

Pennsylvania Agency Model – Provider Information Session

May 2023

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Agenda



➤ HHAEExchange Overview

➤ HHAEExchange Mission and Purpose

➤ EVV Process & Benefits of HHAEExchange

➤ In Scope Services

➤ HHAEExchange System Functions

➤ Next Steps for Providers & System User Training Registration

➤ Questions?



Info Session Takeaways



What Applies to Me?



- **Authorizations**

- How to review authorizations and add members

- **Communication**

- System Communication
- Communicating with Payer

- **Visit Confirmation**

- How to add and review visits in HHAeXchange

- **Invoicing / Billing**

- How to review invoices and bill in HHAeXchange

- **Training**

- How to register users for **System User Training**
- Receipt of LMS Credentials

- **Next Steps**

- Important Dates
- How to access Quick Start Guides and Support Articles



What Applies to Me?

As we walk through this presentation, you will see an indicator next to the HHAeXchange logo in the upper right-hand corner of your screen. This indicator will identify if that workflow applies to an HHAX user, an EDI user or both.

HHAX

- The HHAX indicator applies to providers who will utilize the free HHAeXchange tools.
- An in-depth HHAX specific System User training will be provided separately. Please monitor your emails for training invites.

EDI

- The EDI indicator applies to providers who utilize a 3rd party EVV system.
- An in-depth EDI specific training will be provided separately. Please monitor your emails for training invites.



