

Pennsylvania Home Health Go-Live Support

August, 2023

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



Agenda



- Provider Information Overview
- Go-Live Preparedness + Implementation Tasks
- FAQs
- Next Step and Resources



Provider Overview



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



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

*HHCS subject to EVV — MCO Only: <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV-HHCS.aspx>



Go-Live Preparedness & Implementation Tasks

Go-Live Preparedness & Implementation Tasks



- Providers are expected to manage **members and placement information** on the PA MCO contracts.
 - Providers are expected to use the HHAeXchange communications tools to contact your payers, except for United Healthcare.
- 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.



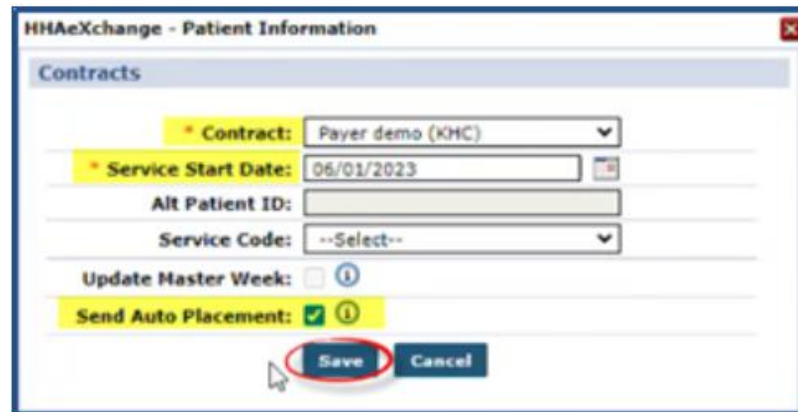
Member & Authorization Management

- 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
 - Adding the above items will lead to a connected placement without authorization. Please ensure you check that the member shows connected to your MCO contract as intended.
- Prior Authorization Workflow:
 - Member & Auth sent directly from Payer

> Auto Placement Process

The **Auto-Placement by Service Code** feature allows Providers to schedule and bill for services that do not require prior Payer authorization.

- Auto-Placement by Service Code Job Aid is currently available in your Support Center
- Payer Eligible Service Code tables are listed on the Job Aid in your support center.



The screenshot shows a web application window titled "HHAExchange - Patient Information". Inside, there is a section labeled "Contracts" with several input fields: "Contract" (a dropdown menu showing "Payer demo (KHC)"), "Service Start Date" (a date field showing "06/01/2023"), "Alt Patient ID" (a text field), and "Service Code" (a dropdown menu showing "--Select--"). Below these fields are two checkboxes: "Update Master Week" (unchecked) and "Send Auto Placement" (checked). At the bottom of the form are two buttons: "Save" and "Cancel". The "Save" button is highlighted with a red circle and a mouse cursor is pointing at it.



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:

