Texas Electronic Visit Verification (EVV) – Information Session

July 2023

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HHAeXchange System Terminology

- **Member** = Patient = Recipient = CDS Employer = Participant = Client
- **Service Provider** = Caregiver = Attendant = Aide = CDS Employee
- **Provider** = Program Provider = FMSA = Vendor = Agency
- **Payer** = HHSC = MCO = Plan

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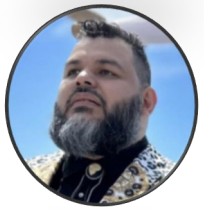
HHAeXchange Presenters

Nate Burgess
VP, Client Success

Ramo Haji
Manager, Provider Experience

Daniel Spurlock
Director, Provider Experience



George Marquez
Senior Provider Experience Specialist

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Agenda

- HHAeXchange Mission and Purpose
- Texas EVV Overview
- EVV Solution & Benefits of HHAeXchange
- Project Timeline
- HHAeXchange Demonstration
- HHAeXchange Portal Registration Program Provider System User Training (SUT) & CDS Training Registration
- Support Resources
- Q/A

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Info Session Takeaways

Preview

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Top Takeaways from Today

1. Onboarding with HHAeXchange
2. HHAeXchange Portal features and workflow
3. Integrating your 3rd party system with HHAX
4. EVV Clock In and Clock Out Methods & Visit Confirmation
5. Training Registration
6. Project Timeline
7. Support Resources

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An End-to-End Ecosystem

For Better Care

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Enable the most effective homecare ecosystem every day.

Mission

PURPOSE

We are passionate about helping people who are aging or have disabilities thrive in their homes and communities through the creation of a homecare ecosystem that seamlessly connects states, managed care organizations, providers, service providers, and members.

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HHAeXchange's National Footprint

50+
MCO CLIENTS

8
STATE EVV CONTRACTS

10,400+
HOMECARE AGENCIES

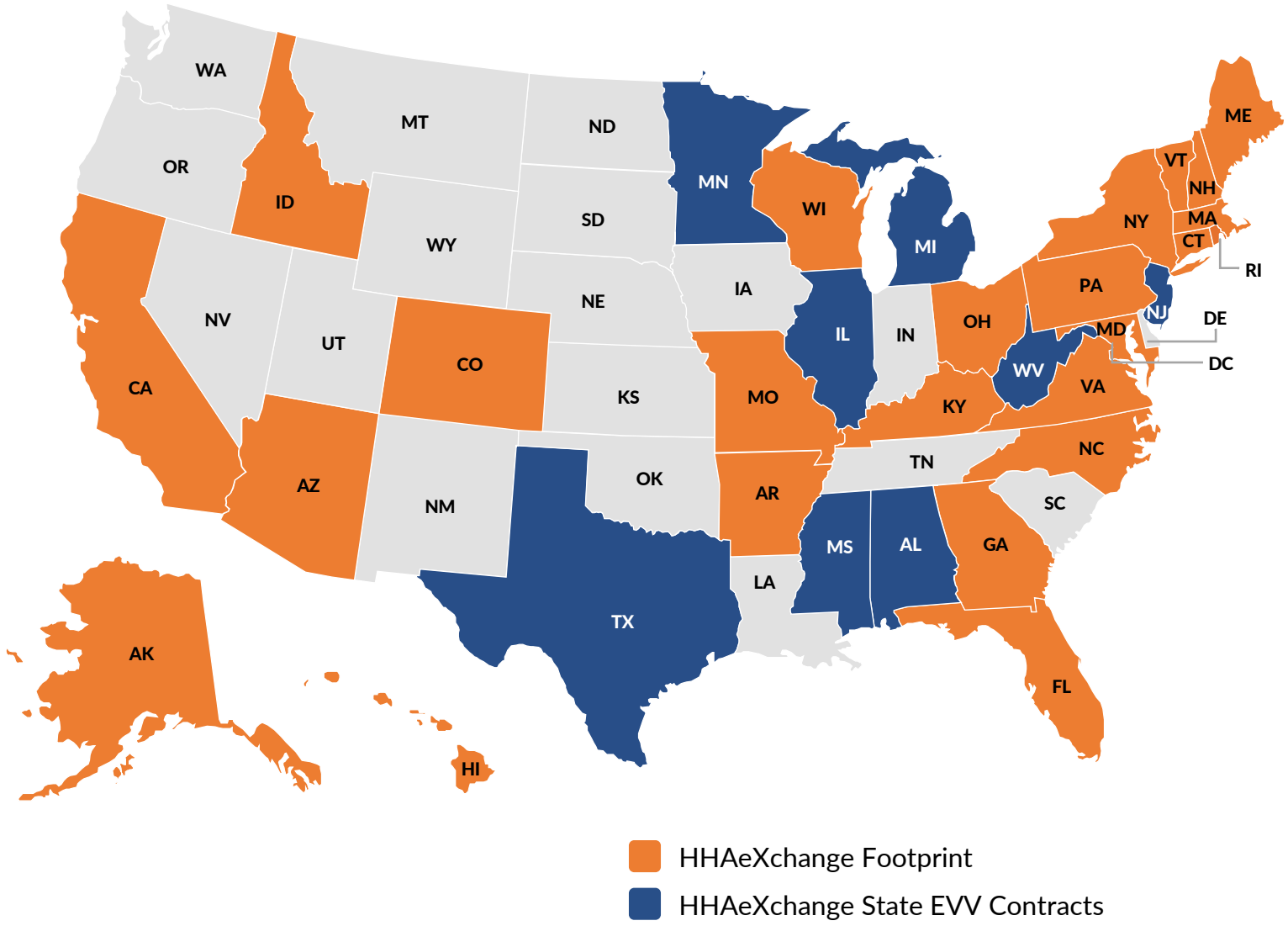
778,100+
MEMBERS SERVICED

166M
ANNUAL VISIT CONFIRMATIONS

$22.6B
ANNUAL PAYMENTS MANAGED

807,300+
CAREGIVERS WORKING

81,290
BACK-OFFICE USERS



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The 21st Century Cures Act

Passed by Congress in December 2016, the 21st Century Cures Act states to implement an EVV system for Medicaid-funded personal care services (PCS) and for home health care services (HHCS).

Effective January 1, 2021, EVV is required for Medicaid personal care services.

Effective January 1, 2024, EVV is required for Medicaid home health care services.

The six data elements required to be collected to meet the Cures Act EVV requirement:

- Type of Service Performed
- Location of the Service
- Person Receiving the Service
- Person Providing the Service
- Date of the Service
- Time the Service Begins and Ends

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Texas EVV Overview

HHAeXchange Partnership

Texas Health and Human Services Commission (HHSC) has partnered with Accenture and HHAeXchange to provide a new, single and state-funded EVV vendor system, the HHAeXchange Portal.

Users of the current EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) must transition to HHAeXchange or receive approval as an EVV Proprietary System Operator (PSO) by **October 1, 2023.**

Upcoming Deadlines:

- **EVV for personal care services** should be captured in **HHAeXchange starting October 1, 2023**
- **Practice period** for **home health care services expansion** begins **October 1, 2023**
- Home health care services **will begin requiring EVV data on January 1, 2024**

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HHAeXchange Portal Features

We are making it easier for you to transition by:

- **Migrating up to a year's worth of visit data** to your new HHAeXchange Portal and up to 5 years of **member, service authorization, and service provider data**
- **Integrate your existing 3rd Party Management System with HHAeXchange** to enable near real time data exchange. Includes the exchange of **member, service provider, schedules, and visit data**

HHAeXchange Portal

No-cost, state-funded EVV system

Electronic Visit Verification

- Real-Time Clock In and Clock Out Dashboard
- Clock In and Clock Out via Mobile App, Telephone (Landline), or Alternative Device
- Telephony in English & Spanish

Mobile Application

- GPS Clock In and Clock Out
- Multi-Language Support (20+ languages)
- Plan of Care Duty Tracking
- Directions to Next Shift
- Offline Mode for areas with no service

Provider Agency & FMSA Operations

- Dynamic Scheduling Management
- Clock In / Clock Out Call Exception Dashboard
- Authorization Management
- Master Week Creation
- Manual Visit Creation
- Visit Maintenance
- Profile Management
- EVV Standard Reports

3rd Party Management System Integration

- Service Provider (Create, Update, Search, Get)
- Member (Create, Update, Search, Get)
- Schedule (Create, Update, Search, Get)
- Visit (Search, Get)
- Authorization (Create, Update)

Consumer Directed Services Portal

- Approve Time Worked
- Visit Maintenance
- Access EVV Standard Reports

Fiscal/Revenue Cycle

- Pre-Billing Claims Scrubbing
- Direct Claims Submission to TMHP

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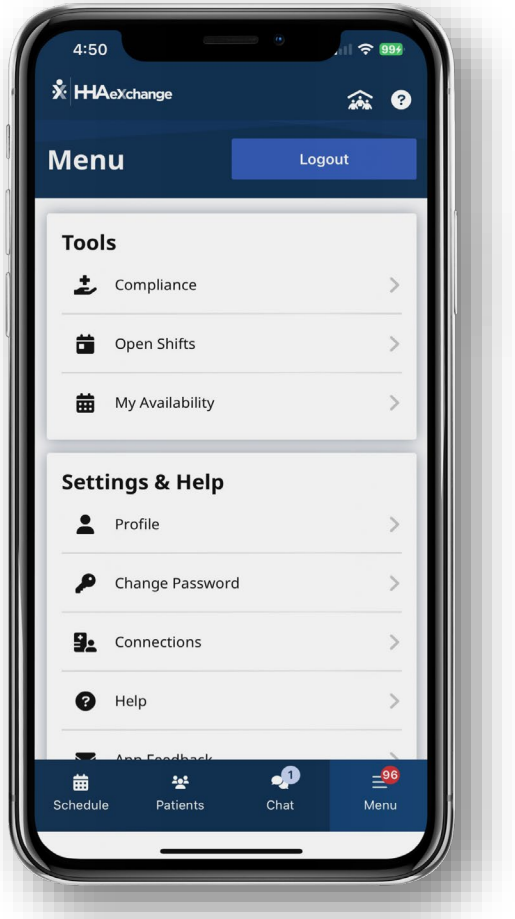
EVV Clock In and Clock Out Methods

Telephone (Landline)



Service Provider Mobile App

Alternative Device

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Data integration with HHAeXchange

3rd Party Management System Integration

Application Programming Interface (API)

Integrate with HHAeXchange to enable near real-time data exchange with your 3rd Party Management System via API. Data exchange options include:

- Service Provider (Create, Update, Search, Get)
- Member (Create, Update, Search, Get)
- Schedule (Create, Update, Search, Get)
- Visit (Search, Get)
- Authorization (Create, Update)

HHAeXchange Data Integration Specifications

Get started by submitting a ticket to our ENT Integration Support Desk: Click Here

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Provider Landscape

Your Options

EVV System Change:

- Program providers and FMSAs of the current EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) who must transition to HHAeXchange. These program providers/FMSAs will utilize HHAeXchange Portal and have the options to integrate their 3rd party system with HHAX via API.

New Program Providers:

- Program providers who do not have an existing EVV vendor. These program providers will utilize HHAeXchange Portal and have the options to integrate their 3rd party system with HHAX via API.

New Financial Management Services Agencies (FMSA) Entity:

- FMSAs who manage Consumer Directed Service (CDS) employers and CDS employees and do not have an existing EVV vendor will utilize HHAeXchange Portal and have the options to integrate their 3rd party system with HHAX via API.

All Program Providers/FMSAs Will Receive:

- HHAeXchange Portal to confirm visits and create claims
- Option to integrate their existing third-party EMR system with an HHAeXchange portal to send member, authorization and schedule data to HHAX.

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CDS Landscape

Your Options

CDS Employers

- CDS employers who manage personal care services provided in the home directly with their CDS employee will receive:
  - Services Portal: schedule, manually add visits, approve and deny visits with a HHAeXchange service portal.

CDS Employees

- CDS employees who service CDS employers (members) will receive:
  - Services Portal: propose and approve shift changes.
  - HHAeXchange Mobile App: mobile app to clock in and clock out, receive newly scheduled visits, document duties, and more.
  - HHAeXchange IVR Access: toll-free number to clock in and clock out, document duties, and more.

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Project Timeline

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Onboarding Milestones

June 2023

- Receive Welcome Letter
- Sign up for an Information Session (in-person or webinar)
- Register for HHAX Client Support Portal
- Bookmark the *Texas EVV Vendor Information Center*

July – Aug 2023

- Attend Information Session
- Complete EVV Provider Onboarding Form
- Receive Welcome Packets
- Review integration specs and complete data exchange request form
  - Work with the HHAX Integration team to setup and test the integration before go-live
  - Attend data exchange webinar

Aug - Sept

- Obtain access to HHAX Learning Management System (LMS)
- Attend system user training webinars
- Complete required system training
- Log into HHAX portal
- Review data migration and complete set up for 10/1 Go-Live

Oct 1st

- **PCS Go-Live**
- **HHCS Practice Period** (10/1 - 12/31)

Jan 1st

- **HHCS Go-Live**

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HHAeXchange System Functions