Mission & Purpose

*An End-to-End Ecosystem
For Better Care*



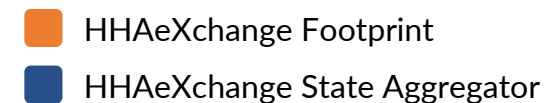
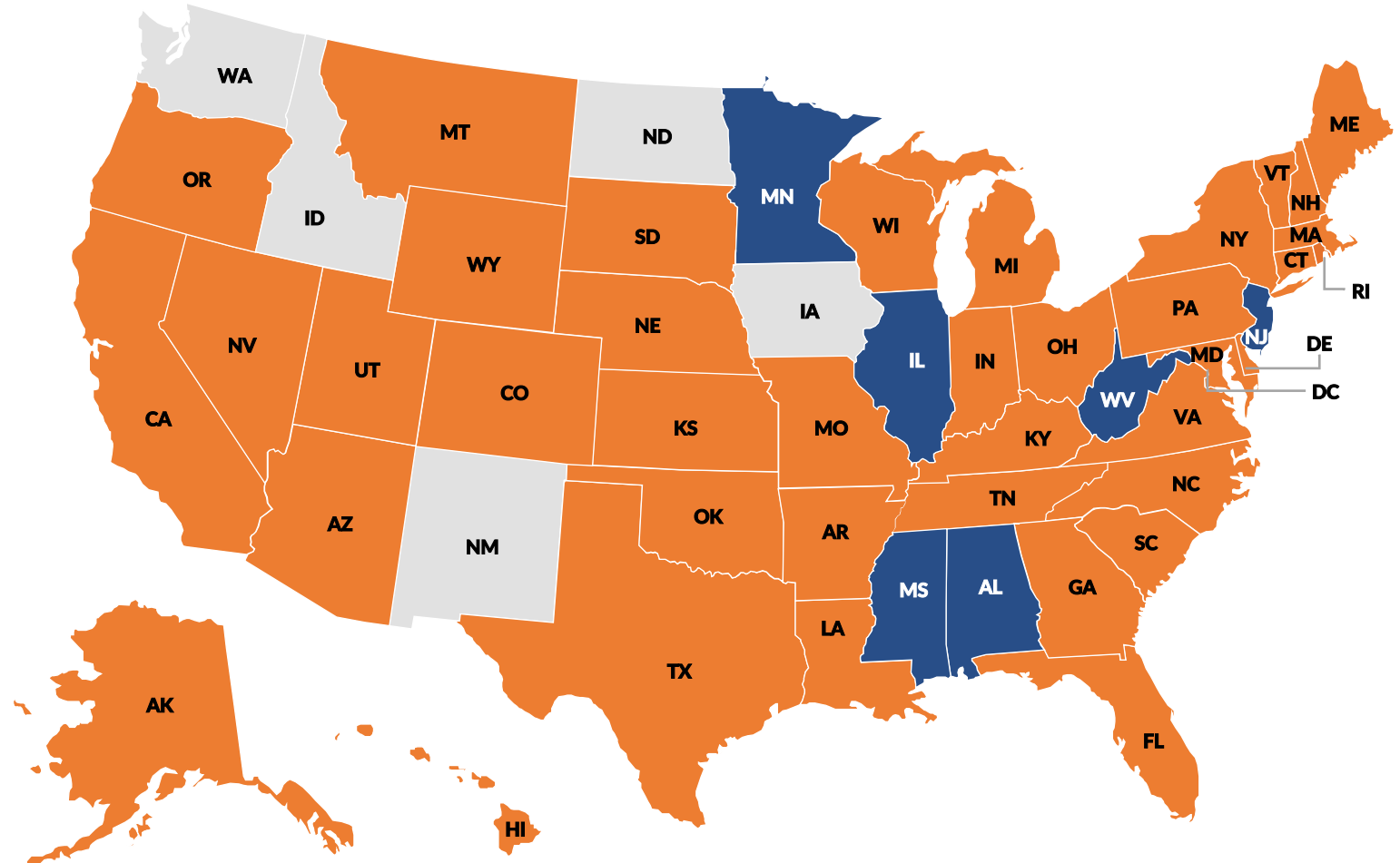
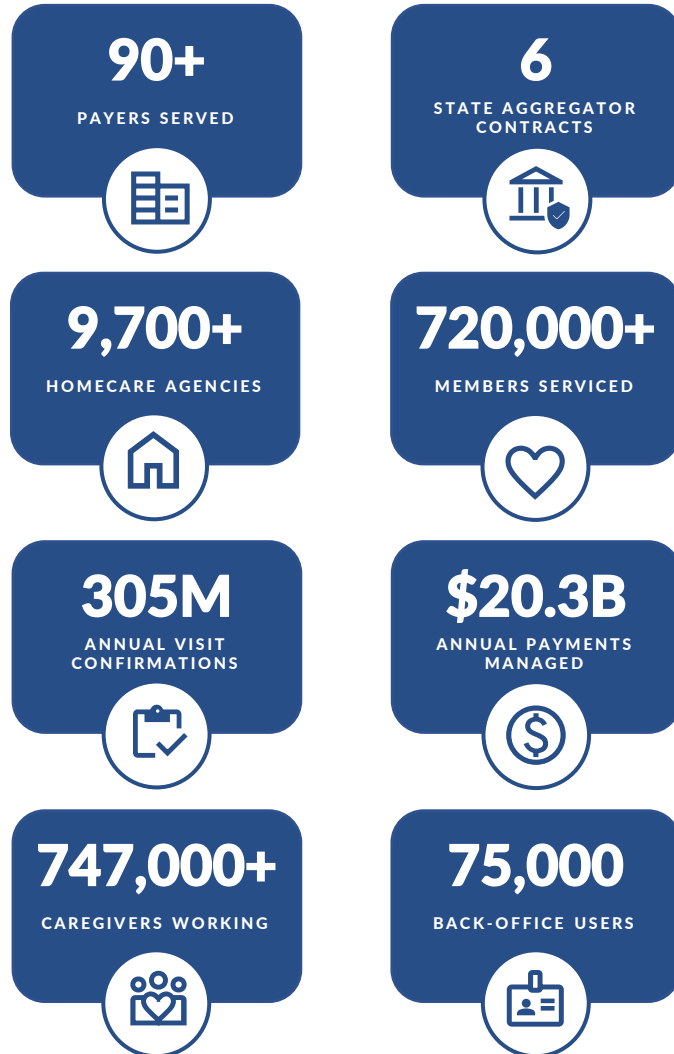
MISSION & PURPOSE

Enable the most effective homecare ecosystem everyday

Empowering **simpler** and **better outcomes** for people who represent some of the most vulnerable and fragile members of our society. **HHAeXchange** connects the dots among states, managed care payers, providers, members and caregivers.

Better Homecare, Better Health

HH AeXchange's National Footprint



February 2023



EVV Mandate and Benefits of HHAeXchange



Cures Act Mandated EVV

The Six Data Elements



Section 12006 of the 21st Century Cures Act requires states to implement an Electronic Visit Verification (EVV) system for Medicaid-funded Personal Care Services (PCS) by January 1, 2019, and for Home Health Care Services (HHCS) by January 1, 2023. Federal legislation delayed penalties for PCS implementation until January 1, 2020, and a Good Faith Exemption extended the deadline to January 1, 2021.