© 2022 HHAExchange

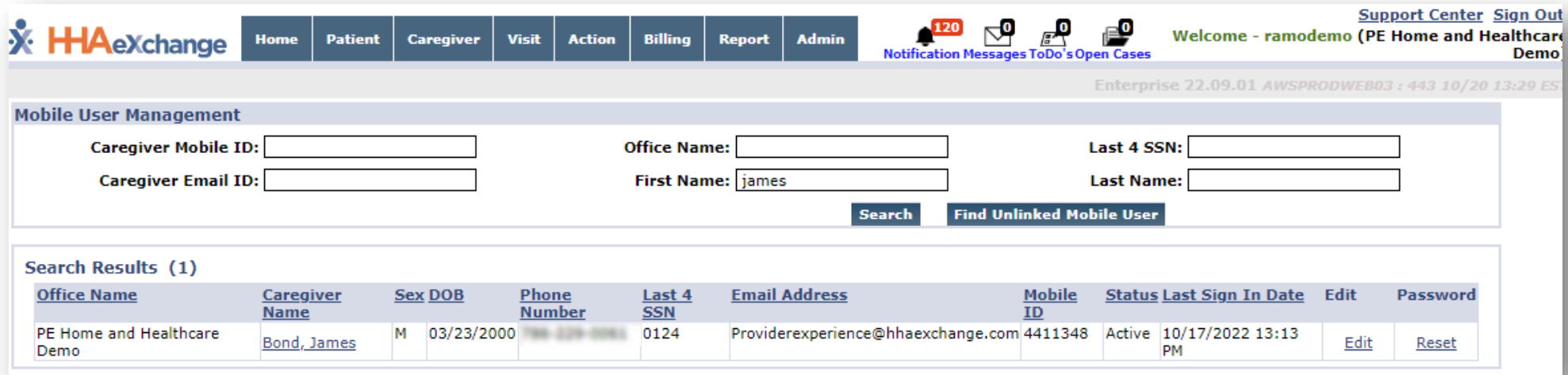


Billing Process

- Providers will be responsible for resolving all Prebilling and Billing Review issues within HHAeXchange to ensure invoices are compliant and to reduce denials
- Billing Requirements by MCO
 - Reminder: for Amerihealth EPSDT and Keystone EPSDT direct billing is required.
 - All other MCO soft go-live until 1/1/24
- Remits
 - UPMC – automatically sent to HHAeXchange
 - All Other Payers – Providers must register with Payer Clearinghouse

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**

System Training Resources

- Enterprise Providers
 - Please review the [Pennsylvania Portal Upgrade Training](#) video dedicated to providers upgrading to the UPR or Universal Patient Record functionality.
 - Recording is available on the HHAeXchange Provider Information center page on the Training Tab

- Enterprise Free
 - Please review the [Pennsylvania Portal Upgrade Training](#) video dedicated to providers upgrading to ENTfree functionality
 - Recording is available on the HHAeXchange Provider Information center page on the Training Tab.



FAQs

Training & Support for Agencies



- PA HHCS State Info Hub | Provider Information Center
 - <https://www.hhaexchange.com/info-hub/pennsylvania-home-health>
 - Primary source of all information related to the PA HHCS EVV Implementation with HHAX.
 - Contains all documents, training links, and important dates
- Learning Management System (LMS)
 - HHAeXchange LMS: <https://hhaexchange.docebosaa.com/lms/>
 - Only one username is provided per Agency and providers can share username/passwords across all members of their Agency that require training.
 - You will be prompted to change your password the first time you log in
 - Once logged in, you will see a Learning Plan on your dashboard: Pennsylvania Provider Learning Plan.

> Training & Support for Agencies



- Log into your Provider Portal
- Top Right Corner of the screen is the Support Center, Contact Support, Remote Support and Live Chat Option

HHAeXchange

Home Patient Caregiver Visit Action Billing Report Admin

Notification 33 Messages 0 ToDo's 0 Open Cases 0

Welcome - SupUZA Limited

Enterprise 23.06.01 AWSWEB04 chrome 14 (Doc C 31 EST

Support Center Sign Out

Support Center

Contact Support

Remote Support

Live Chat

Link Communication Notifications (33)

Search

Office(s): All Coordinator All Search (This filter is applicable only for Events and Notes section.)

Pending Placements

No Pending Patient Found.

> Client Support Portal



The screenshot displays the HHAeXchange Client Support Portal. At the top, a blue header features a search bar with the placeholder text "Find help and services" and a magnifying glass icon. To the right of the search bar, there is a "Requests" button and a red circular icon with the letters "RH". Below the header, the text "Welcome to the HHAeXchange Client Support Portal" is centered. The main content area is titled "Portals" and contains a grid of nine service desk links, each with an HHAeXchange logo and a brief description of the service. The services listed are: Customer Service Desk, 3rd Party Integration Support, RCO Service Desk, Annkissam Service Desk, Accounts Receivable, Clinical Support Desk, Payer Integration Support, EVV Aggregation Support, and ENT Integration Support Desk. At the bottom of the grid, there is a link to "Show more portals (1)" with a dropdown arrow.

Requests RH

Welcome to the HHAeXchange Client Support Portal

Find help and services

Portals

Customer Service Desk
HHAeXchange
Welcome! You can raise a Customer Service Desk request from the options provided.