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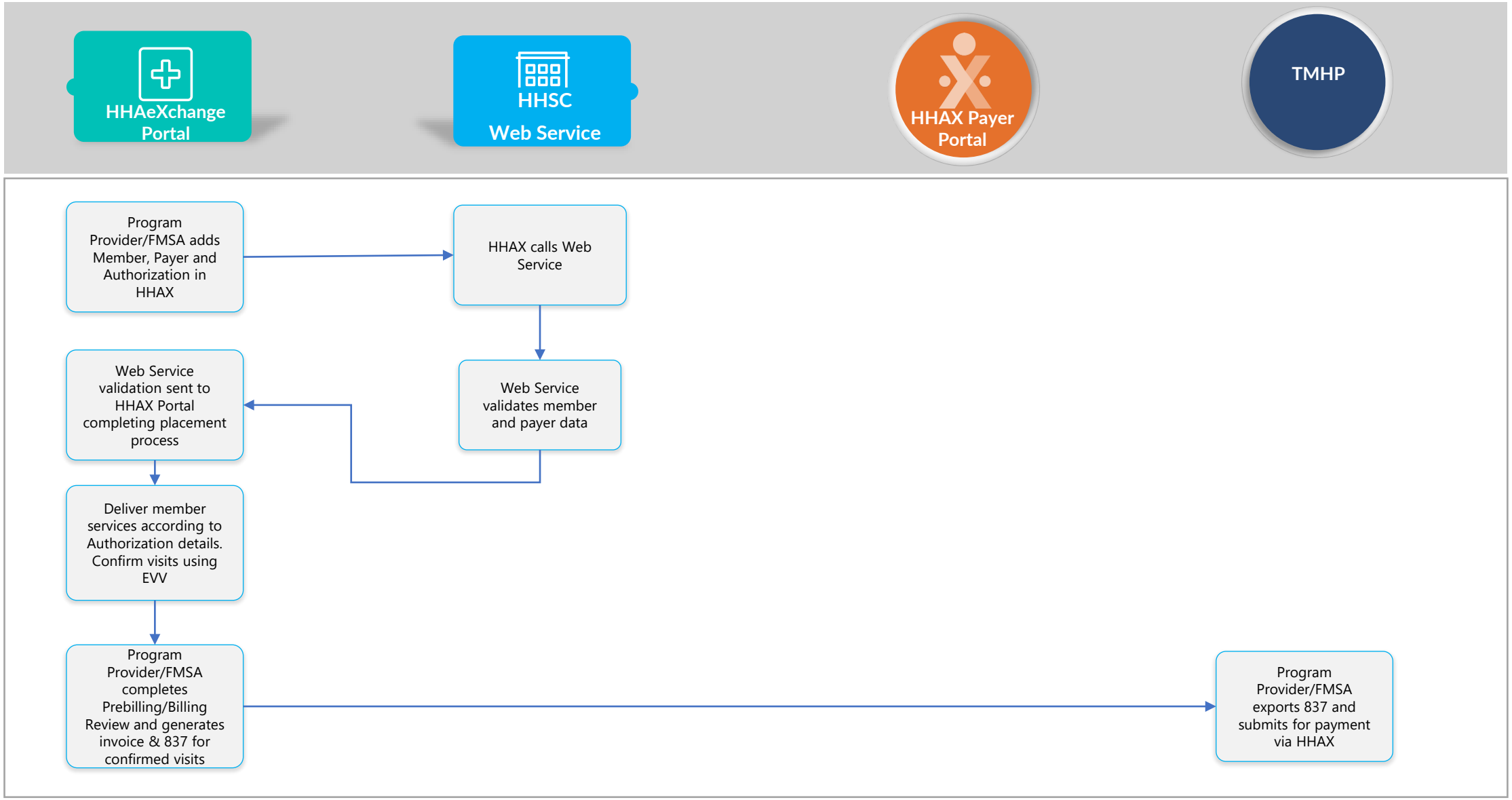
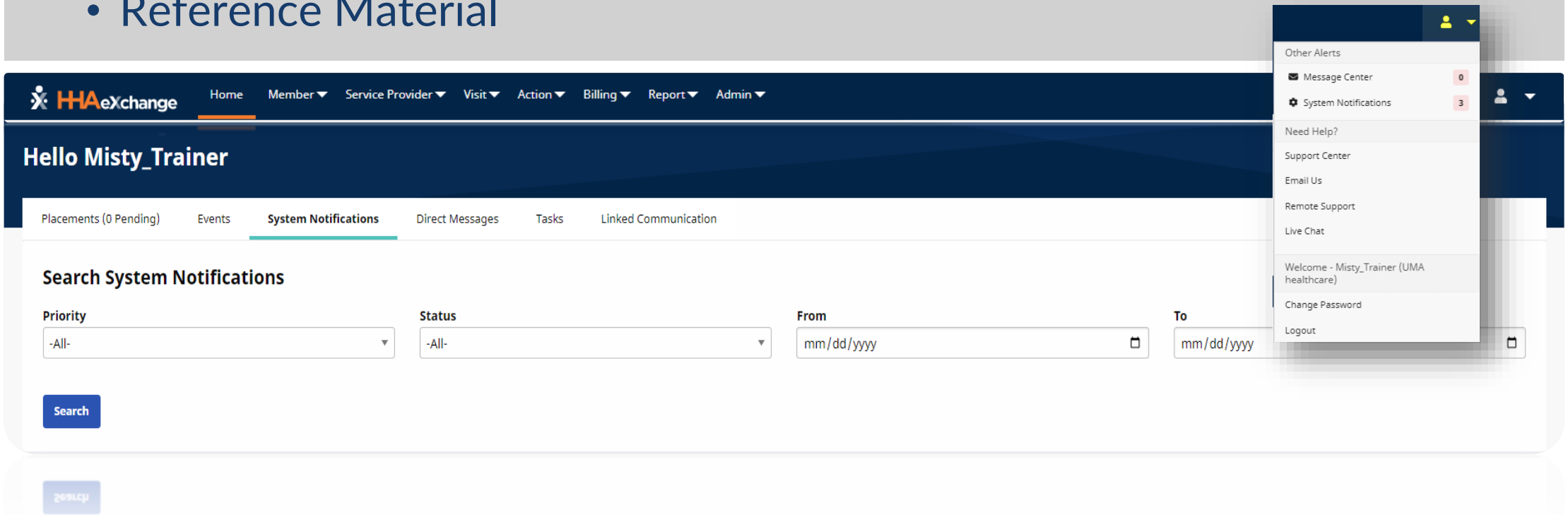
End to End System Process



Home Screen

- System Notifications
- HHAeXchange Support Center
  - Process Guides
  - Reference Material



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Service Provider Management

HHAX Workflow for Program Providers/FMSAs

- Add service provider to HHAX
- Manage service provider's mobile access
- Web services validate member information and confirm placement
- Assign service provider to member profile

Data Exchange Workflow

- Program providers can import service provider profiles through secure interface

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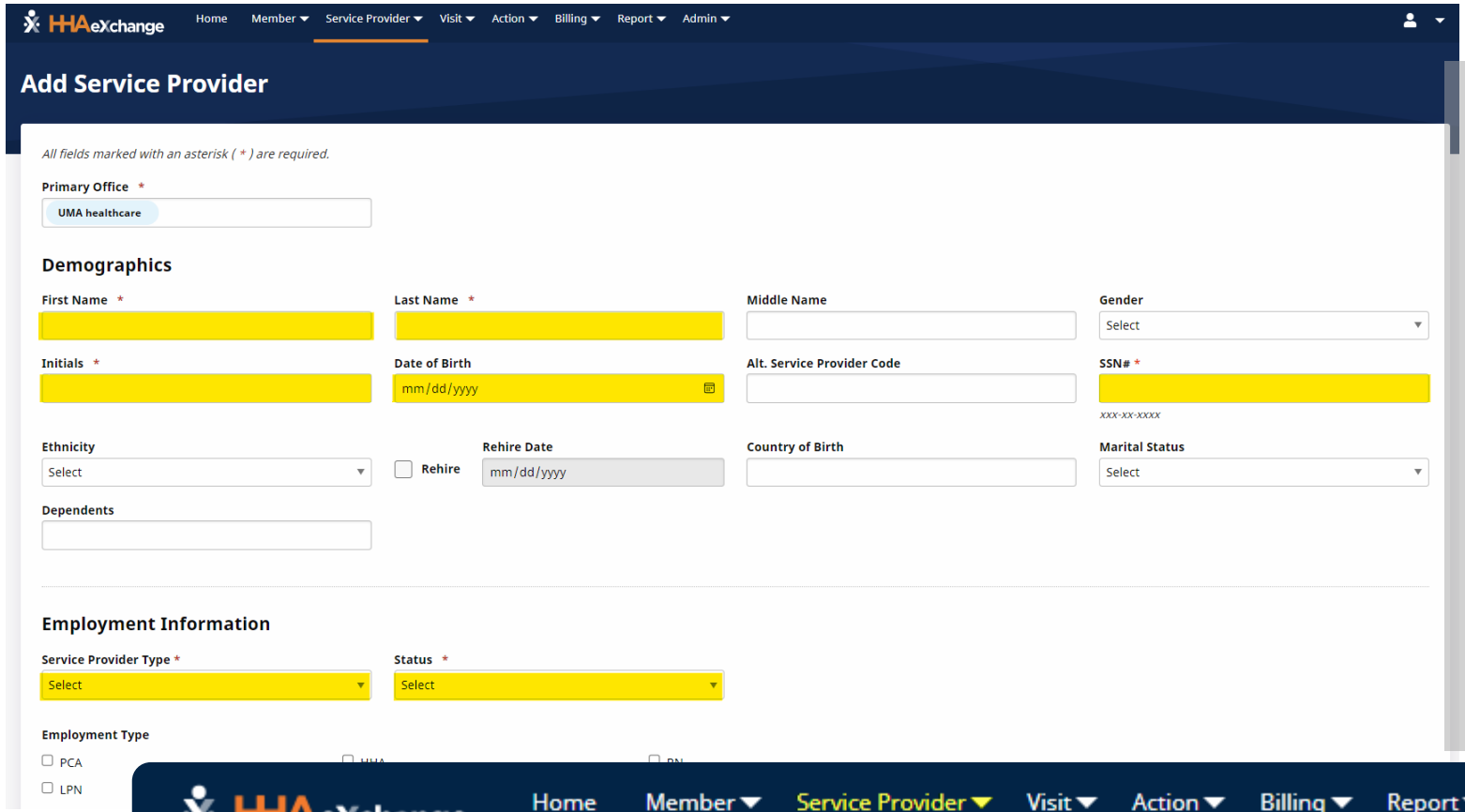
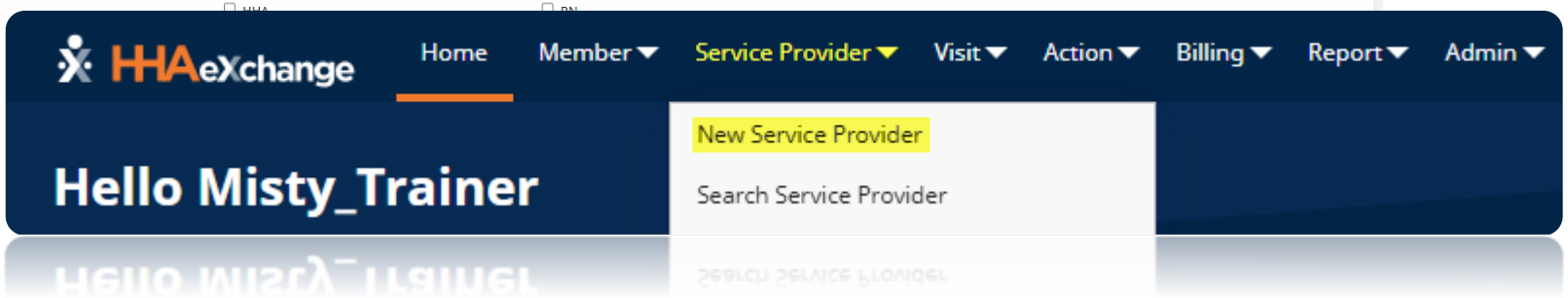
Creating Service Providers





- New Service Provider
  - Required Fields
  - Demographics (Employment Type)
  - Address
  - Emergency
- Save
  - Creates Profile

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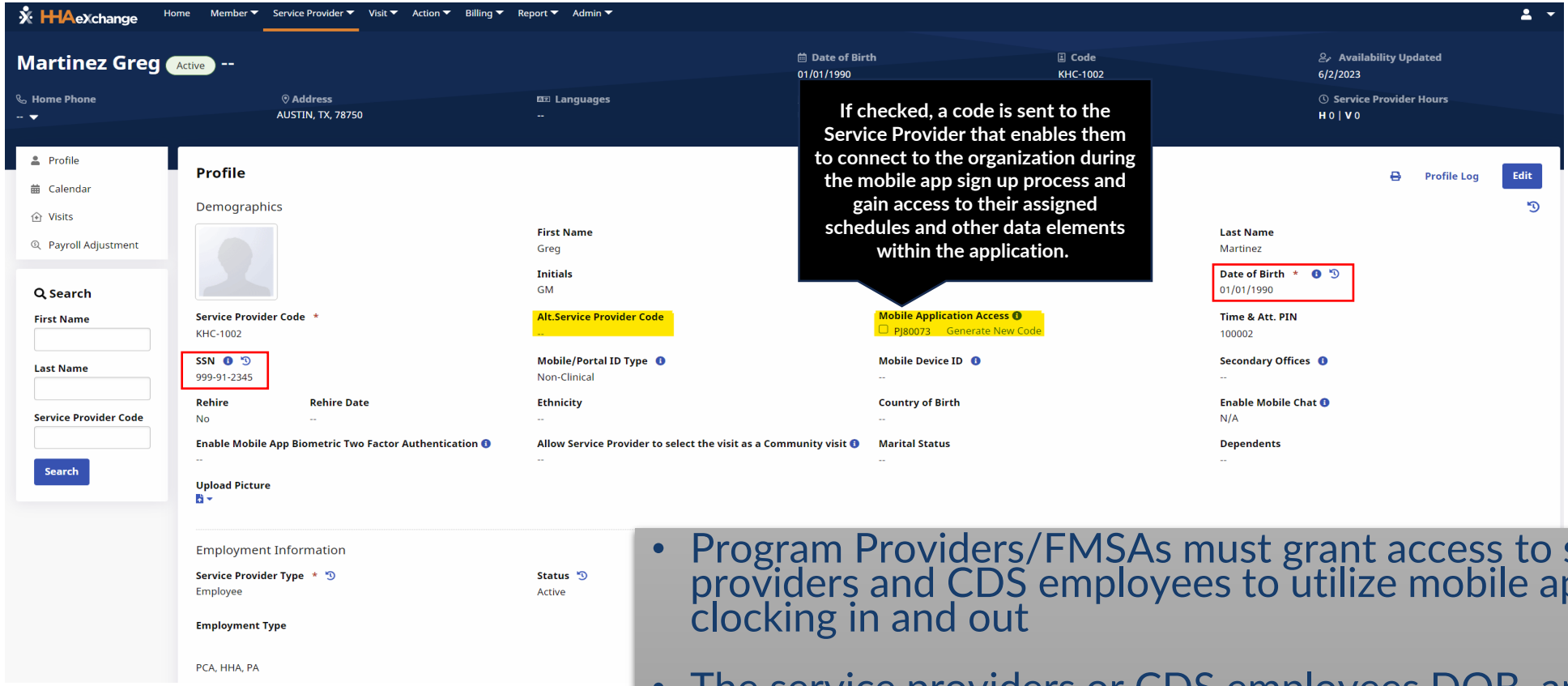
Creating Service Providers



- Program Providers/FMSAs must grant access to service providers and CDS employees to utilize mobile application for clocking in and out
- The service providers or CDS employees DOB, and last 4 of SS# must match between the agency profile and the mobile app profile

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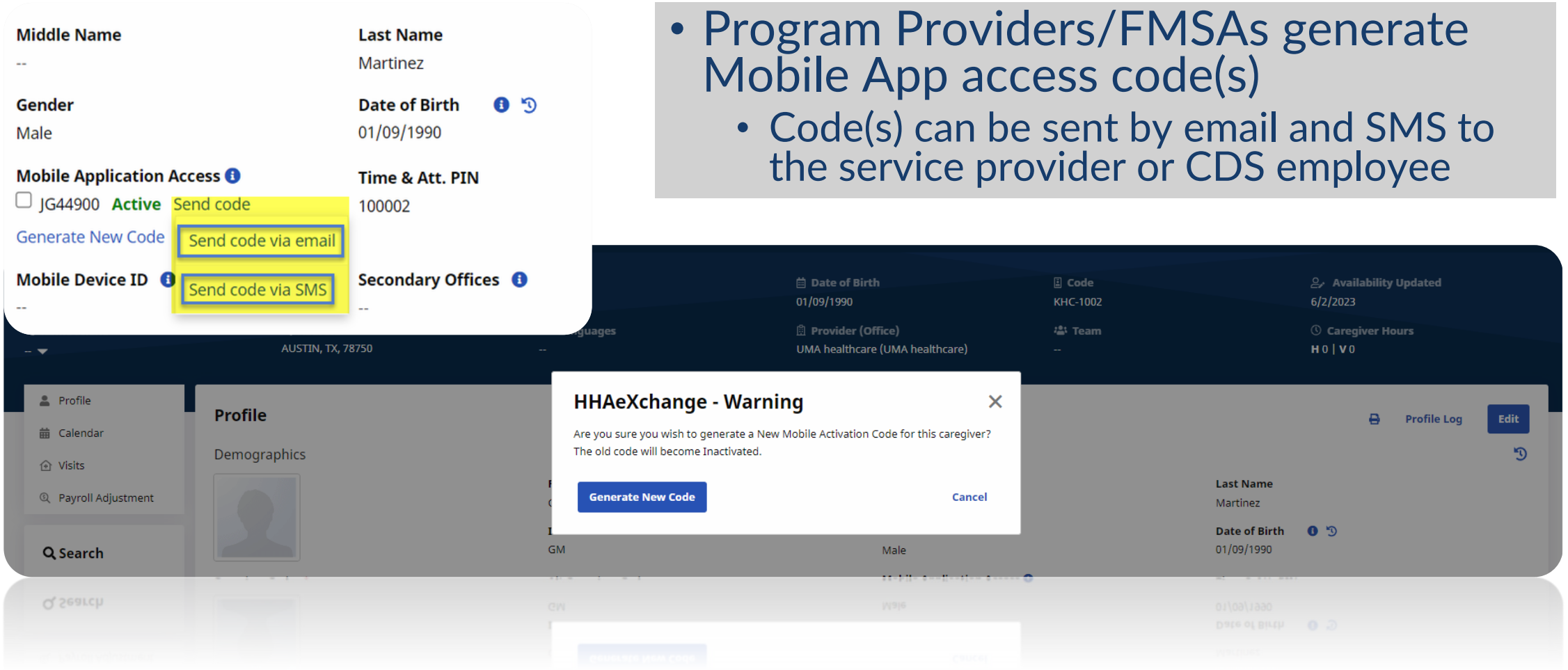
Creating Service Providers