HHAEExchange will be implemented for this go live on **August 14, 2023**, to ensure compliance with the Cures Act.

The six data elements
Required to be collected
to meet the CURES Act
EVV Requirement



HHAeXchange

The most comprehensive EVV platform for PCS and HHCS





Provider Landscape



Enterprise Providers:

- Providers who have their own Enterprise HHAX portal as their agency management and EVV solution.
- You will be able to continue using HHAeXchange, utilizing the system's enhanced Linked Contract functionality.

Existing EDI Providers:

- Providers who have their own HHAX portal which is used to integrate confirmed and billed visit data with their third-party EVV system
- EDI providers may continue to work in their own system, but the data will be sent to HHAX via integration

Existing Free EVV Providers:

- Providers who have their own Free EVV HHAX portal which is used to manage EVV and billing to ensure compliance with linked payers

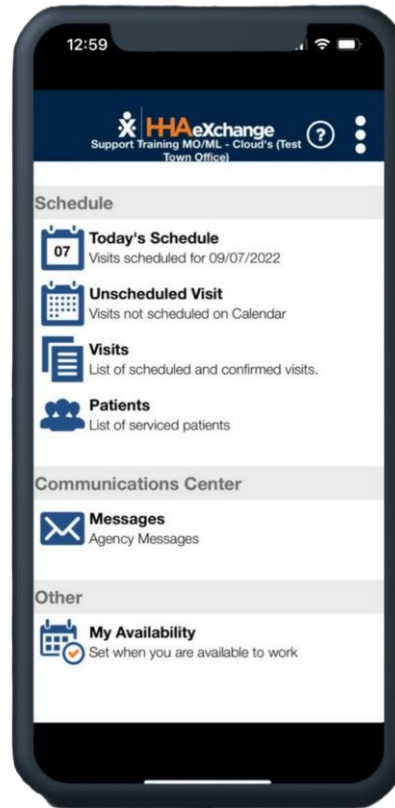
New Providers:

- Providers who do not have an existing HHAX provider portal. These providers have two options for this implementation:
 - **EDI:** Integrate their existing third-party EVV system with an HHAX portal to send confirmed and billed visits to Healthfirst
 - **Free EVV:** Use a Free EVV HHAX portal to confirm and bill visits

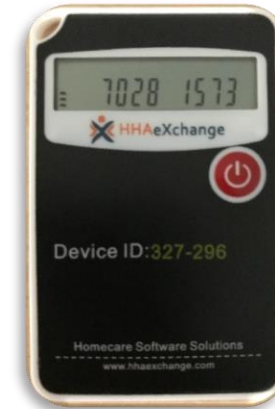
HH AeXchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device



