# 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 recognize 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 UnitedHealthcare Community Plan of NY 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. The steps listed below outline the actions required to ensure a successful implementation of the linked contract through HHAeXchange with UnitedHealthcare Community Plan of NY.

## Current Providers working with HHAeXchange

### Using the Enterprise HHAeXchange Provider Portal

For Providers who currently use the HHAeXchange EVV solution in coordination with the UnitedHealthcare Community Plan of NY EVV 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 session provides 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 your Agency's Admin User.

UnitedHealthcare Community Plan of NY has partnered with HHAeXchange to provide a new linked contract to use after the Go-Live date. Providers are expected to start servicing Members for UnitedHealthcare Community Plan of NY 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 UnitedHealthcare Community Plan of NY with your current existing HHAeXchange Portal.

| Step | Timeline Dates | Expectations |
|---|---|---|
| 1 | **Mon, Feb 20, 2023**<br>**Wed, Feb 22, 2023**<br>**Fri, Feb 24, 2023**<br><br>*Please select **one** session to attend.* | **Attend a Provider Information Session**<br>The Provider Information Session covers key points and functionalities that are available via the HHAeXchange Provider Portal. Attendance is only required for ONE (1) session.<br>Click here to register for a Provider Information Session. |
| 2 | **Mar 24, 2023** | **Enterprise Provider Linking Survey**<br>As part of the implementation, complete this survey to identify the specific offices that you are requesting to link with UnitedHealthcare Community Plan of NY in the HHAeXchange Portal. Depending on the active Member census, your Agency can consent to have HHAeXchange merge your internal records with the new linked contract.<br>Click Here to Complete the Provider Linking Survey |
| 3 | **Mon, Mar 20, 2023**<br>**Wed, Mar 22, 2023**<br>**Fri, Mar 24, 2023**<br><br>*Please select **one** session to attend.* | **Attend the Enhanced Linked Training Session**<br>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 both provide the same information. The pre-recorded training sessions allow for a Q/A chat option to answer all questions.<br>Click here to Register for the Enhanced Linked Training Session |
| 4 | The new contract is added to your HHAX Portal beginning **Apr 3, 2023**.<br><br>Member and Authorization data is visible on this date. | **Accept Placements from the Contract**<br>Review the Universal Patient Record (UPR) Guide to assess the details and steps in understanding the process and accept placements coming from the linked contract. ***Note:** For multiple offices, accept placements into the current office servicing the Member.* |
| | | **Perform Patient Merge**<br>Providers can begin performing Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for UnitedHealthcare Community Plan of NY are transferred over). ***Note:** Refer to the Universal Patient Record (UPR) Guide (section: Merging Patient Profiles) for instructions.* |
| | | **Update Master Week**<br>After merging, Providers can update the **Bill To** field on Master Weeks and Calendar for dates of service (go-live date) and forward on the linked contract. ***Note:** Refer to the Universal Patient Record (UPR) Guide (section: Patient Visit Tab) for instructions.* |
| | | **Rate Management**<br>Providers review the contracted Service Codes added on their HHAeXchange Portal (***Admin > Contract Setup > Search Contract (Contract Name: UnitedHealthcare Community Plan of NY) > Billing Rates Tab***). Providers can add rates to the new contract based on their current contract amount as well as manage and edit their rates as needed. |

| Step | Timeline Dates | Expectations |
|---|---|---|
| 5 | Wed Apr 12, 2023 | **Provider Pre-Go-Live Support Webinar**<br>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.<br>Click here to register for the webinar. |
| 6 | Mon, Apr 17, 2023 | **Go-Live Date**<br>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 of the UnitedHealthcare Community Plan of NY 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.