- Program Providers/FMSAs generate Mobile App access code(s)
  - Code(s) can be sent by email and SMS to the service provider or CDS employee



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Member Management

HHAX Workflow

- Program Providers/FMSA will create Member
- Program Provider/FMSA selects Payer and completes auto-placement
- Web services validates member information and confirms placement
- Program providers/FMSAs will assign service provider to member profile

Data Exchange Workflow

- Import member data through secure interface
- System validates the payer for auto placement
- Web Services validates member information and confirms placement

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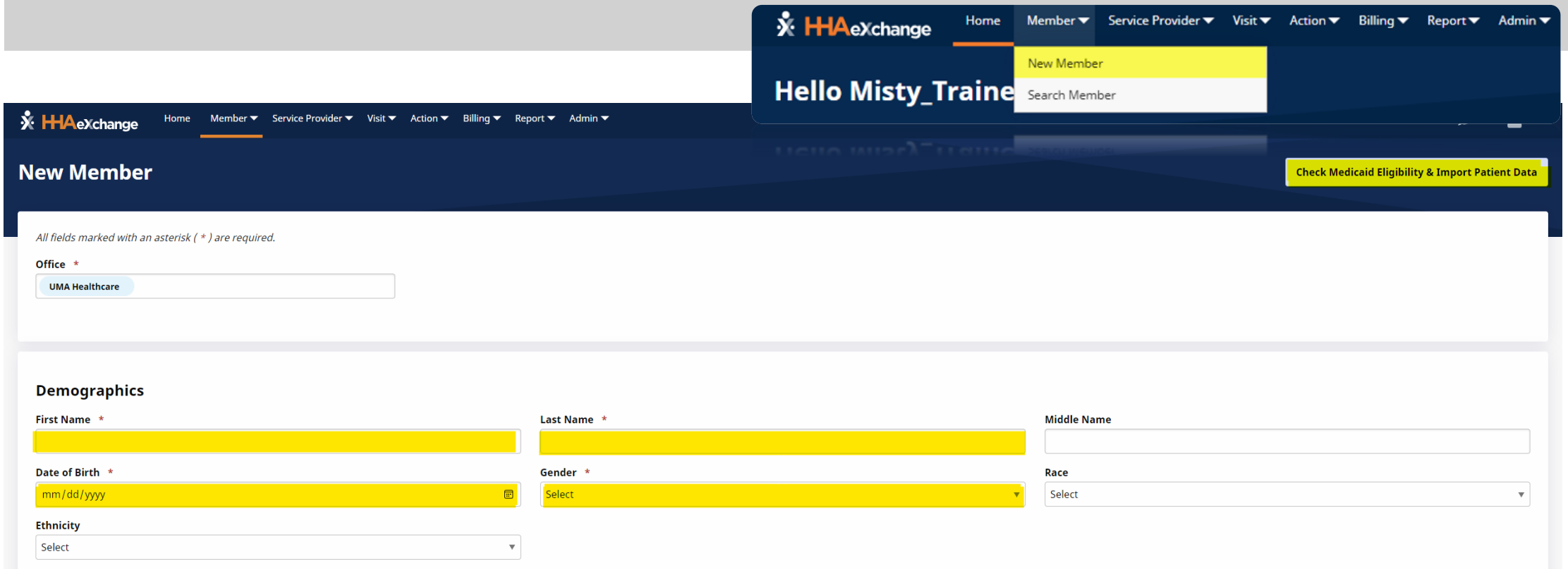
Adding a New Member

- Select New Member to add a member
- Enter all required fields and save



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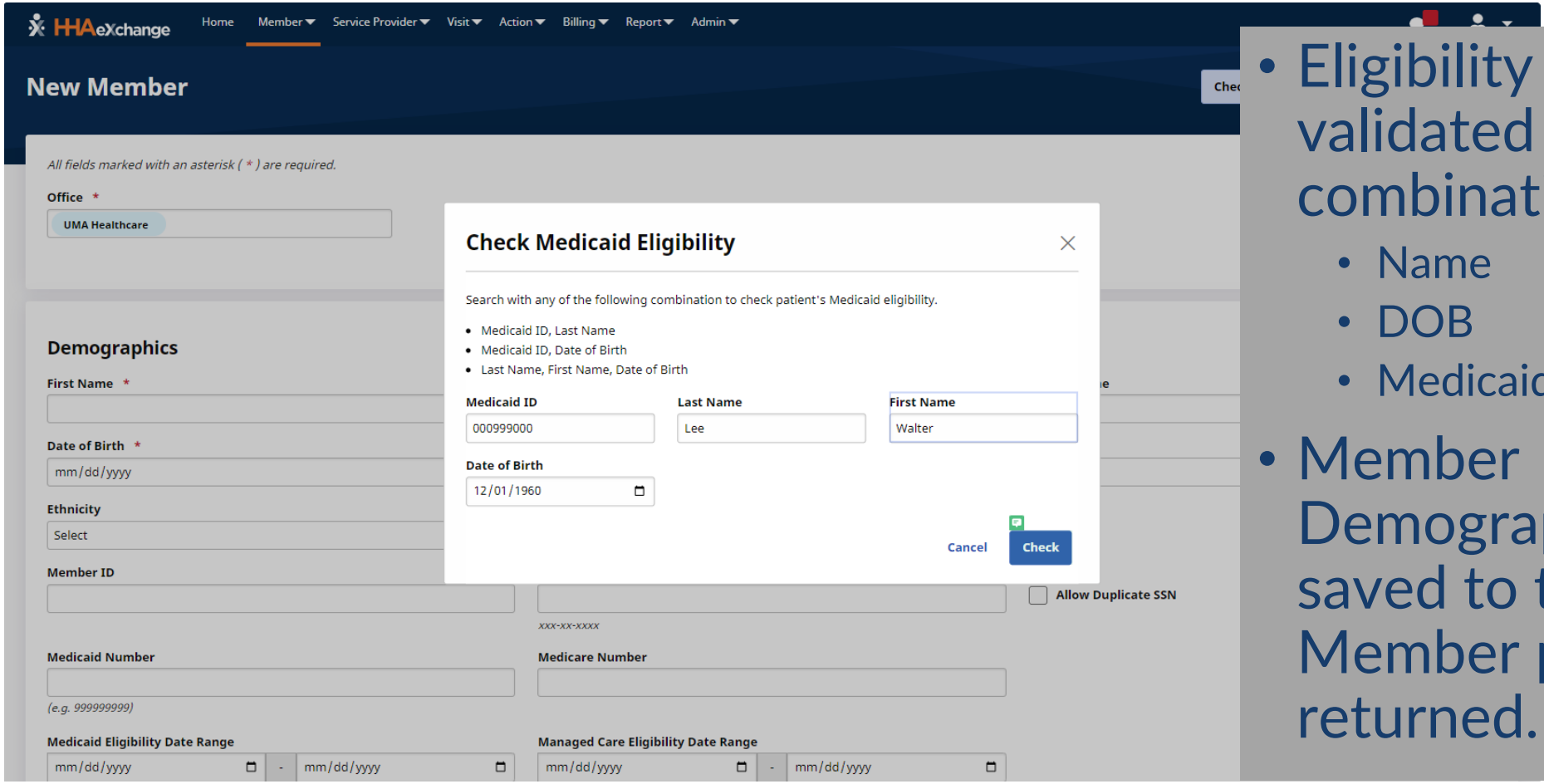
Adding a New Member



- Eligibility will be validated based on a combination of:
  - Name
  - DOB
  - Medicaid ID
- Member Demographics can be saved to the New Member profile once returned.

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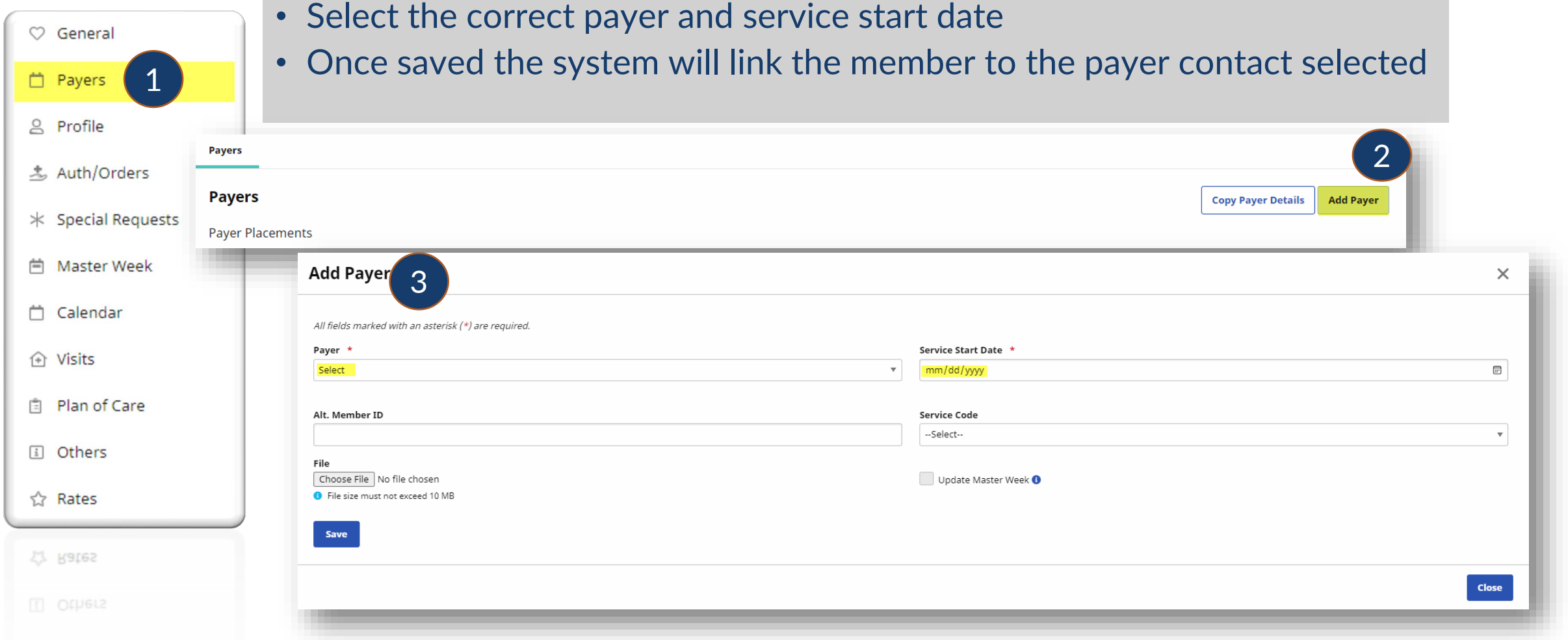
Assigning Payer

- From the member profile select Payers
- Select the correct payer and service start date
- Once saved the system will link the member to the payer contact selected



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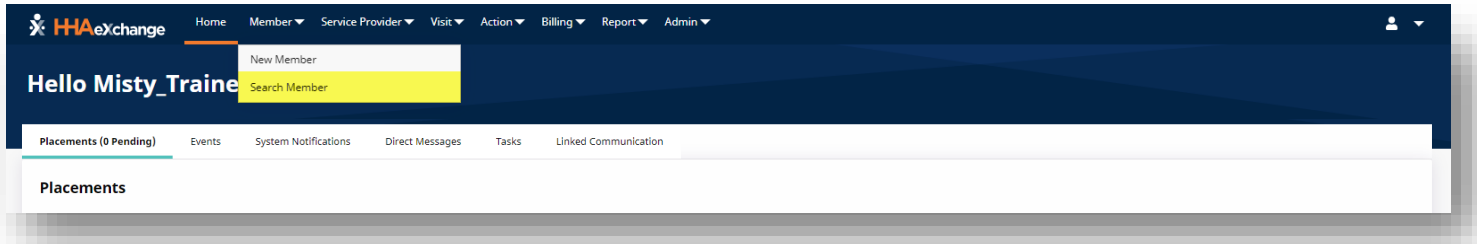
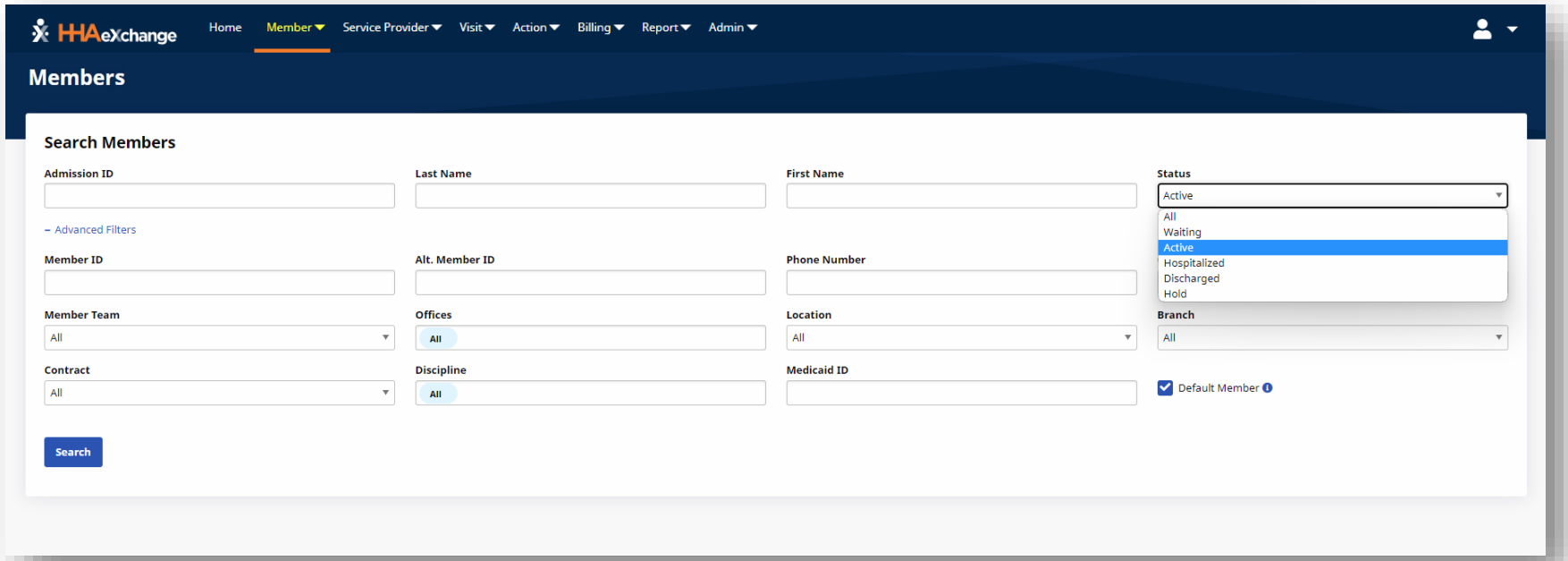
Search Member





- Select ***Search Member*** to search for a current member
- System defaults to "***Active*** members" for the "Status" search criteria
- Multiple search options are available

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Authorization Management

Program providers/FMSAs will manage authorizations within HHAeXchange

HHAX Workflow

- Payers will authorize based off current process
- Program providers/FMSAs will create new authorizations within HHAX based on payer authorization
- Fee-for-Service (FFS) authorizations are imported/updated nightly
- Authorization should mirror authorization received from payers
  - Total units/hours
  - Date span
  - Service code

Data Exchange Workflow

- Payers will authorize based off current process
- Program provider/FMSA enters authorization in 3rd party system
- Authorization is sent via API to HHAX from 3rd party system
  - Total units/hours
  - Date span
  - Service code

