

UnitedHealthcare Community Plan of NY Enterprise Provider Training

March 2023

Agenda



- Provider Information Overview
- Enhanced Linked Patient Functionality + Demo
- Go-Live Preparedness + Implementation Tasks
- Provider Reminders
- Timeline, Next Steps, and Resources



Provider Overview

Enterprise Providers

- UnitedHealthcare Community Plan of New York will implement the HHAeXchange enhanced linked contract functionality on Monday, April 17, 2023.
- As part of this partnership, Providers within their network will be implemented on the linked ecosystem: the Universal Patient Record. The “UPR” experience vastly improves upon core workflows including (but not limited to) patient management, authorization management, and payment integrity.
- HHAeXchange is fully committed to your success as an agency within this ecosystem. With that in mind, we have made several enhancements that allow for more flexibility and ease of use with linked payers.



Demo



Services Included in the Program

Adult Companion

Home Health Aide

Homemaker

Skilled Nursing

Personal Care

Home Health Care Services



Go-Live Preparedness + Implementation Tasks



- Providers will **receive members and authorizations** on the linked UnitedHealthcare Community Plan of New York payer contract by April 3, 2023.
 - If you are missing any members or authorizations, please contact UnitedHealthcare Community Plan of New York with specific details.
- Members will be sent as **Confirmed** unless the provider has multiple offices, in which case they will be sent as **Pending**
 - If sent as Pending, please accept the placement from the *Pending Placement Queue* and assign the member to the correct office as soon as possible.
 - If receiving a **Pending** placement, review the Service Code and Zip Code on the authorization to confirm which office the member should be placed in
- Patient Merge
 - Providers are encouraged to merge member records as soon as they are received on the UPR contract
 - After the merge is complete, update the 'Master Week Bill To' to reflect the UnitedHealthcare Community Plan of New York linked contract effective Monday 4/17 (Go Live)



Member Management



- **Members and Authorizations will be sent to your provider portal prior to the 4/17 go-live**
 - Providers will validate the data received to ensure accuracy and reach out to UnitedHealthcare Community Plan of NY with any discrepancies
 - Providers will have the option to make changes to member demographic information in the system including phone number and mailing address updates. Providers cannot change a members' billing address.
- **Providers with multiple HHAX offices (locations), will need to accept the case and assign to the correct office prior to servicing member; providers with a single HHAX office will receive the placement automatically**
- **Members are discharged from their HHAX portal by the payer based off the latest authorization loaded to the system**
 - Members will be discharged on the last day of service plus an additional 15 days. The authorization file coming to HHAX from UnitedHealthcare Community Plan will indicate any applicable authorization end dates for members. Discharge will happen 15 days after the end date
 - Members will be reactivated by receiving a new authorization sent to HHAX via file.

Authorization Management



- Providers will use the authorization imported to HHAX to schedule, confirm, and bill visits for members
 - Providers will validate the data received to ensure accuracy and reach out to UnitedHealthcare Community Plan with any discrepancies
 - Authorizations will be sent as total hours for the duration of the authorization to HHAX. Providers will need to check the notes to determine the weekly breakdown of hours.
 - Mutual codes are authorized for the full, combined units for each member.
- For UnitedHealthcare Community Plan of NY Diagnosis Codes will be provider managed. Therefore, the diagnosis code will be added/edited by providers and no diagnosis code will be imported from the payer. Invoices without a Diagnosis code will be held for billing.