In Scope Services



MCOs in Scope

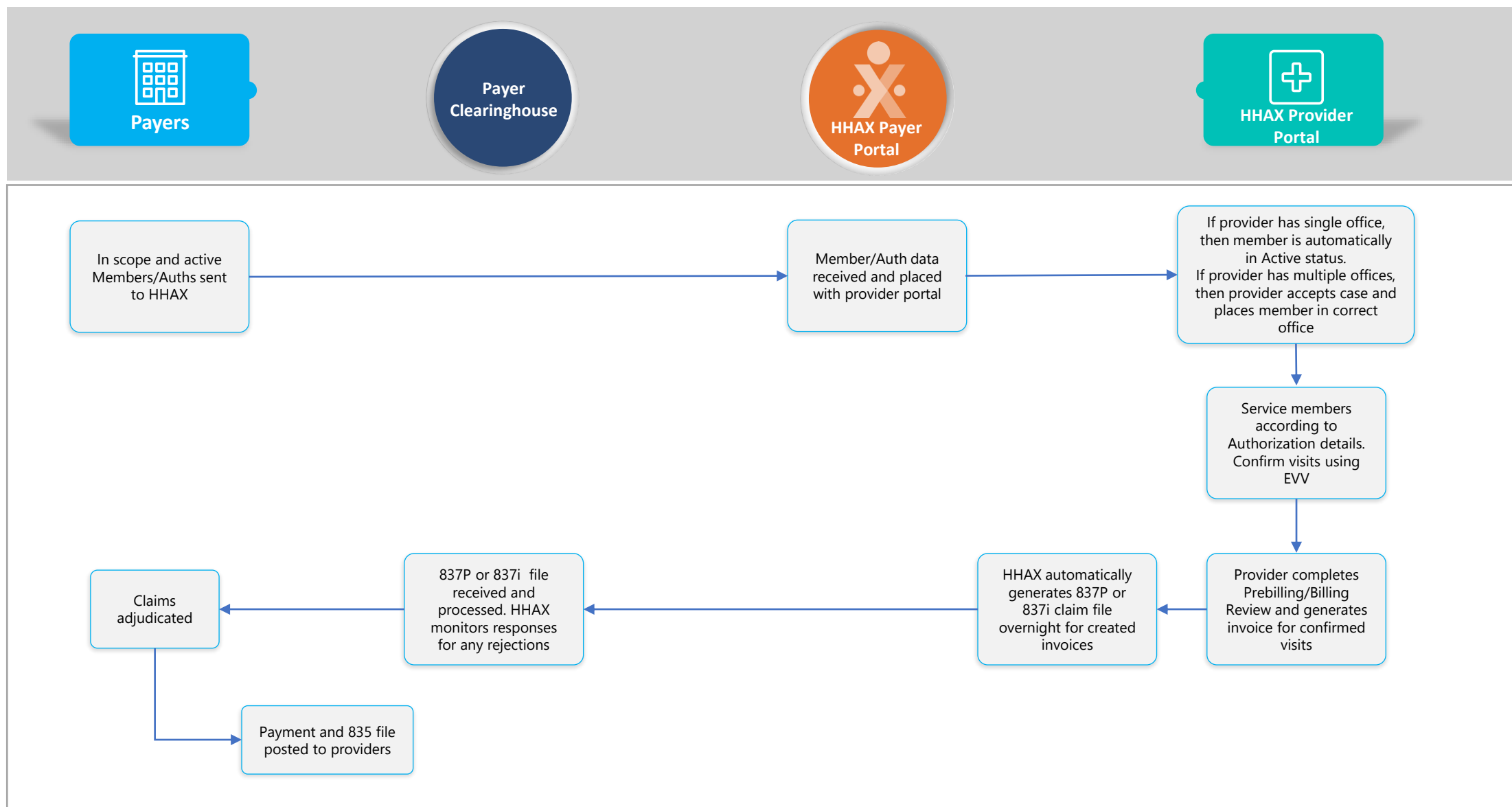
- UPMC Health Plan
- AmeriHealth Caritas/Keystone First
- PA Health & Wellness (PHW)
- UnitedHealthcare of Pennsylvania (UHC)
- Health Partners Plan (HPP)



Services in Scope

- Screening Test, Pure Tone, Air Only
- Pure tone audiometry (threshold); air only
- Home Visit Prenatal (Non HBP)
- Home Visit Postnatal (Non HBP)
- Diabetes Outpatient Training Service, individual
- Diabetes Outpatient Training, group
- Physical Therapy (Days 1-28) by a PT
- Physical Therapy (Days 29 and beyond) by a PT
- HHCP-SERV OF PT,EA 15 MIN
- Occupational Therapy (Days 1- 28) by an OT
- Occupational Therapy (Day 29 and beyond) by an OT
- HHCP-SERV OF OT,EA 15 MIN
- Speech Therapy (Days 1-28) by a Speech Therapist
- Speech Therapy (29th day and beyond) by a ST
- HHCP - SVS OF RN, EA 15MIN
- HHCP-SVS OF CSW,EA 15 MIN
- HHA visit to patient's home (Days 1-28) by home health aide
- HHA visit to patient's home (29th day and beyond) by HH aide
- HHCP-SVS OF AIDE,EA 15 MIN
- DIR SNS RN HH/HOSPICE SET
- HHA visit to a patient's home (day 1-28) by a RN
- HHA visit to patient's home (29th day and beyond) by a RN
- HHA visit to a patient's home (day 1-28) by a LPN
- HHA visit to patient's home (29th day and beyond) by a LPN
- DIR SNS LPN HH/HOSPICE SET
- HOM HLTH AIDE/CNA PROV CARE
- EPSDT - Registered Nurse (Pediatric Shift Care)
- EPSDT - Licensed Practical Nurse PDN (Pediatric Shift Care)
- NRSG HOME CARE/LPN PER HOUR
- SOCIAL WORK VISIT, IN THE HO
- SPEECH THERAPY, IN THE HOME
- OCCUPATIONAL THERAPY, IN THE
- PHYSICAL THERAPY, IN THE HOM
- PRIVATE DUTY/INDEPENDENT NUR
- Home Health - Nursing (RN)
- RN SERVICES, UP TO 15 MINUTE
- Home Health - Nursing (LPN)
- Speech/Language Therapy-15 min
- Home Health - Occupational Therapy
- Home Health - Occupational Therapy Assist.
- Home Health - Physical Therapy