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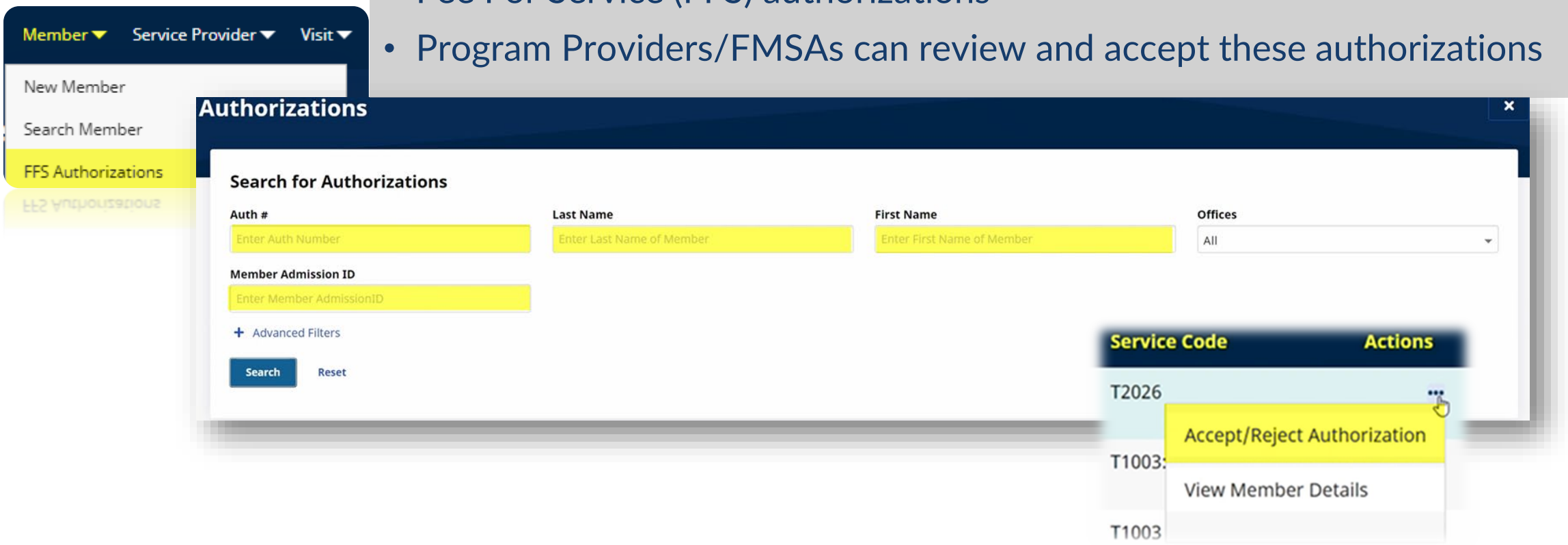
Accepting FFS Authorizations

- Authorization Web Services is called nightly to pull any new or updated Fee For Service (FFS) authorizations
- Program Providers/FMSAs can review and accept these authorizations



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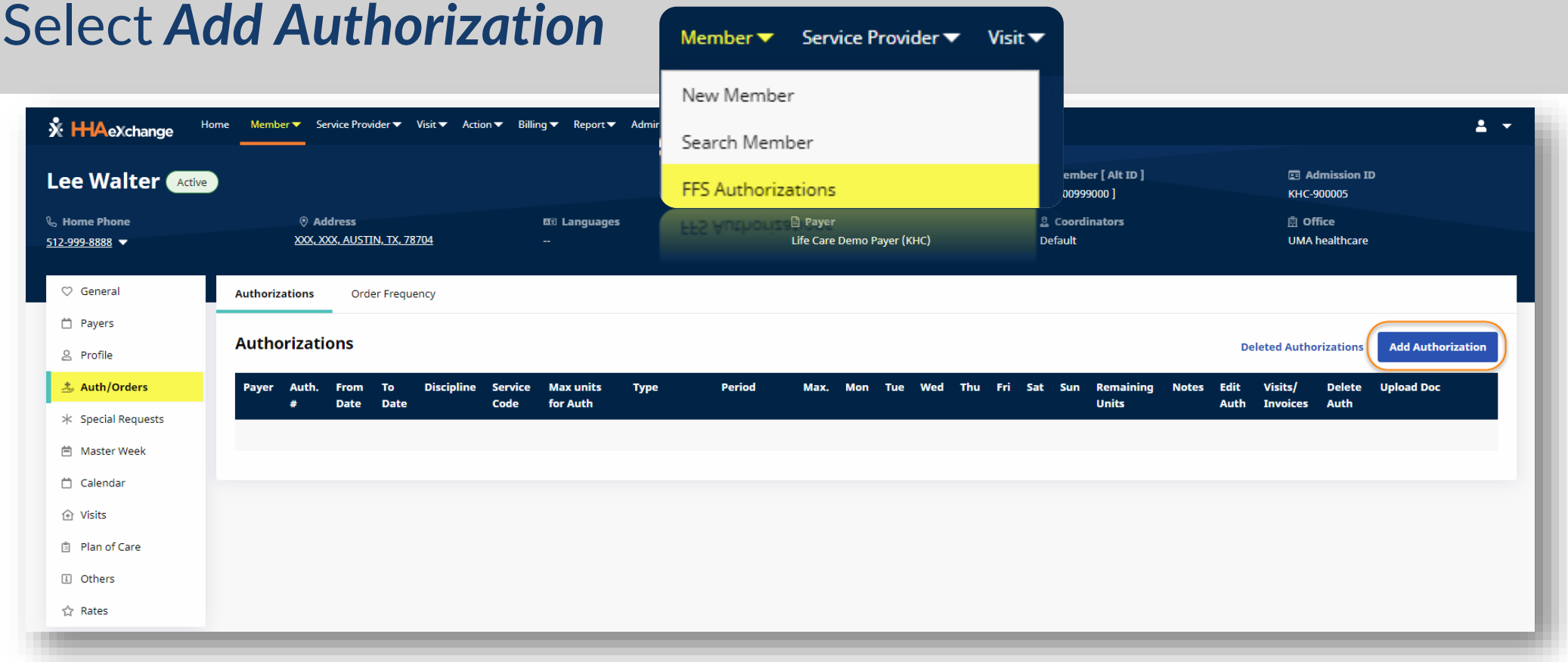
Creating an Authorization

- From the member's profile select ***Auth/Orders***
- Select ***Add Authorization***



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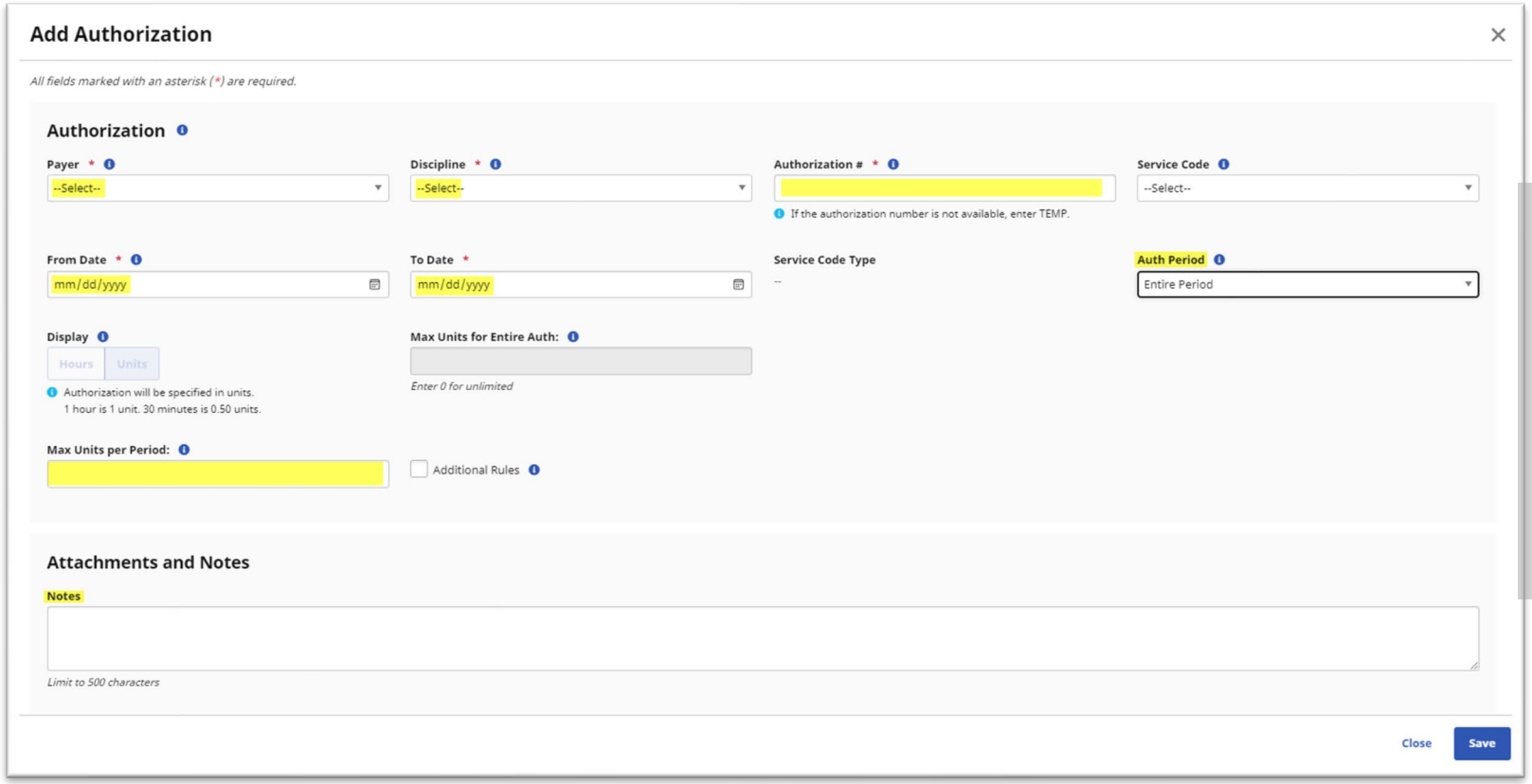
Creating an Authorization



- Enter all required fields and any additional service notes

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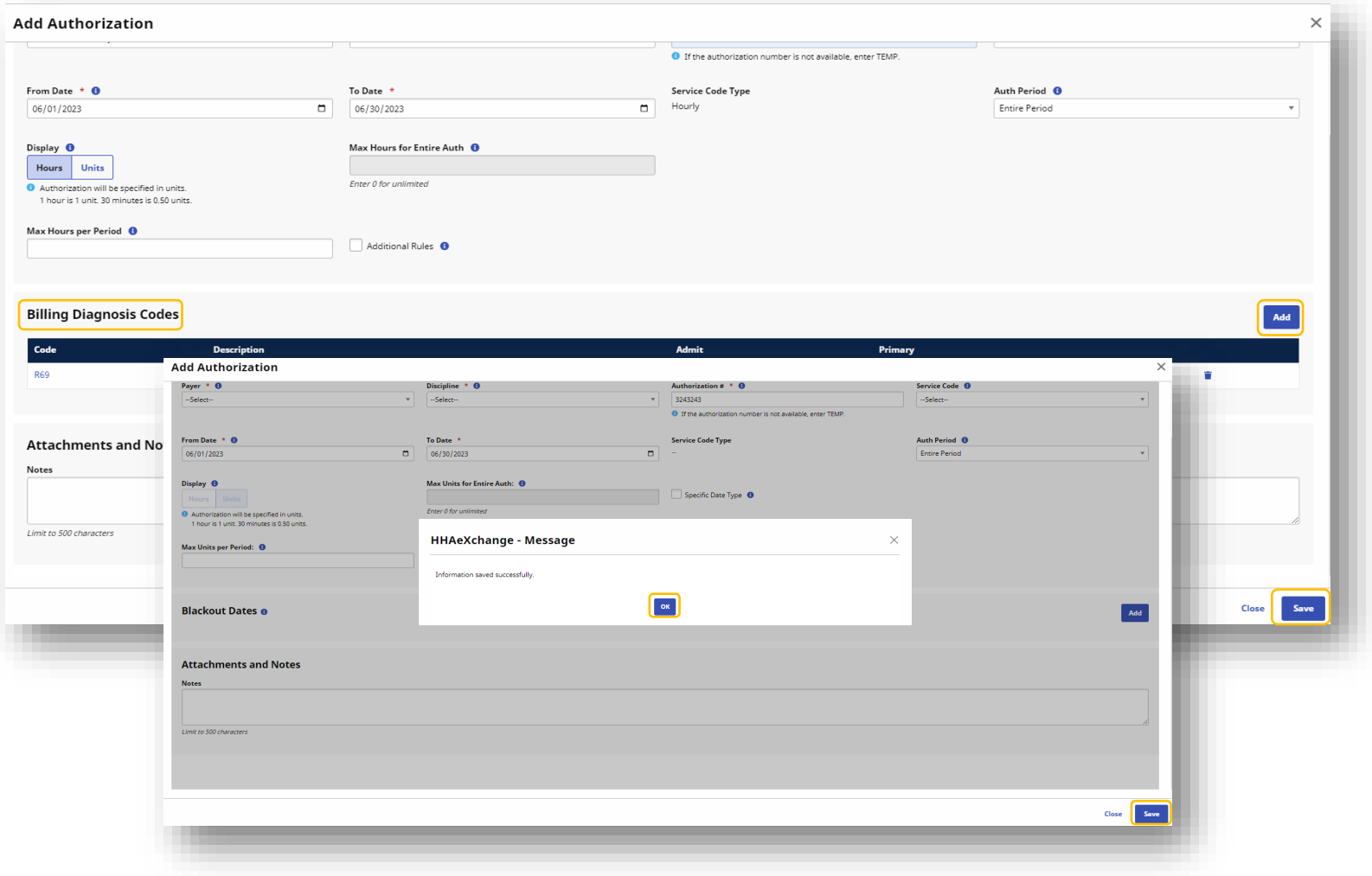
Creating an Authorization



- Diagnosis Codes added to the auth will populate on the claim
- Once all fields have been completed click ***Save*** to complete the process

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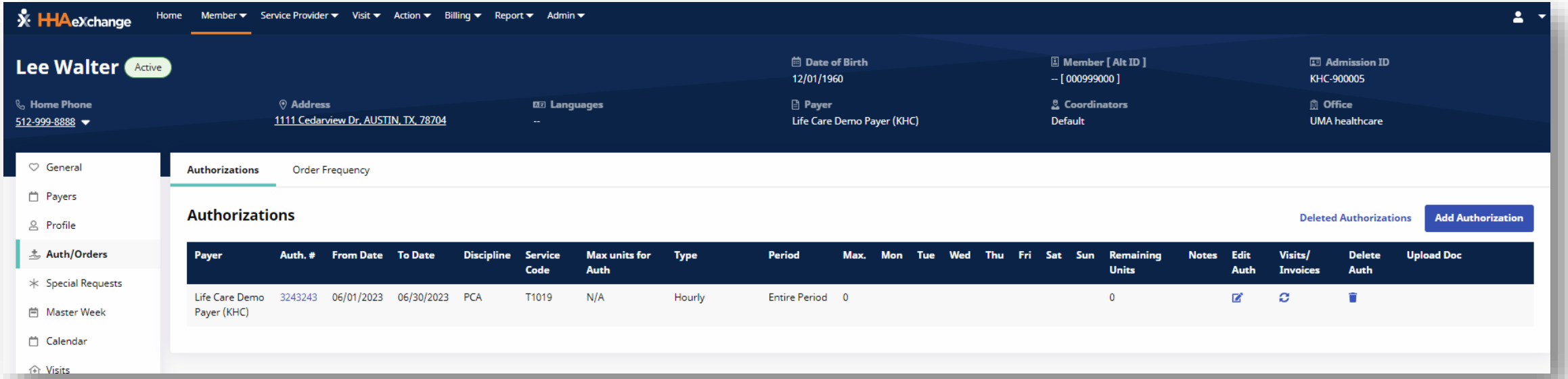
Authorization Management

- From the member's profile select ***Auth/Orders***
- Select the ***Authorization***
- Update as required



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Scheduling

- Program Providers/FMSAs can schedule a single visit or can utilize the HHAX master week to create a rolling schedule.
  - Three types of schedules that HHSC requires: Daily Variable, Daily Fixed and Weekly Variable.
- Scheduled services that are not performed should be marked as a Missed Visit with the appropriate reason and action taken.