Visit Confirmation



- Visits will be confirmed using EVV using the HHAeXchange EVV tools
- Manual visit confirmations require a timesheet to be maintained outside of HHAX for auditing purposes
 - In HHAX, providers will enter an edit reason and action taken for why the visit was manually edited
- For missed visits, providers are required to indicate the OMIG missed visit reason and action taken
- Plan of Care compliance will not be enforced by UnitedHealthcare Community Plan of New York in HHAX



Billing Process



- For dates of service 4/17/23 and forward, providers can submit invoices via the linked contract in HHAX
- HHAX will generate the 837-claim file and send to UnitedHealthcare Community Plan
 - HHAX will monitor clearinghouse responses to ensure successful transmission
- Once the claim is received by UnitedHealthcare Community Plan, standard adjudication and payment process will follow
 - The current process for receiving an 835 will remain in place (either through UnitedHealthcare Community Plan)
 - Any required rebilling will occur in HHAX

- The HHAeXchange Communication Module will be used at go-live. This application allows providers to send and receive messages to and from UnitedHealthcare Community Plan of NY in a timely manner. It also allows you to keep the two-way communication history safe, secure, and easily accessible. Further training will be provided on this.
- For UnitedHealthcare Community Plan related communications (plan specific policies/procedures, authorization requests, claims questions etc...), providers should contact Danielle Stephen, provider advocate, at nyhp_hcbspra@uhc.com.
- For all HHAX-related communications (system questions/troubleshooting, training requests etc...), providers should contact support@hhaexchange.com

Patient Merge & Contract Set Up



- If you completed the [Enterprise Provider Linking Survey](#), the offices you designated will be linked beginning April 3rd, 2023.
- If you did not complete the survey, then *all* NY offices will be linked.



Patient Merge & Contract Set Up Continued



Patient Merge	<ol style="list-style-type: none">1. Accept the placements from the linked contract ASAP2. Perform Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for UnitedHealthcare Community Plan of New York are transferred over)3. After merging, Providers can update the Bill To field on Master Weeks and Calendar for dates of service 4/17/2022 and forward on the linked contract
Contract Configuration Copy	<ol style="list-style-type: none">1. Review the editable configurations on the linked contract. Please review the contracted service codes added on the HHAeXchange Portal (Admin > Contract Setup > Search Contract (Contract Name: UnitedHealthcare Community Plan of New York) > Billing Rates Tab).2. Providers can add rates to the new contract based on their current contract amount.3. Providers are given the flexibility of managing and editing their rates as needed.



Timeline and Next Steps for Providers

Provider Onboarding Milestones:

Enterprise Providers



Jan 23 – Mar. 3

- Complete Agency Contact Form
- Providers receive *Welcome Letter*
- Providers attend Information Session
- Providers receive Welcome Packets

Mar. 6 – Mar. 24

- Providers complete the [Enterprise Provider Linking Survey](#)
- Providers attend at least one of the Enhanced Linked Training Sessions.

Mar. 27 – Apr. 14

- UnitedHealthcare Community Plan of NY contract is linked starting April 4.
- Review and update rates to contract, as needed
- Starting April 4 placements are sent to provider portal to validate accuracy
- Starting April 4, accept placements from the linked contract and assign to appropriate office.
- Perform Patient Merge and update Master Weeks.
- Pre-Go Live Support Webinar