End to End Process





HH AeXchange System Functions



Member & Authorization Management

- No Prior Authorization Workflow: (Applies to Specific Home Health Services)
 - No Member & No Auth from Payer
 - Create a new member
 - Add Payer Contract
 - Add Diagnosis Code
 - Add Medicaid ID
- Prior Authorization Workflow:
 - Member & Auth sent directly from Payer



Scheduling & Visit Confirmation

- Visits should be scheduled based on the authorization provided by the Payer
- Providers can schedule a single visit or can utilize the HHAX master week to create a rolling schedule
- Visits will be confirmed using the Free HHAX EVV tools or a 3rd-party EVV system
- 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



Missed Visits

Non Skilled Visit: User update

Admission ID: LIS-MVP001

Patient Name: PA Missed Visit

Visit Date: 2/3/2020

Patient Phone #:

Assignment ID: 010101

Coordinators:

Schedule

Visit Info

Bill Info

Visit Information History

Scheduled Time: 0800-1000

Visit Start Time: 02/03/2020

Visit End Time: 02/03/2020 Link Calls

Missed Visit: ☒

Travel Time Request:

* Entered in EIM?: Yes

* EIM# (If above Yes, enter 7-digit EIM#; If above No, enter N/A.): 1234567

* Health and/or Safety Risk?: No

Numerical 13 Digit MAID (MPI including Service location - Format #####): 1234567891011

No Data Found.

* New Reason: Other

* Action Taken: Visit rescheduled

* New Note:

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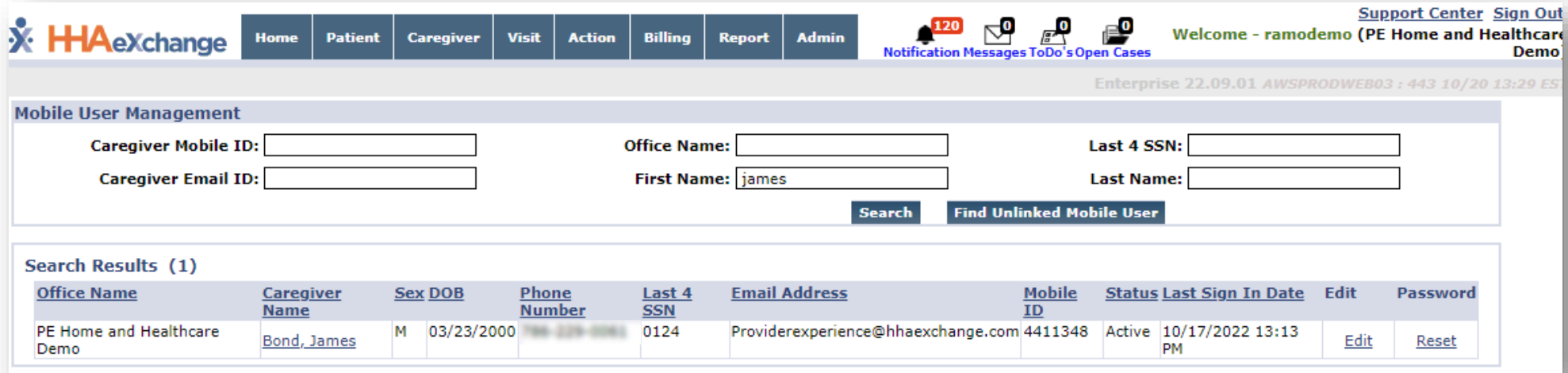


Billing Process

- Providers will be responsible for resolving all Prebilling and Billing Review issues within HHAeXchange to ensure invoices are compliant and to reduce denials
- The billing process we are showcasing today is in our Upgraded Free EVV portal
- High Level Overview of Provider Billing Process
 - Monitor Prebilling
 - Invoice Visits
 - Billing Review
 - Claim Creation
- Remits
 - UPMC – automatically sent to HHAeXchange
 - All Other Payers – Providers must register with Payer Clearinghouse
- *AmeriHealth/Keystone – Non-LTSS – direct billing required

Mobile User Management

- Mobile User Management allows you to manage your caregivers mobile access for EVV clocking



The screenshot shows the HHAexchange Mobile User Management interface. At the top is a navigation bar with tabs: Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. To the right of the tabs are notification icons for messages (120), open cases (0), and other alerts (0). The user is logged in as 'ramodemo' (PE Home and Healthcare Demo). Below the navigation bar is a search form with fields for Caregiver Mobile ID, Caregiver Email ID, Office Name, First Name (pre-filled with 'james'), and Last 4 SSN. There are 'Search' and 'Find Unlinked Mobile User' buttons. Below the search form is a table titled 'Search Results (1)' showing one result for 'PE Home and Healthcare Demo' with caregiver 'Bond, James'.