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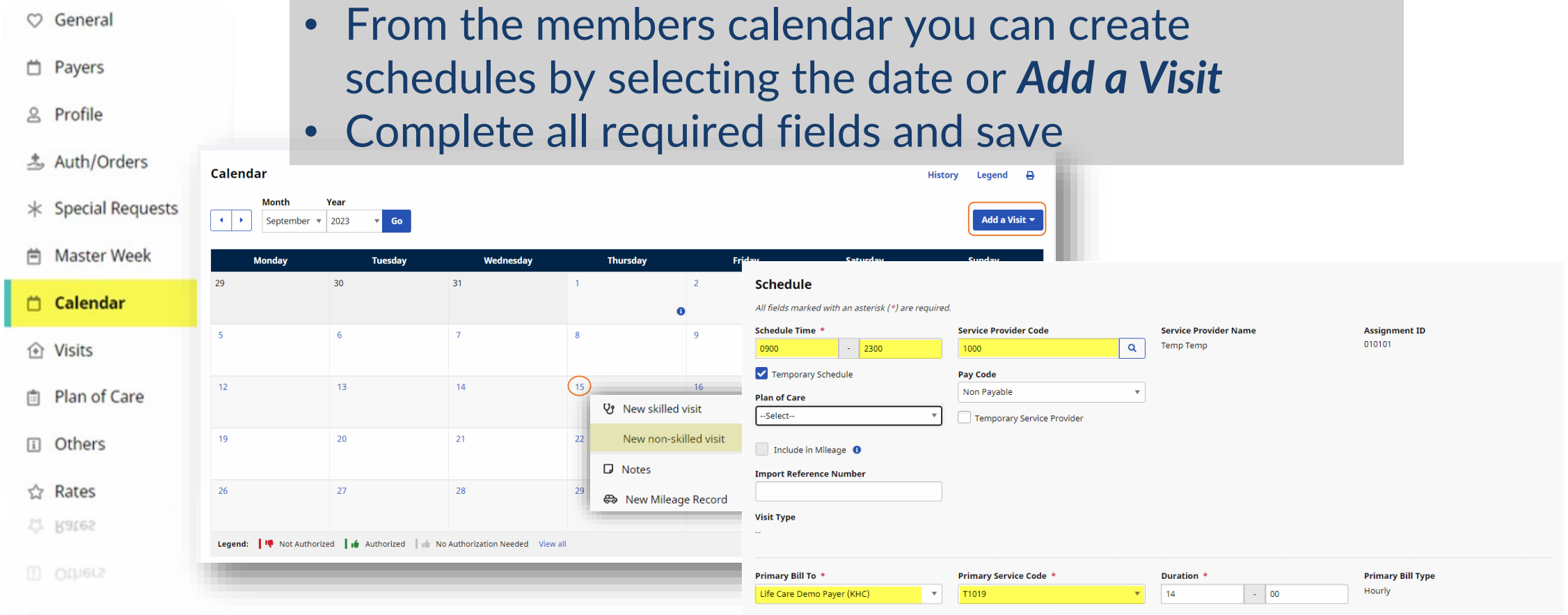
Creating a Schedule

Finding the Calendar

- From the members profile select ***Calendar***
- From the members calendar you can create schedules by selecting the date or ***Add a Visit***
- Complete all required fields and save



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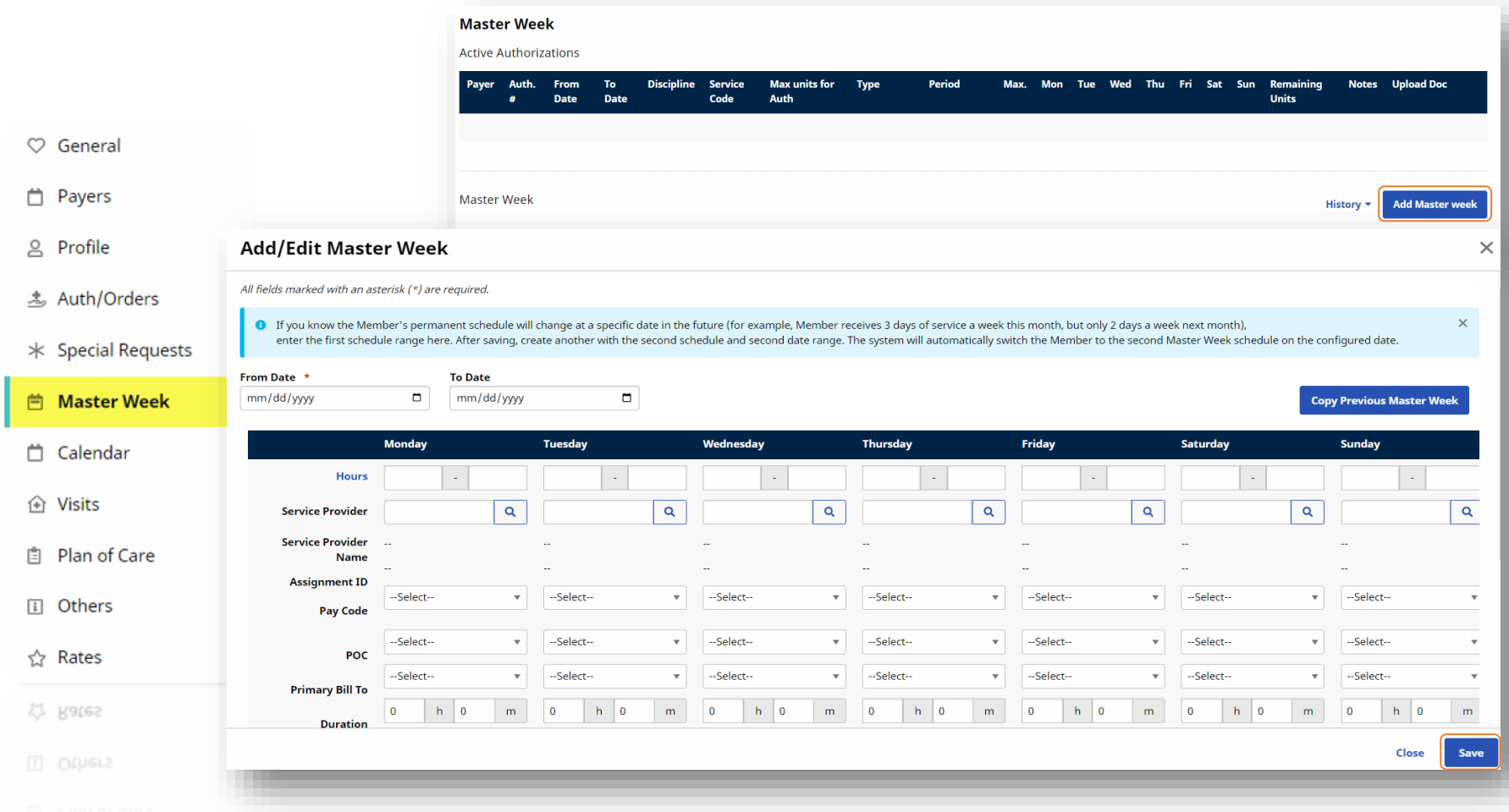
Creating a Schedule

Creating a Master Week



- From the member's profile select Master Week
- To add a new Master Week select ***Add Master Week***
- Enter the member's schedules by day and save

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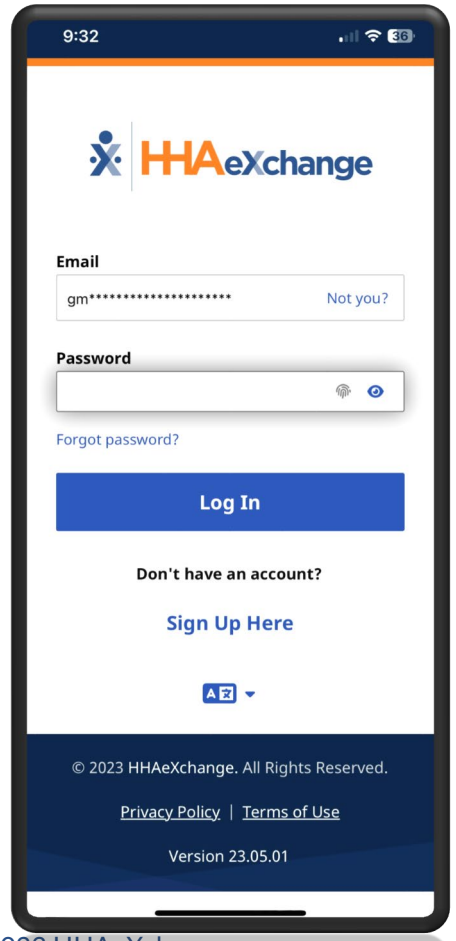
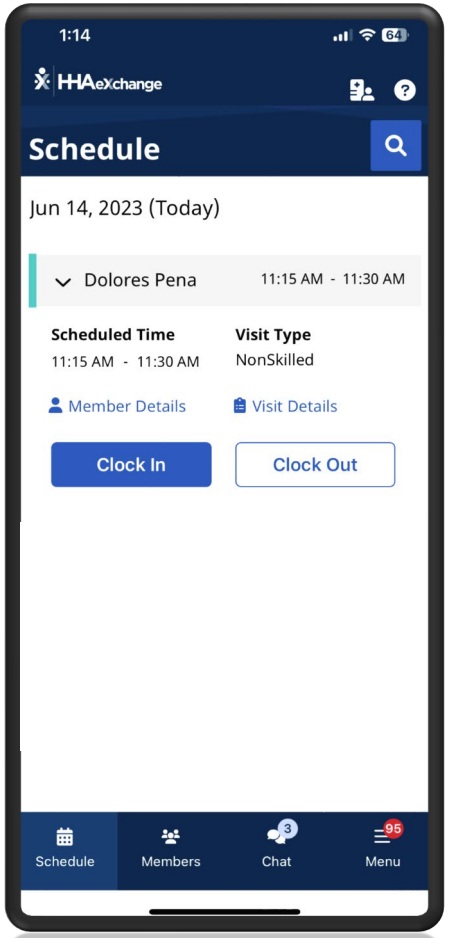
Mobile App

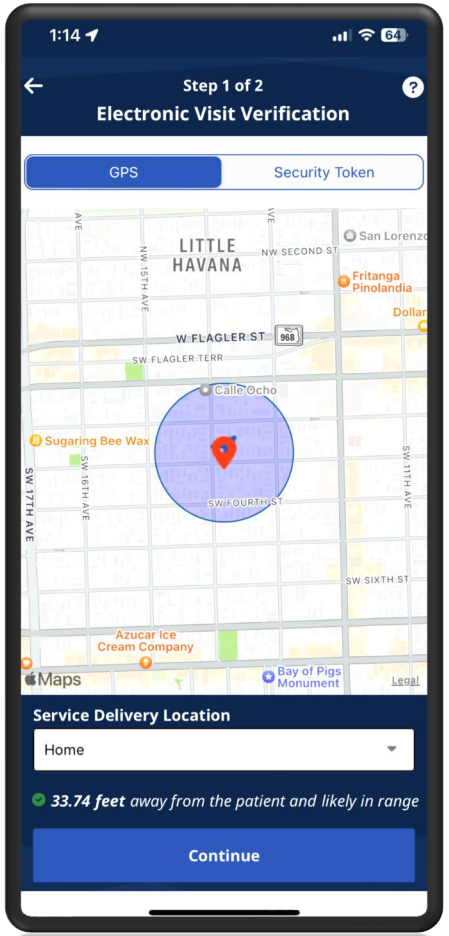
Secure User Login



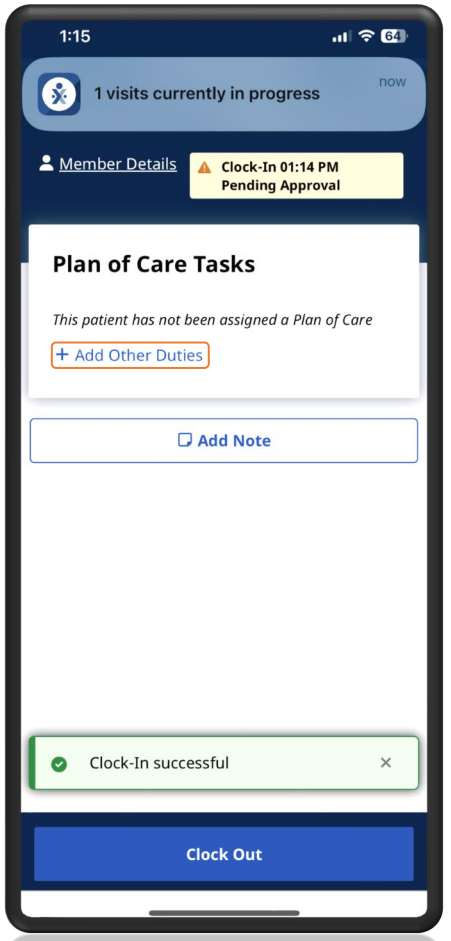
Schedule Page



GPS Validation



Plan of Care Documentation



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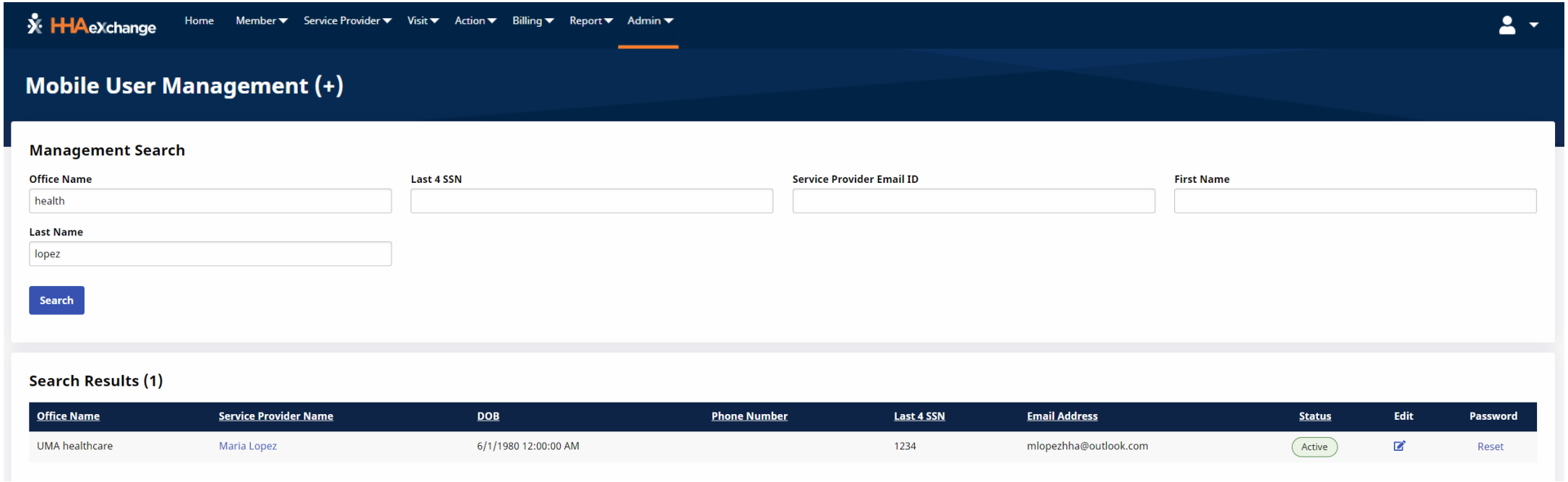
Mobile User Management

- Mobile User Management allows you to manage your service providers or CDS employees mobile access for EVV clock in and clock out.
- Your agency admins can update any of these fields including helping reset a mobile app password.



