directly for troubleshooting.

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

Yes, authorizations can be downloaded from the HHAExchange Reporting module. Other key data (such as Patient Census, Schedules, Visit Exceptions, and Billing) can also be downloaded from the Reporting module.

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

You can update Patient information, but Senior Whole Health manages the **Primary Billing Address** and **Phone Number 1** fields to prevent any claims issues. For any data issues and/or missing information, please contact Senior Whole Health directly using the HHAExchange Communications module.

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

For the 12/5/20 go-live, POC Compliance will not be turned on for the Senior Whole Health contract. Please continue to manage this process as you currently do. POC Compliance will be enabled in the future, and further information/direction will be provided at that time.

### Will Senior Whole Health provide MD Orders when sending authorizations?

No, Senior Whole Health 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 HHAX Mobile App is the preferred method.

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

Yes, if the aide is using the HHAX Mobile App for visit confirmation, they can capture the Patient's signature for 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 edited within HHAExchange. You must select an OMIG-approved reason when manually editing a visit.

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

Yes, please maintain these timesheets outside of HHAExchange and provide to Senior Whole Health, if requested.

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

Yes, visit times can be manually updated in HHAExchange; provide an OMIG-approved reason when doing so.

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

Please contact Senior Whole Health directly for Care Management to work with the Coordinator and Patient to resolve.

## Claims Management

**How will my claims be sent to Senior Whole Health in HHAExchange?**

After completing the Prebilling and Billing Review process in HHAExchange, billed visits are automatically sent from HHAExchange to Change Healthcare, who then passes them along to Senior Whole Health. You do not need to submit any claims to a clearinghouse or Senior Whole Health 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 Senior Whole Health.

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

Yes, you are responsible for loading your contracted rate per Service Code to HHAExchange. This must be done prior to submitting your first bill.

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

You can continue to follow your current process for reviewing claims status and contact Senior Whole Health directly for any inquiries.

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

You will continue to receive your Remits in Change Healthcare. You can opt to have these directed from Change Healthcare to the HHAExchange Portal, if preferable.

**What is the process for rebilling?**

The invoice review process is not changing. Please contact Senior Whole Health for any claim payment issues. If rebilling is required, then direct approval to the Provider is given by Senior Whole Health to rebill via HHAExchange.

**Am I able to bill through my current method once HHAExchange goes live?**

No, visit dates starting 12/5/20 and later must be billed through HHAExchange. HHAExchange submits your billed visits to Change Healthcare on your behalf. Claims automatically are sent to Change Healthcare; therefore, no action is required. Visits prior to 12/5/20 should continue to be billed using your current method.