Apr 17

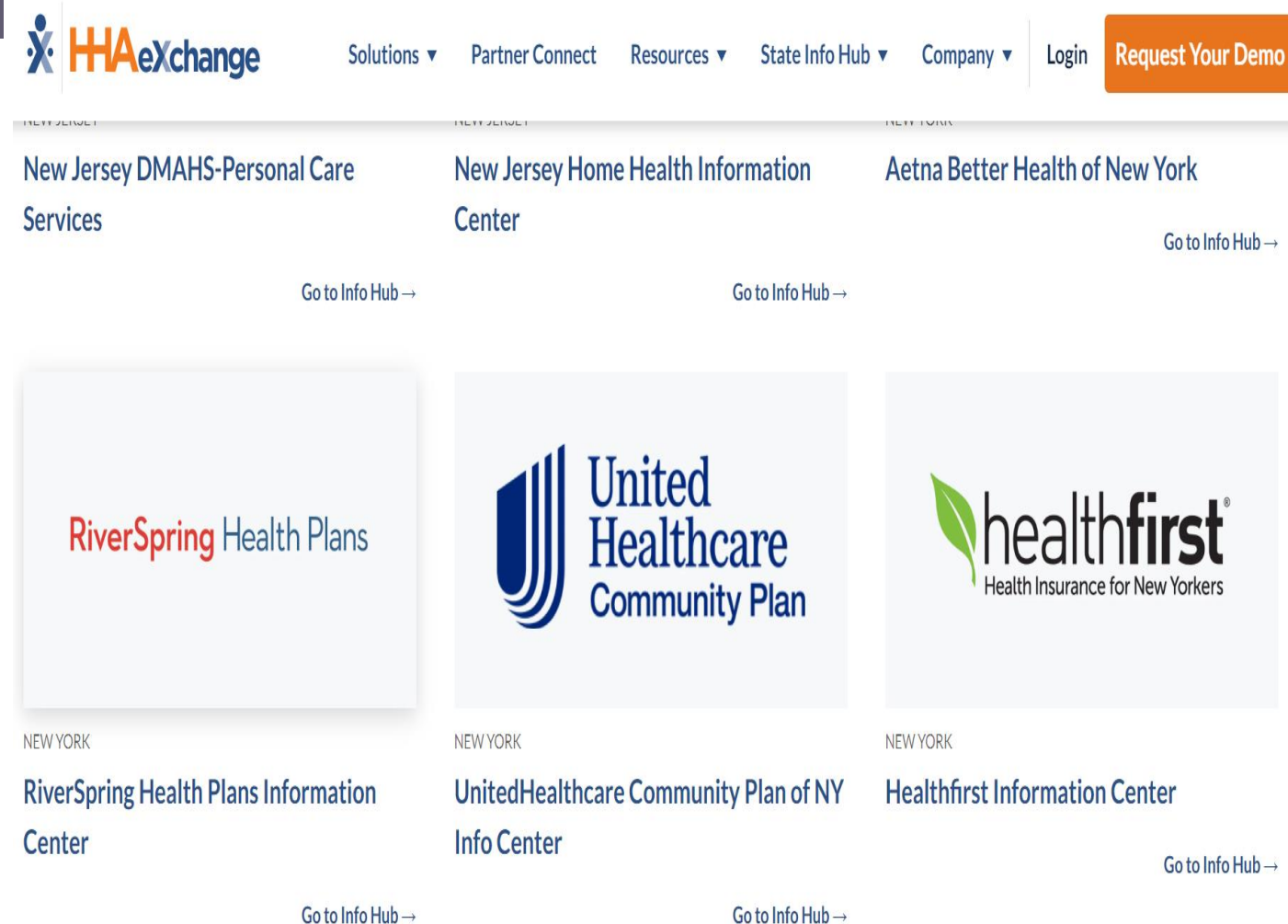
- **Provider go-live**
- Scheduling, confirming, billing visits occur on the linked HHAX contract



Support Resources

- To ensure you stay up to date on all the information for this project, please visit our State Info Hub
- The State Info Hub will be your primary source of information throughout this implementation
- The website also contains all documents such as welcome packets and training links

<https://hhaexchange.com/UHC-ny>



The screenshot displays the HHAeXchange website's State Info Hub. The header includes the HHAeXchange logo, navigation links for Solutions, Partner Connect, Resources, State Info Hub, and Company, along with Login and a Request Your Demo button. The main content area features three columns of information for New Jersey and New York. The New Jersey section lists 'New Jersey DMAHS-Personal Care Services' and 'New Jersey Home Health Information Center', both with 'Go to Info Hub' links. The New York section lists 'RiverSpring Health Plans Information Center', 'UnitedHealthcare Community Plan of NY Info Center', and 'Healthfirst Information Center', each with a 'Go to Info Hub' link. The logos for RiverSpring Health Plans, UnitedHealthcare Community Plan, and healthfirst are prominently displayed above their respective information centers.



Provider Resources



State Info Hub

<https://hhaexchange.com/UHC-ny>



HHaEXchange Support

Support@hhaexchange.com

EDISupport@hhaexchange.com

UnitedHealthcare Community Plan of NY

Support:

nyhp_hcbspra@uhc.com



HHaEXchange Support

1-855-400-4429