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Interactive Voice Response (IVR)

HHAeXchange IVR EVV method

- All agencies will receive a toll-free line for clocking in and out of a landline
- Each service provider will have a unique ID for clocking in and out from a landline
- Duties can be captured

Service Provider calls Verification System from Member's Home Phone

Prompt: "Press '1' for Call In, Press '2' for Call Out"

Service Provider enters "2" to indicate a "Call Out"

Prompt: "Enter your Assignment ID"

Service Provider enters Assignment ID (Time/Attendance PIN)

Prompt: "Please Enter the Duty ID"

Service Provider enters the ID for the first Duty performed

Prompt: "Please Enter the Next Duty ID"

Service Provider enters each Duty ID one at a time

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Entering Manual Visits

Workflow in the event EVV is not utilized

- Visits will be captured using the HHAX EVV Clock In and Clock Out methods

- Manual visit entries require appropriate service delivery documentation as defined by your program rules and policy, and EVV policies.
  - In HHAX, program providers/FMSAs will select a reason code, description, and action taken for why the visit was manually edited

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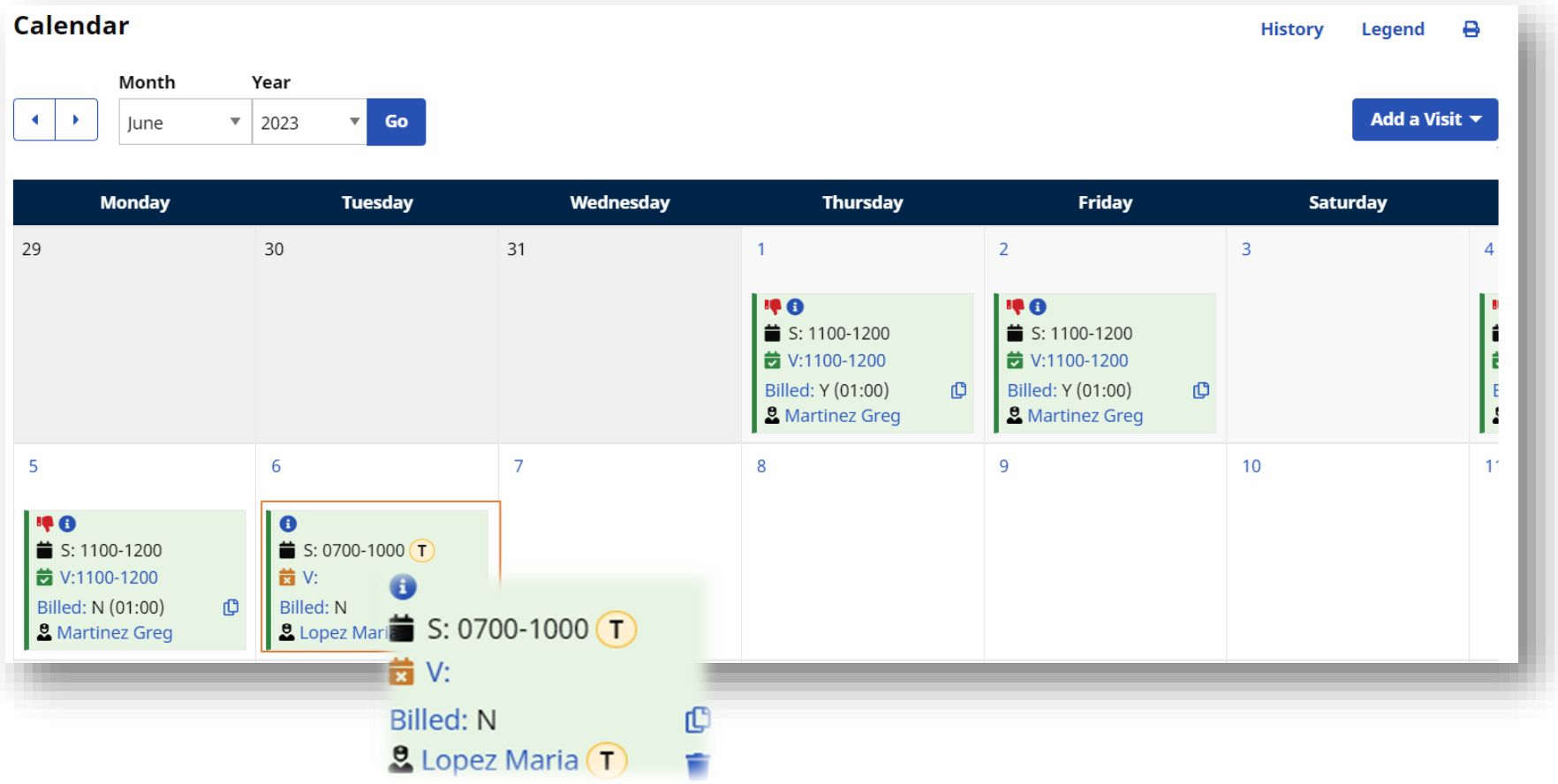
Entering Manual Visits



- From the member's calendar view identify and select the visit that requires a manual entry for start and end time

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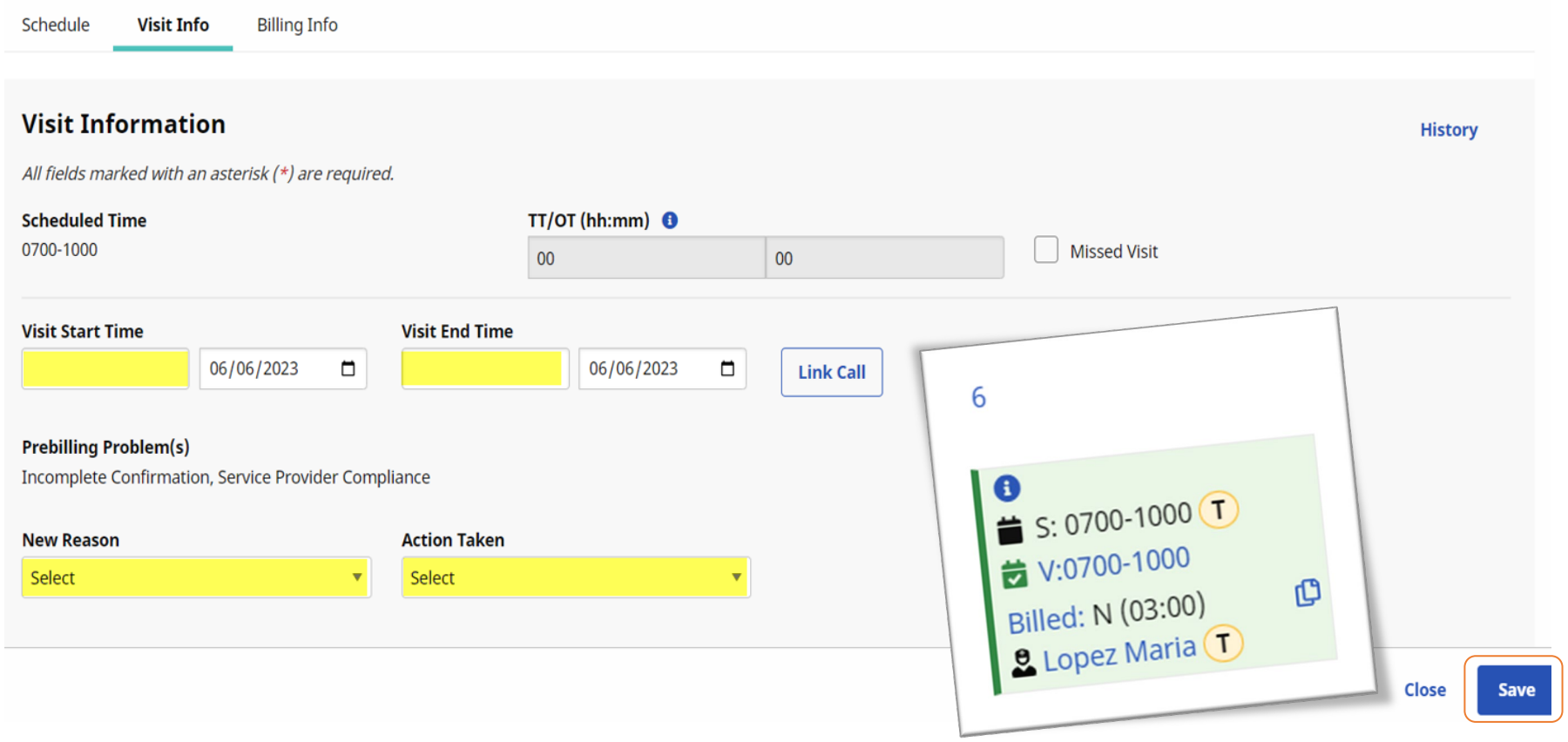
Entering Manual Visits



- From the members calendar select the visit
- Enter the visit start and end time
- Enter the manual entry reason code and action taken
- Timesheet and duties can also be documented
- Once complete click ***Save***

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Billing

- Program Providers/FMSAs will be responsible for resolving all Prebilling and Billing Review issues within HHAeXchange to ensure invoices are compliant and to reduce denials
- Program Providers/FMSAs will generate the 837-claim file and submit directly to TMHP via HHAeXchange Portal
- Once the claim is received by TMHP, standard adjudication and payment process will follow
- Your current process for receiving an 835 will remain in place
- Rates will be managed by the Program Provider/FMSA in the HHAX system
  - Program Providers/FMSAs must enter their rates for each service prior to billing

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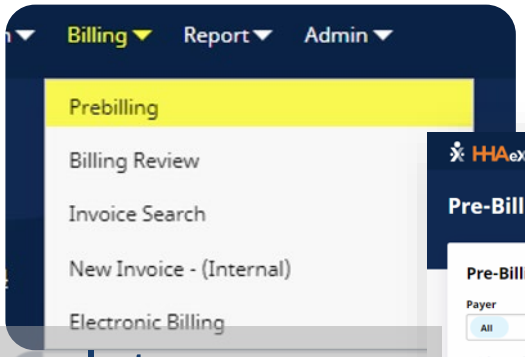
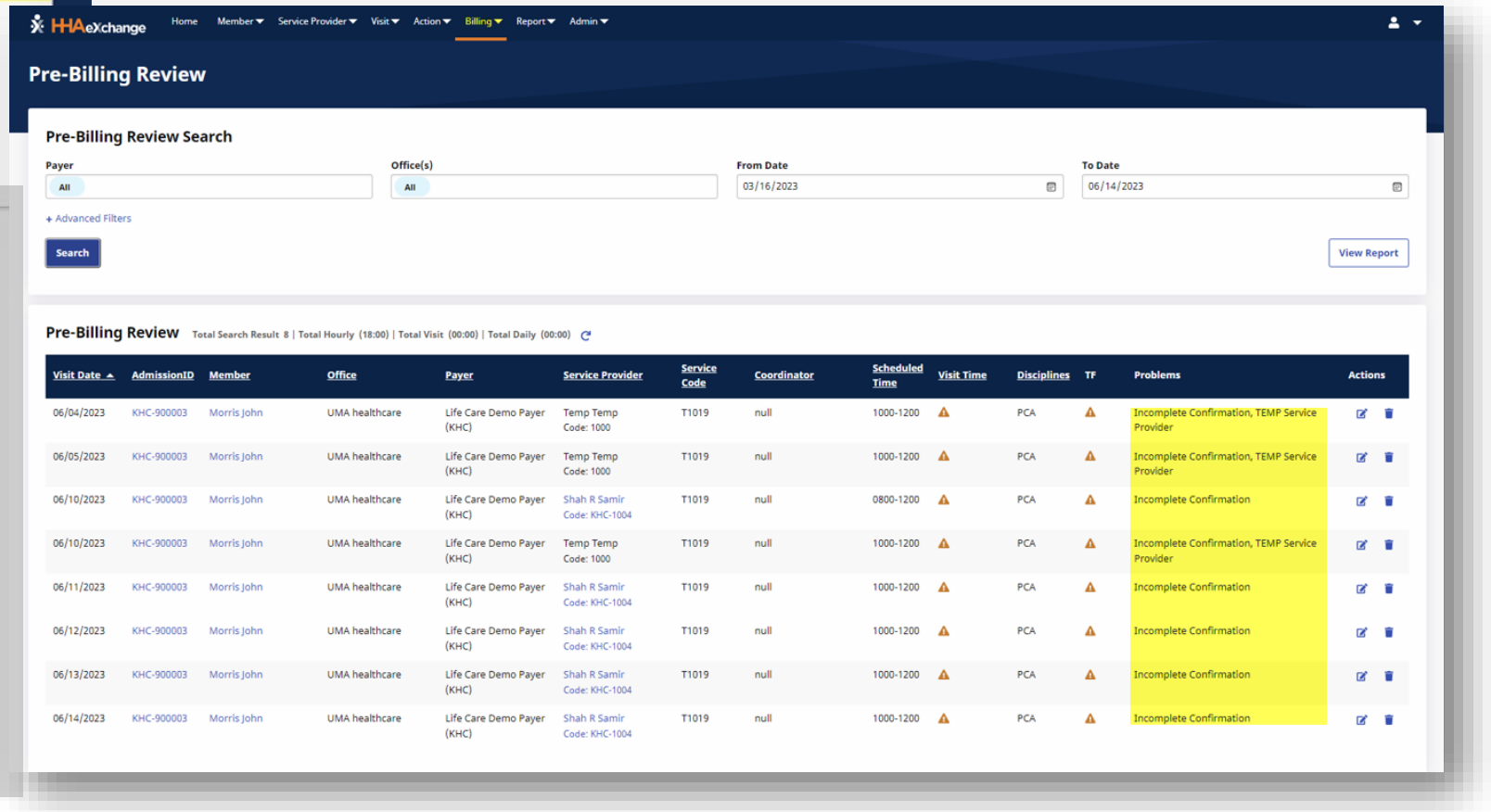
Prebilling Review





- Complete ***Prebilling Review*** to identify and resolve visit compliance issues
- Visits must pass Prebilling Review to qualify for invoicing

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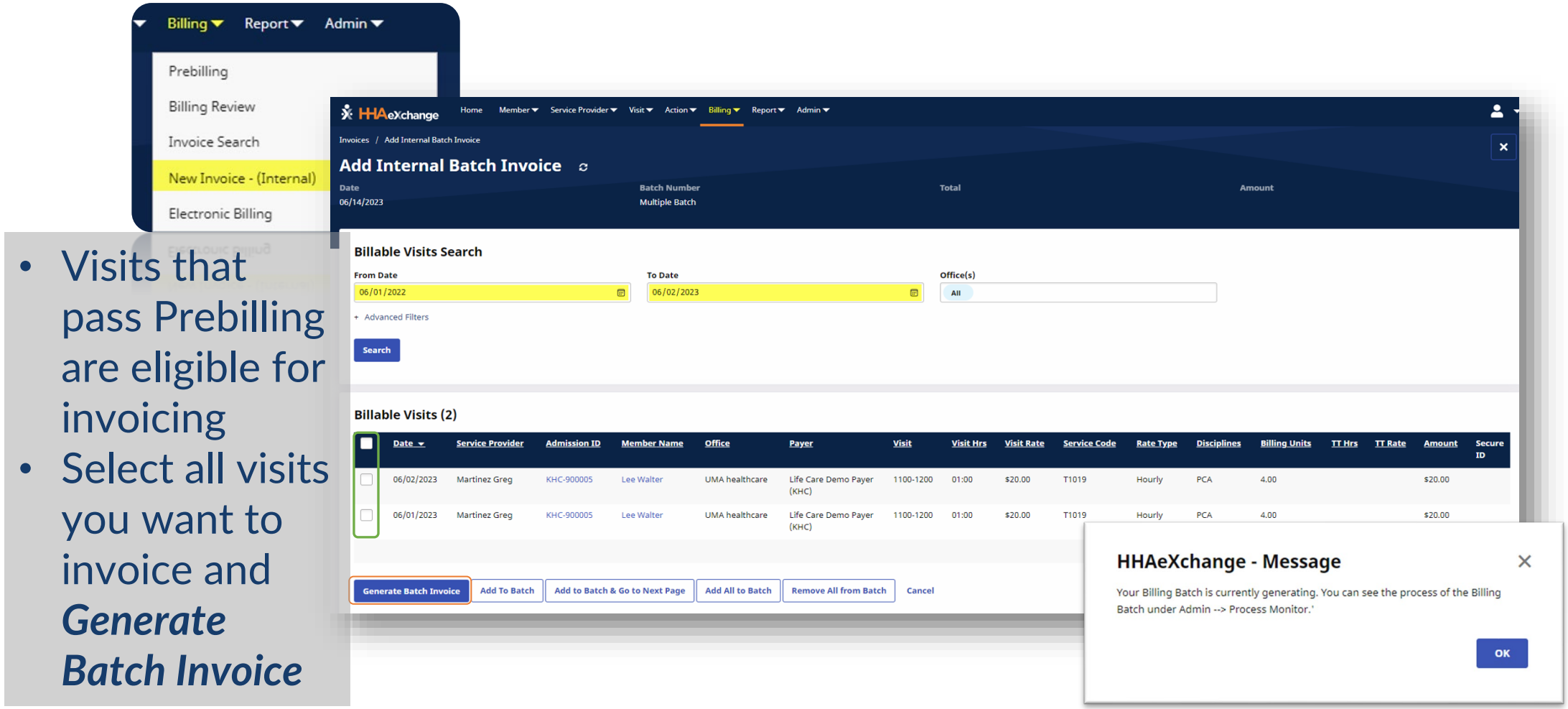
Invoicing Visits



