The HHAeXchange Implementation EDI Process

Overview

Thank you for participating in the Electronic Data Interchange (EDI) project for your Agency. This letter provides information, general requirements, and steps to take to successfully integrate your Agency Management System with HHAeXchange (HHAX).

HHAeXchange coordinates directly with UnitedHealthcare Community Plan of NY to ensure that members and authorizations are passed directly into the HHAX system. HHAX uses the Provider Agency Tax ID Number (TIN) and NPI number combination to identify data records sent to and from your Agency.

To integrate between your 3rd Party Agency Management System and HHAX, an EDI Import file must be created according to HHAX specifications detailed in the following documentation (links below) and as further explained in this letter.

- Import: **HHAeXchange EDI Interface Import Guide**
- Export: **HHAeXchange EDI Interface Export Guide**
- EDI Code Table: **UnitedHealthcare Community Plan of NY EDI Code Table Guide**

HHAX EDI Import

HHAX EDI Import Interface Files (into HHAeXchange)

The **EDI Import File** can be imported into HHAX from your Agency Management System.

Once the EDI Import file has been created according to the required format it is ready for the testing phase. To ensure the format validity of the created files, access the HHAeXchange File Format Validation Portal (https://edi.hhaexchange.com/) and follow the steps within the Portal. Instructions are also available on the HHAeXchange File Format Validation Portal Job Aid.

Once you have successfully validated your EDI Import file format, information will be provided in the HHAX Regional Information sessions regarding next steps in the EDI Process.

HHAX EDI Export

HHAX EDI Export Interface Files (from HHAeXchange)

The below-listed files are exported from HHAeXchange on a nightly basis (frequency) for you to integrate with your Agency Management System. The export files are automatically placed by the HHAeXchange system in the Outbox folder on the SFTP site setup for your Provider Agency.

- Billing Exceptions
- Billed/Processed Visits
- Pre-Adjudication Rejections

HHAeXchange has provided links to sample files in the *HHAeXchange EDI Export Interface Guide* which are used for you to perform integration testing with your Agency Management System.

Production Process and Transmission Frequency

The import and export files detailed in this letter make up the entirety of the integration files for production. While HHAeXchange places Export files on the SFTP server on a nightly basis, your agency can determine the required frequency for integrating the Import files into the HHAX Provider Portal.

Timeline and Steps for EDI Integration Readiness

If your Agency plans to produce the required EDI Import file format, then follow the steps outlined below for guidance and expectations throughout the EDI Integration process.

Step	Timeline Dates	Expectations
1	**Starting Jan 25, 2023**	**Initiate contact with HHAX if you have any questions regarding the integration process** Contact EDIsupport@hhaexchange.com with a subject line of "UnitedHealthcare Community Plan of NY Implementation" to address any questions with the EDI Team.
2	**Mon, Feb 20, 2023 Wed, Feb 22, 2023 Fri, Feb 24, 2023** *Please select **one** session to attend.*	**Attend a Provider Information Session** The Provider Information Session covers the key points and functionalities available via the HHAeXchange Provider Portal. Attendance is only required for ONE (1) session. Click here to register for a Provider Information Session.
3	**Thur, Mar 2, 2023 Tues, Mar 7, 2023 Wed, Mar 15, 2023**	**EDI Onboarding Webinar** Attend this webinar session as a first step to a successful integration between HHAeXchange and your current third-party Electronic Visit Verification (EVV) Vendor. This session offers an overview on how to integrate your Agency's EDI management software with HHAeXchange. In addition, learn how UnitedHealthcare Community Plan of NY uses HHAeXchange to ensure that Members and Authorizations are passed directly to your Agency's HHAeXchange Portal. Click here to register for an EDI Onboarding Webinar.
4	Work with the EDI Integration Team to complete this task prior to the UnitedHealthcare Community Plan of NY Go-Live Date of **Apr 17, 2023**	**Review File Format Specifications for Integration** Review the HHAeXchange EDI Interface Import Guide and the HHAeXchange EDI Interface Export Guide to determine if you have resources and the ability to produce the required EDI file formats. **Create the required EDI Import interface file formats for your Agency** Work with your Agency's technical team to create your EDI Import files prior to testing. **Test Import File to verify successful format** Use the HHAeXchange File Format Validation Portal to test (validate) your Agency's EDI Import interface file format.