Office Name	Caregiver Name	Sex	DOB	Phone Number	Last 4 SSN	Email Address	Mobile ID	Status	Last Sign In Date	Edit	Password
PE Home and Healthcare Demo	Bond, James	M	03/23/2000	781-229-0000	0124	Providerexperience@hhaexchange.com	4411348	Active	10/17/2022 13:13 PM	Edit	Reset

Communications

Member Notes and Payer Communications

Payers will utilize the HHAeXchange Communication Module for assistance related to authorizations, payment and member eligibility.

****UHC PA does not utilize HHAeXchange communication module – Please continue to utilize communications already established**



Next Steps for Providers

Project Plan Review

Provider Onboarding Milestones:

Enterprise Providers

Fee EVV & New Providers

EDI Providers

All Providers



April – May

May – July

June 22nd – June 27th

July – August

August 14, 2023

- Providers receive/log into LMS
- Providers attend the system user training webinars
- Providers log into HHAX portal
- Providers attend EDI provider onboarding webinar and user training

- **Provider go-live**
 - Scheduling, confirming, billing visits occur on the linked HHAX contract
 - Confirmed and billed visits are sent to HHAX provider portal via integration

- Complete Agency Contact Form
- Providers receive *Welcome Letter*
- New Providers complete the *Provider Portal Questionnaire*
- Providers attend Information Session
- Providers receive *Welcome Packets*
- Providers initiate contact with HHAX to begin the integration process
 - Contact EDIsupport@hhaexchange.com
 - Work with the HHAX EDI team to setup and test the integration before go-live

- Linking starts July 17, 2023
- Review and Update rates to contract, as needed
- Starting July 17th placements are sent to provider portal to validate accuracy
- Pre-Go Live Support Webinar Available



Register Team Members for Training



Team Training

Signup to Receive Invite

- Open your browser and go to: hhaexchange.com/train-reg
- Select PA as your market and All Payers as your payer
- Register each of your team members to receive an invite to our System User Training
- Multiple users can be submitted on one form by clicking “Add Additional User”
- Once all users have been added click submit
- Please advise your team members to look for a webinar training invite from HHAeXchange and to register for an upcoming training session once received



Free Portal Provider Training Registration

New Payer Implementation Provider System User Training

Market * Payer *

Past implementations are not available for training.

Agency Tax ID Agency Name * Agency Phone *

*No hyphens or spaces.

System Utilization Type *

Agency User(s)

⊗ User 1

User Name *

User Email * User Role

+ Add Additional User

Submit



Support Resources

> State Info Hub




- 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://www.hhaexchange.com/info-hub/pennsylvania-home-health>

HHAexchange Solutions ▾ Partner Connect Resources ▾ State Info Hub ▾ Company ▾ Login [Request Your Demo](#)

Provider Info Center


Homecare providers: here is your go-to source for the most up-to-date training, forms, EDI processes, FAQs, and contact information.

Search by Title Filter by State




ALABAMA
Alabama Provider

[Go to Info Hub →](#)




ARKANSAS
Arkansas State Medicaid PASSE

[Go to Info Hub →](#)




FLORIDA
Florida SMMC Information Center

[Go to Info Hub →](#)




HAWAII
Ohana HP Provider Information Center

[Go to Info Hub →](#)



MINNESOTA
Minnesota Provider Information Center

[Go to Info Hub →](#)



NEW JERSEY
New Jersey CSOC Information Center

[Go to Info Hub →](#)



HHaEXchange Support



State Info Hub

<https://www.hhaexchange.com/info-hub>



Email

Support@hhaexchange.com

EDISupport@hhaexchange.com



Phone

1-855-400-4429

PA Payer Support



**Contact your Payer Relations
Rep**

Provider Resources



Questions?



State Info Hub



Register for Training



Thank You!