- Visits that pass Prebilling are eligible for invoicing
- Select all visits you want to invoice and ***Generate Batch Invoice***

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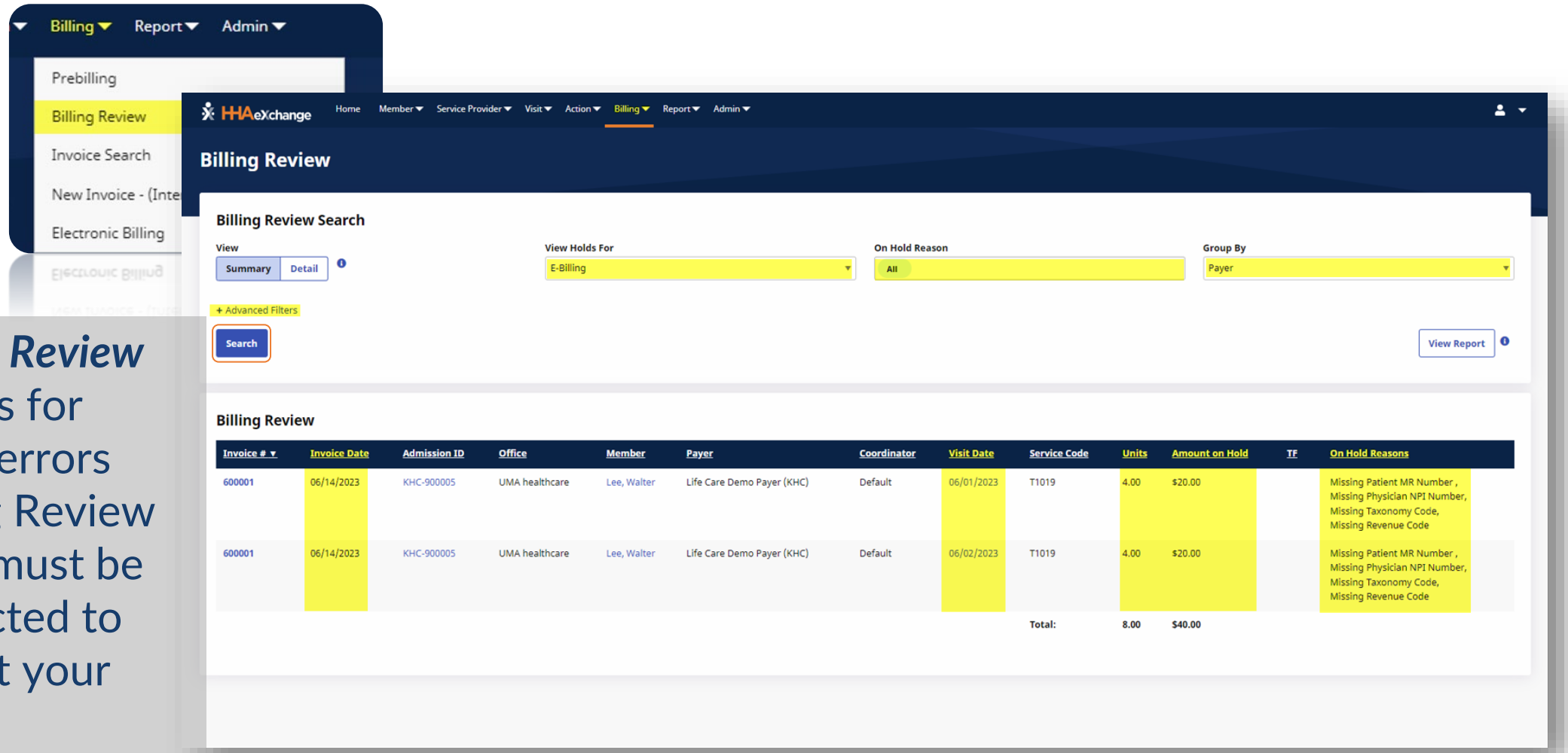
Billing Review



- ***Billing Review*** checks for claim errors
- Billing Review edits must be corrected to export your 837

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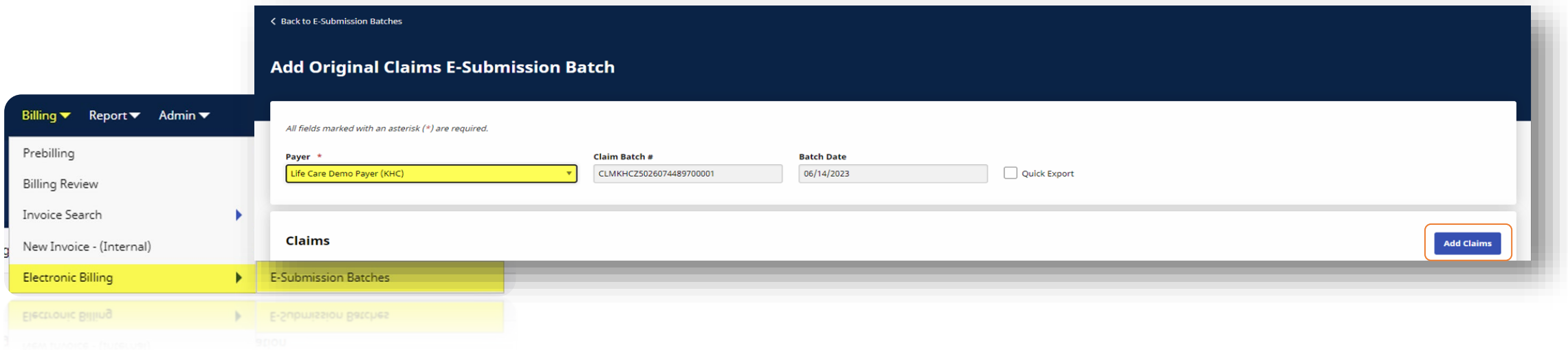
Generating 837

Adding Claims

- 837s are generated from the Electronic Billing Module
- Generate original and adjusted claims
- Regenerate claim batches



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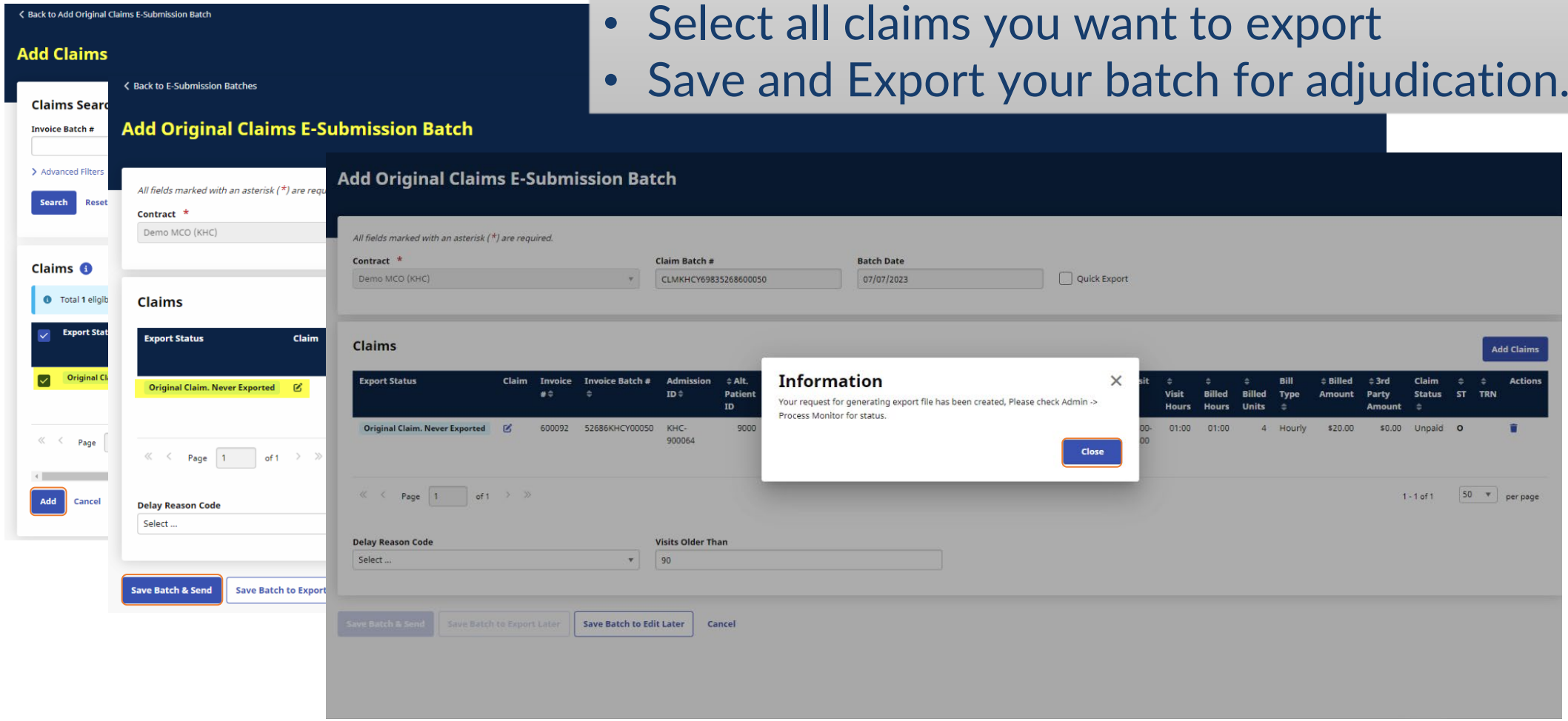
Generating 837

Searching and Selecting Claims



- Select all claims you want to export
- Save and Export your batch for adjudication.

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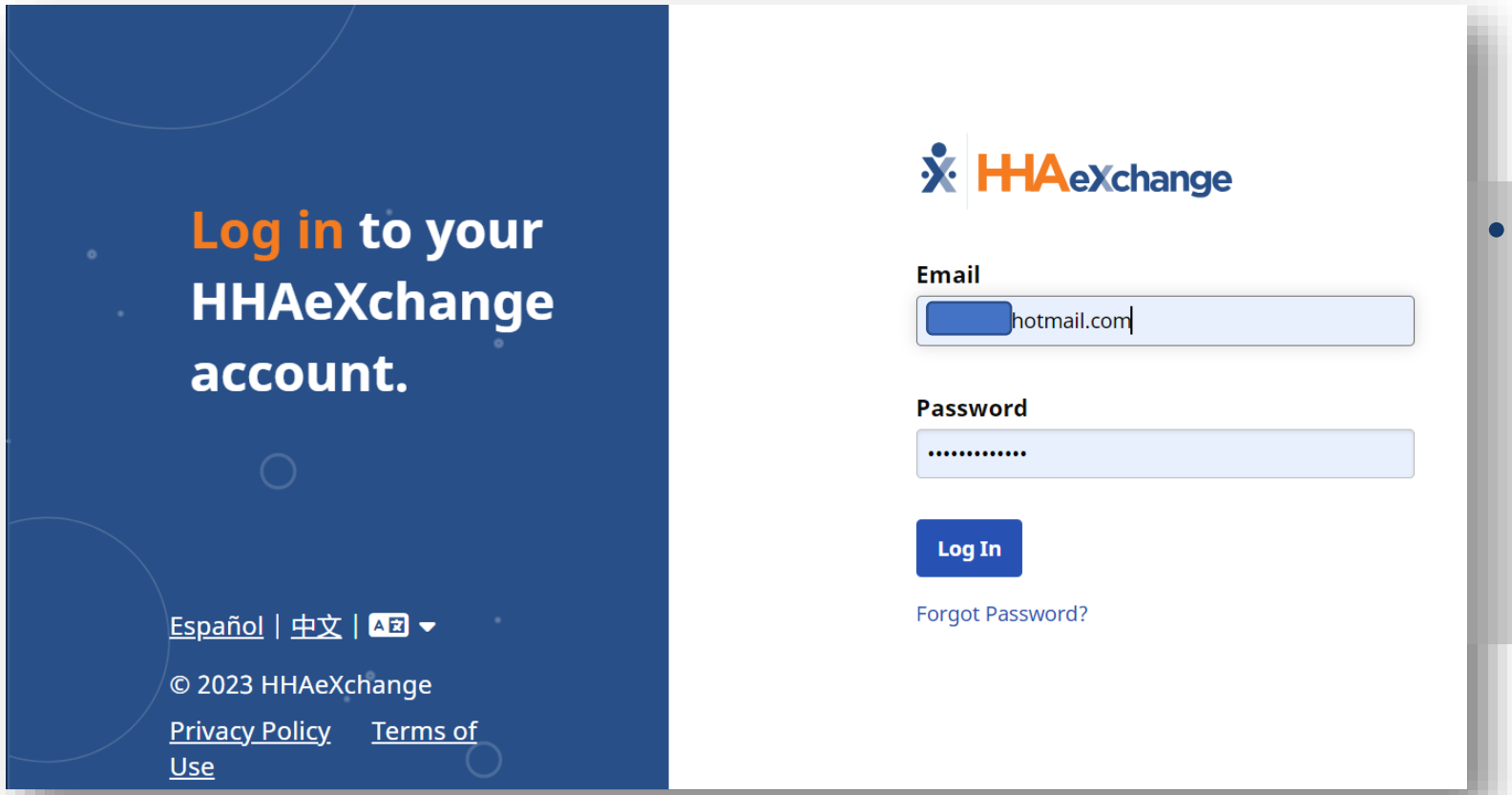
Services Portal

Applies to FMSAs, CDS employer, designated representatives, and employees



- CDS employers, designated representatives (DR), and CDS employees utilize the Services Portal to manage visits.