Step	Timeline Dates	Expectations
5	**Wed, Mar 8, 2023**	**System User Training-LMS Credentials** Receive login credentials for the Learning Management System to review videos, documents, and test questions to assist in acclimating to the HHAeXchange Provider Portal.
6	Beginning Mar 10, 2023	**Log-in to your Provider Portal** Receive your Provider Portal login credentials to log in to the system and begin entering your Caregivers. Ensure your Portal is set up prior to Go-Live and work with your Caregivers to prepare them for EVV (i.e., download the Mobile Caregiver App, review the EVV phone instructions). Telephony (IVR line) is given to you prior to Go-Live for EVV confirmation. **Providers can also use the Portal's Support Center to search and review job aids and written training material in the Provider Portal Resource page.**
7	**Tue, Mar 14, 2023** **Wed, Mar 15, 2023** **Thurs, Mar 16, 2023** *The Wed session is for EDI Providers only*	**System User Training Webinar** Register and attend the upcoming LMS training webinars. These trainings are scheduled on Tuesday and Thursday with a live Q/A chat option to address any questions or concerns. An additional session is also held for EDI Providers only. Click here to register for System User Training Webinar.
8	Beginning **Wed, Mar 15, 2023**	**Linking Provider Portals to UnitedHealthcare Community Plan of NY** Providers are linked to UnitedHealthcare Community Plan of NY in HHAeXchange. With this linking, UnitedHealthcare Community Plan of NY data, containing the Members and Authorizations in scope for this implementation, begin to populate in your Provider Portal. Refer to the *Service Code* page on the Provider Information Center Page to see the services sent via the linking process. Once the Member and Authorization data is populated, Providers can review the data and start scheduling Members to prepare for EVV compliance at Go-Live.
9	Beginning **Thurs, Mar 16, 2023**	**Contact EDI Support to Integrate** Once linking occurs with UnitedHealthcare Community Plan of NY Payer contract, contact EDIsupport@hhaexchange.com to initiate and complete your integration. The EDI Team notifies you that your integration is complete. After integration, email the EDI Team at EDIsupport@hhaexchange.com to enable 3rd party billing for UnitedHealthcare Community Plan of NY.
10	**Tue, Mar 28, 2023** **Wed, Apr 5, 2023** **Thurs, Apr 13, 2023**	**EDI Post-Integration Webinar** Attend this webinar session to obtain an understanding of the HHAeXchange Provider Portal and the EDI integration process with UnitedHealthcare Community Plan of NY. This session covers an overview on how to integrate your Agency's EDI management software with HHAeXchange. In addition, learn how HHAeXchange coordinates directly with Payers to ensure that Members and Authorizations are passed directly into the Agency's HHAeXchange Portal. Click here to register for an EDI Post-Integration Webinar.

Step	Timeline Dates	Expectations
11	**Wed Apr 12, 2023**	**Provider Pre-Go-Live Support Webinar** This webinar covers Go-Live preparedness tasks to ensure your Agency has all the needed information to successfully use the HHAeXchange system at Go Live. Use the Q/A chat to ask questions of our team of Panelists. Click here to register for the webinar.
12	**Monday, Apr 17, 2023**	**Go-Live Date** Providers are expected to start using the new linked contract in the HHAeXchange Provider Portal to schedule, confirm EVV, and Bill compliant visits. All paid claims under the EVV mandate must be supported by the visit data to be compliant with the CURES Act mandate.

Provider Information Center

Visit the UnitedHealthcare Community Plan of NY Provider Information Center Page which shares an overview behind UnitedHealthcare Community Plan of NY's partnership with HHA, as well as information on training, integration, and the EDI Process.

EDI Assistance

Please contact EDISupport@hhaexchange.com if any questions or further guidance is needed. An available Support Team Members will contact you directly to assist. Please use the subject line "UnitedHealthcare Community Plan of NY" when sending emails for a timely response.