3rd Party Integration Support
HHAeXchange
Submit questions or concerns for any EDI related process.

RCO Service Desk
HHAeXchange
Welcome! You can raise a request for RCO Service Desk using the options provided.

Annkissam Service Desk
[A]
Welcome! You can raise a Annkissam Service Desk request from the options provided.

Accounts Receivable
HHAeXchange
Have a question on a recent invoice from HHAeXchange? Submit your questions here.

Clinical Support Desk
HHAeXchange
Welcome! You can raise a Clinical Support Desk request from the options provided.

Payer Integration Support
Submit requests related to the exchange of integration files and data between a Payer portal and Provider portal.

EVV Aggregation Support
Welcome! You can raise a request for EVV Aggregation Support using the options provided.

ENT Integration Support Desk
Welcome! You can raise a request for ENT Integration Support Desk using the options provided.

Show more portals (1) ▾

<https://www.hhaexchange.com/supportrequest>

> Training & Support for Caregivers



Question: Where can I access Training Support and Resources for my caregivers?

Answer:

1. Visit the Support Center once you have logged in to your portal > Caregiver (left side of page)

HHAEExchange

Welcome

System Introduction

Patient

Caregiver

Caregiver Management

Caregiver Compliance

Caregiver Search and Communications

Caregivers in Multiple Offices

Caregiver Expense and

Welcome to HHAEExchange

To access the **Provider Portal Resource Page**, click [HERE](#).

To contact **HHAEExchange Client Support**, click [HERE](#).
(Review the [Client Support Portal Job Aid](#) to learn how to create an account)

You can use this full set of HHAEExchange Enterprise Portal user documentation.

Search all Provider Portal user documentation topics by keyword search at top right.

[Learn How to Search](#)

View traditional PDF versions of Provider Portal Process Guides on the [Process Guide PDFs](#) page.

Browse through

[Learn](#)

Learn



Adding Caregivers



Question: Am I responsible for adding caregivers to my provider portal?

Answer: Yes, providers are responsible for adding all applicable caregivers into your provider portal

Question : How can I add caregivers?

Answer: Providers can add caregivers under the caregiver tab in your provider portal. Review the [Caregiver Management Process guide](#) for more information.

Question : Can I bulk import my caregivers?

Answer: Providers can bulk import caregivers at the beginning of the project **if you have a high census of providers.** Instructions can be found on the [Caregiver Bulk Import Process Guide](#).

Caregiver Mobile App



Question: How do I retrieve the mobile ID?

Answer: When first setting up the mobile app, the system will create the mobile ID. Navigate to Settings and User Agreement to find the Mobile ID.

Question : How do I reset mobile app password for my caregivers?

Answer: A caregiver can reset their own password directly from the login screen using the “Forgot Password?” link.

Resources:

- [Caregiver Mobile App Process Guide](#)
- [Agency Mobile App Process Guide](#)

Caregiver Mobile App



Question: What if the caregiver does not have Wi-Fi connection or internet access?

Answer: Caregivers can turn on Offline Mode. With this feature enabled, Caregivers can Clock IN/OUT successfully while offline. Review this process with the [Caregiver Mobile App Process Guide](#). (Offline Mode p. 62).

Additional information can be found on the Support Center by entering “Offline Mode” on the Search Bar icon.

Question: Is Billing in scope for Home Health Services for PA Providers?

Answer:

- Amerihealth EPSDT & Keystone EPSDT: Billing is submitted outside of HHAX
- All other MCOs will allow billing as of 8/14/23 but will not be required until 1/1/24.

Missing Member & Placement Information



Question: What do I do if I am missing a member and/or placement?

Answer:

- If there is a missing member or authorization, please communicate using the linked communications module in HHAeXchange. Please reference the **Communications Process Guide** for more information. **exception- UHC*



Provider Resources

HHaEXchange Support



State Info Hub

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



Client Support Portal

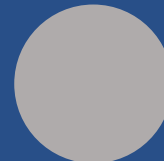
<https://hhaexchange.com/supportrequest>



Email

PAsupport@hhaexchange.com

PA Payer Support



**Contact your Payer
Relations Rep**