https://ucp.hhaexchange.com/

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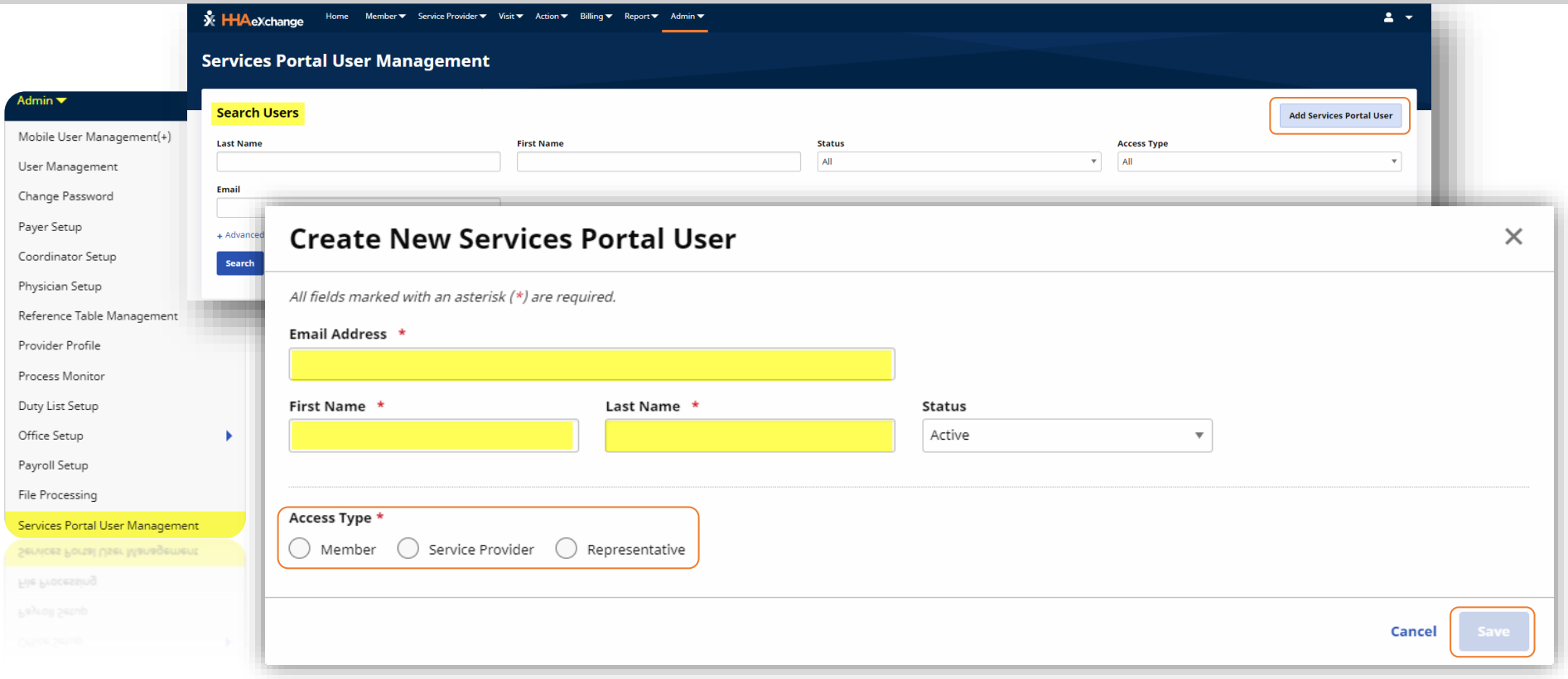
Services Portal

Applies to FMSAs, CDS employer, designated representatives, and employees

- FMSAs must manage access to the Services Portal for their CDS employers and CDS employees
- FMSAs can also grant access to designated representatives (DR)



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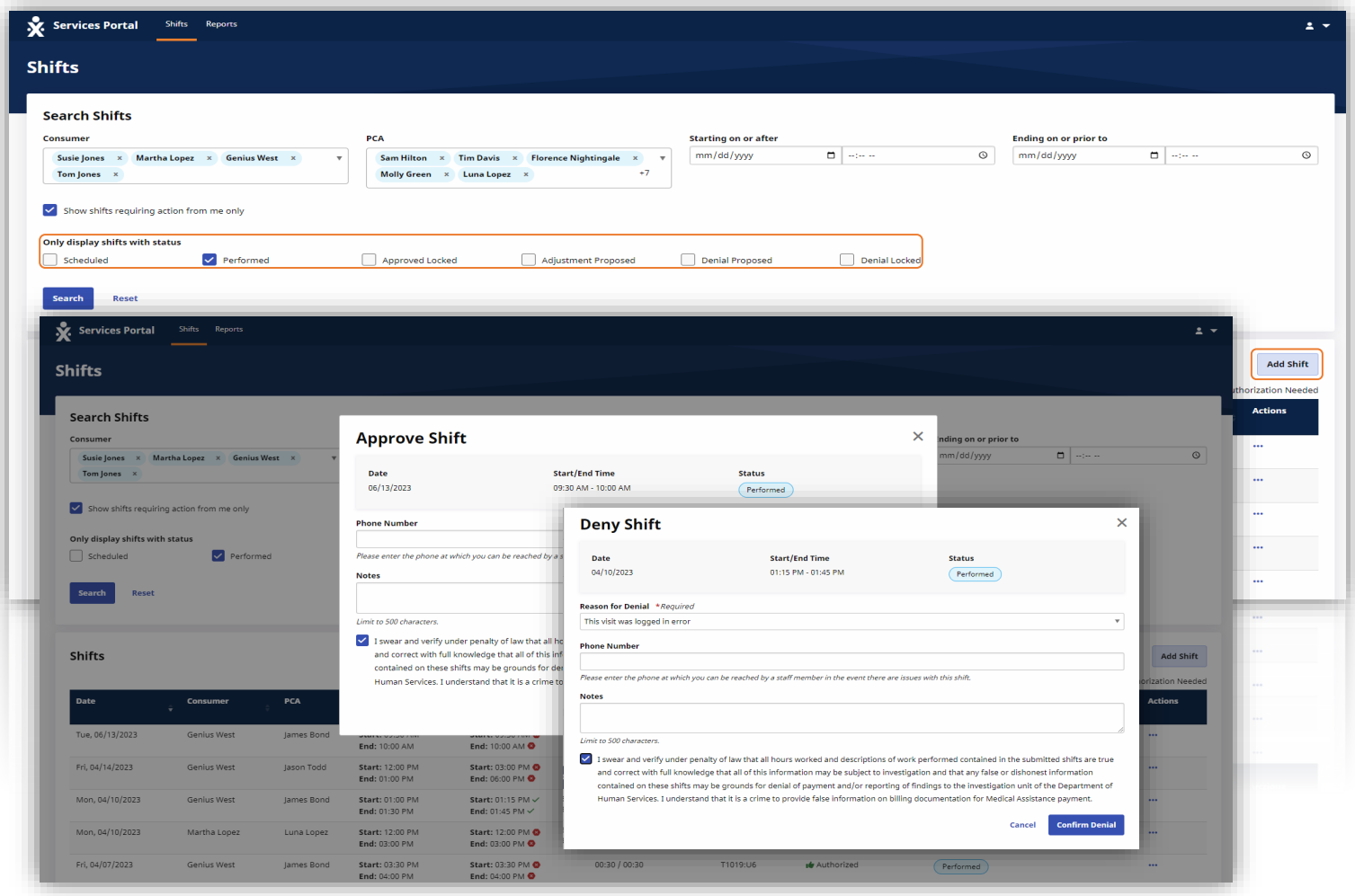
Services Portal

Applies to FMSAs, CDS employer, designated representatives, and employees



- CDS employers and CDS employees utilize the Services Portal to manage visits.
- CDS employers can view schedules, create shifts, approve shifts, and deny shifts.
- CDS employees can propose visits, dispute visits, and acknowledge visit modifications made by the member.

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HHAeXchange Portal
&
Training Registration

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HHAeXchange Portal

Complete EVV Provider Onboarding form

Program providers and FMSAs that are transitioning to HHAeXchange or selecting HHAeXchange as their EVV vendor:

- Please ensure all data entered into the Provider Onboarding Form is accurate as it will be used to create and configure your HHAeXchange Portal.
- Ensure you register for your HHAeXchange Portal timely to allow time for complete setup prior to go-live
- User credentials will be issued approximately 2 weeks prior to go-live after you complete training.

https://hhaexchange.com/txonboardingform

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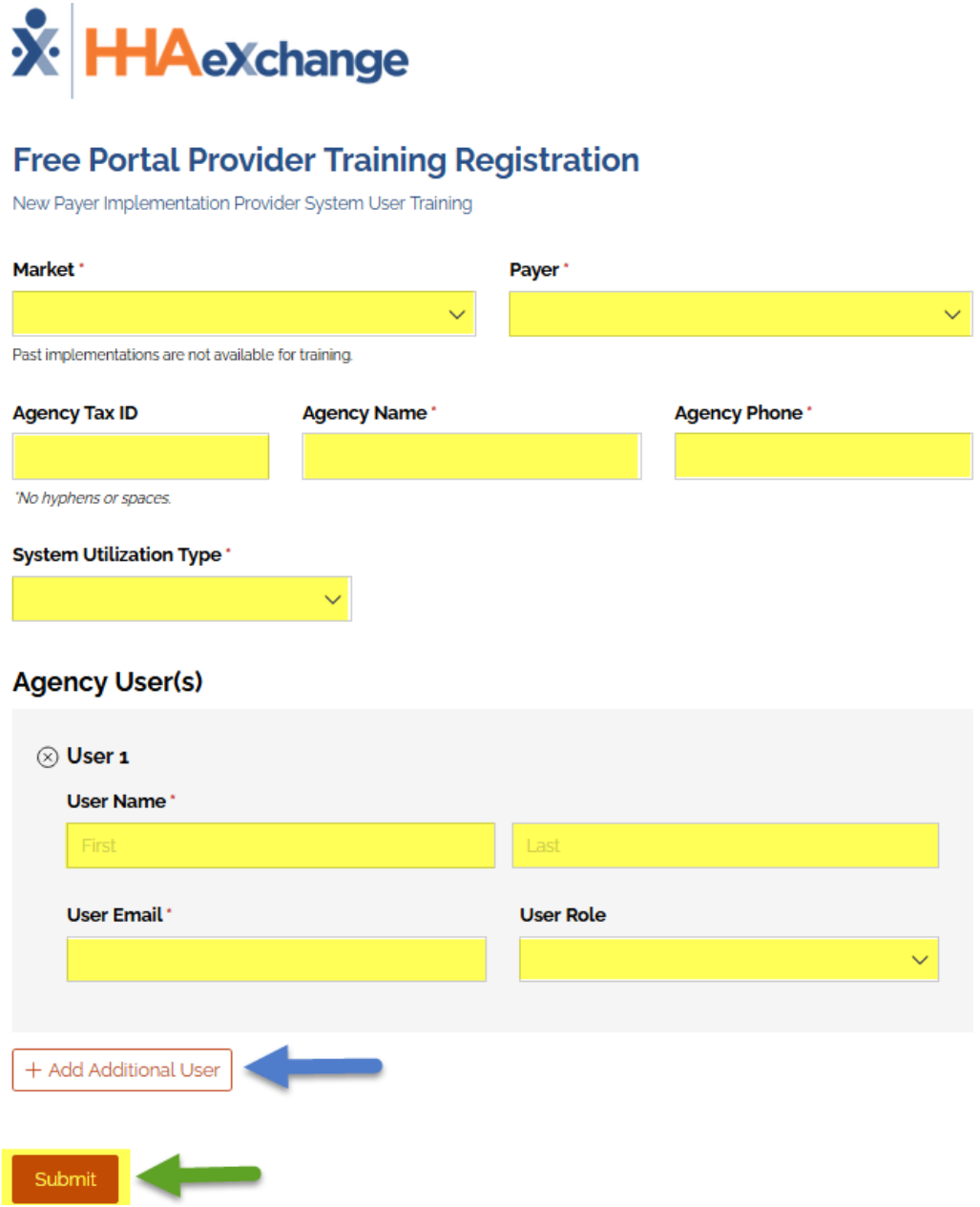
System User Training

Program Providers and FMSAs

- Open your browser and go to: hhaexchange.com/train-reg
- Select TX 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



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CDS Training

Onsite and Webinar

- HHAeXchange will partner with FMSAs to register CDS employers and CDS employees for training.
- CDS employers and CDS employees will be trained on the HHAeXchange Services Portal and EVV clock in and out methods.
- CDS employers and CDS employees will each receive training to ensure they are prepared for the HHAeXchange 10/1/2023 go-live.

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Support Resources

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State Info Hub

Program Provider and FMSA Information Center

- 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

www.hhaexchange.com/info-hub/texas

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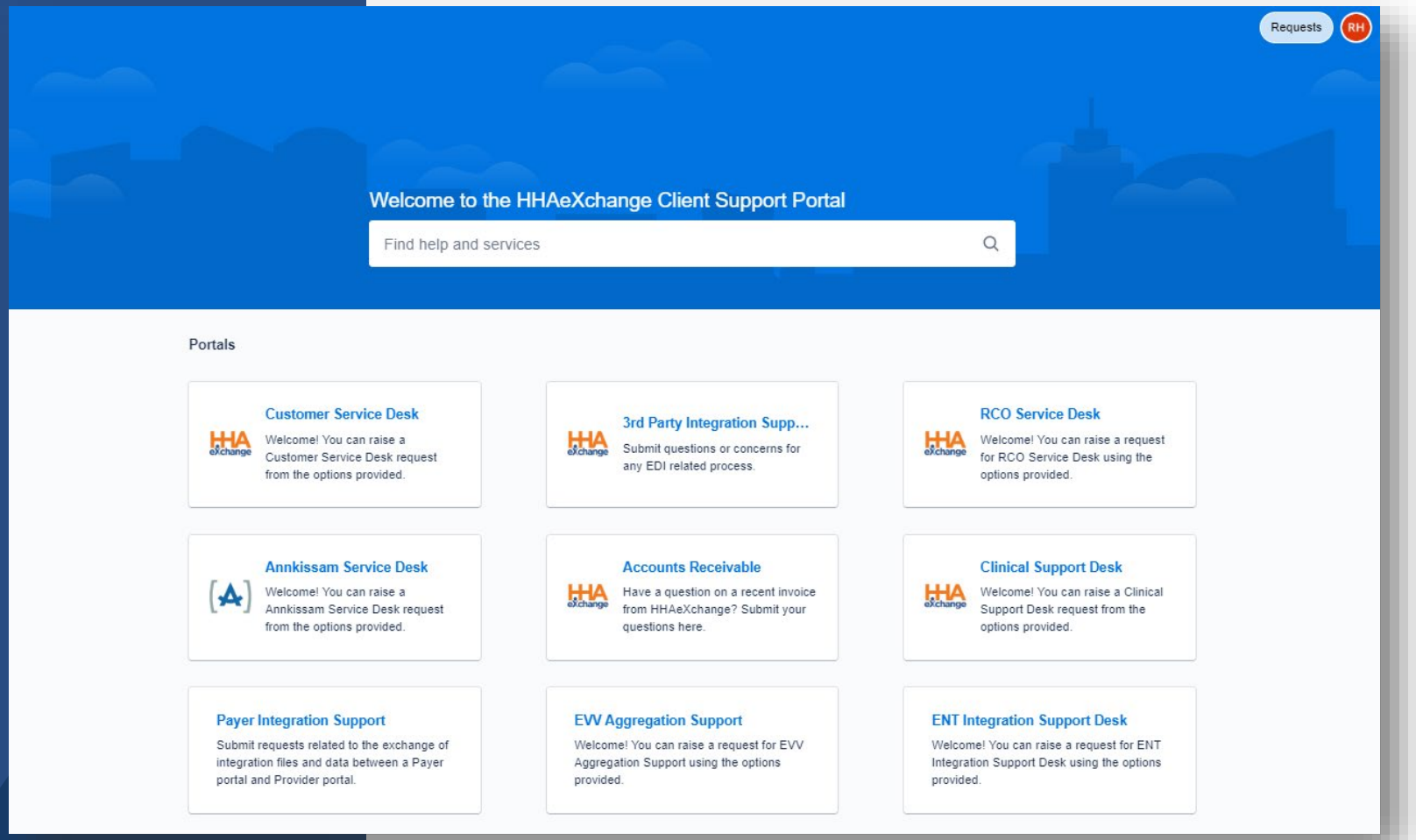
Client Support Portal



https://www.hhaexchange.com/supportrequest

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EVV Resources

HHAeXchange Support

Texas Info Hub
https://www.hhaexchange.com/info-hub/texas

Support
https://hhaexchange.com/supportrequest

EVV Support

EVV web pages
https://www.tmhp.com/topics/evv
https://www.hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/electronic-visit-verification-evv

Email
EVV@hhs.texas.gov
EVV@TMHP.com

Register your email address to receive EVV notices by email
https://public.govdelivery.com/accounts/TXHHSC/subscriber/new?topic_id=TXHHSC_247

Q&A

State Info Hub

Register for Training

EVV Provider Onboarding Form

Client Support Portal

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Thank you!

Info Session Survey

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