

Welcome To Our HHAeXchange Webinar

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HHAExchange Texas Provider Town Hall April 2024

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Agenda



Electronic Visit Verification
(EVV) Updates



Support Resources



System Updates



Question and Answer (Q&A)



Holds in the EVV
Aggregation Transaction Manager



HHAX Reporting



Upcoming Scheduled Town Halls



EVV Updates

➤ EVV Claims Matching Started April 1



- EVV claims matching resumed for all services required to use EVV for dates of service **starting Apr. 1, 2024.**
- EVV claims with dates of service of Apr. 1, 2024, and after, that do not have an EVV visit match, will **deny for payment.**

Resources

- To request assistance with EVV claims mismatch results, email the Texas Medicaid & Healthcare Partnership (TMHP) at EVV@tmhp.com.
- For policy questions and more information on the EVV claims matching bypass, email HHSC at EVV@hhs.texas.gov.
- Please refer to the [HHSC notice](#) posted Jan. 30, 2024.
- [Best practices to avoid EVV Claims Mismatches \(PDF\)](#)
- [HCS and TxHmL Best Practices to Avoid Claim Mismatches \(PDF\)](#)
 - These job aides include specific data elements that are matches during EVV claims matching process

➤ EVV Compliance Review Grace Period



EVV Compliance Review Grace Period for personal care services (PCS) has extended to May 31, 2024

- HHSC has extended the compliance reviews grace period for EVV Usage Reviews and EVV Landline Phone Verification Reviews for PCS.
- The extended Grace Period is for dates of service July 1, 2023, through May 31, 2024.

EVV Compliance Review Grace Period for home health care service (HHCS)

- EVV was implemented for Medicaid HHCS on Jan. 1, 2024.
- HHSC will provide an EVV Usage and Home Phone Landline Review Compliance Grace Period for visits with dates of service between Jan. 1, 2024, and Dec. 31, 2024.

Payers will continue to conduct EVV Compliance Reviews and send compliance notifications; however, HHSC and MCOs will not take enforcement actions against program providers, FMSAs or Consumer Directed Services (CDS) employers who do not meet the compliance requirements during the grace period.



System Updates

EVV System Updates



Implemented since Oct. 1:

- Scripts to clear call dashboard for manually verified visits
- EVV Aggregation Transaction Manager manual verified holds visit release
- Services Portal shift approval workflow change
- Expanded Application Programming Interface (API) specifications for providers who use a third-party vendor to interface with HHAeXchange
- Prevention of updates to visits accepted/approved by the EVV Aggregator
- EVV Aggregator hold for missing Consumer Directed Service (CDS) profile information

Review the release notes for these updates in the [Texas Knowledge Base](#) or scan the QR code with your mobile device.



EVV System Updates



Implemented since March 23:

- Allow users to link EVV visits that are out of GPS range.
- Services Portal Visit Location In and Visit Location Out requirements
- Geo-Perimeter extended to 1,320 feet
- Weekly and Daily Variable optional schedules
- HHAX+ Mobile App support for Daily and Weekly Variable Optional Schedules
- Call Dashboard script to link calls 250ft – 1320ft

EVV System Updates



Upcoming

- Texas terminology to reflect in HHAX system
- Billing Review Hold for unaggregated Visits
- Automatic release of visits in status 'Visit Verified Manually' and 'Updated After Approval' in the TX Aggregation Transaction Manager
- Additional billing modifiers for home health care services



Holdings in the HHAX EVV Aggregation Transaction Manager

April 2024

➤ HHAX EVV Aggregation Transaction Manager Holds



Top 3 Holds as of April 2024

- **Visit does not have Valid Authorization**
- **Long Term Care (LTC) Provider Number is missing from associated LTC Authorization**
- **Payer Member Plan Code is missing**

For more information on how to resolve all holds, refer to the [HHAeXchange EVV Aggregation Transaction Manager Rule Holds and Resolutions](#) document, or scan the QR code to the right.





HHAX EVV Aggregation Transaction Manager Holds

Top 3 Holds (March 2024)



Hold Reason: Visit does not have Valid Authorization

Why does this occur?

Visit does not have a valid authorization for the services being performed

How is it resolved?

- From the Member Profile screen, select authorization tab to the left and add a valid authorization for the member.
- Fee For Service (FFS) authorizations are required to be pulled from the FFS authorization module located under the member tab.

Further Learning

Refer to the [HHAX EVV Aggregation Transaction Manager Rule Holds and Resolutions](#) document.





Adding Units to Authorization



HHAX EVV Aggregation Transaction Manager Holds

Top 3 Holds (March 2024)



Hold Reason: LTC Contract Number is missing due to no matching LTC Authorization retrieved from the FFS Authorization web service

Why does this occur?

Long-Term Care (LTC) Contract Number, also known as LTC Provider Number, is required for LTC EVV visits.

The following must match between the EVV Visit and authorization:

- TIN
- NPI
- Service Code
- Service Group
- Auth Start/End Date

How is it resolved?

- Verify member LTC eligibility.
- If the member is active with LTC, service code and service group on the EVV visit must match LTC authorization from the web service.

Further Learning

Refer to the [HHAX EVV Aggregation Transaction Manager Rule Holds and Resolutions](#) document.





HHAX EVV Aggregation Transaction Manager Holds

Top 3 Holds (March 2024)



Hold Reason: Payer member Plan Code is missing

Why does this occur?

- Cannot be missing when member payer is MCO:
ET, AGP, BCB, CFC, CHS, CKC, CMC,
DRC, MOL, SHP, TXC, UHC, CHC, SET,
EP1, PRK, SCW, FCR
- Cannot be empty.

How is it resolved?

- Go to Member > Payers/Insurance.
- Review the member payer placement for any errors.
- Add a new payer placement if eligibility changed for the member. Correcting the payer placement will prevent holds moving forward.
- To resolve the visits on hold, go to Member > Calendar > Visit > Bill Info. Select Plan Code > Save. Repeat for each affected visit.

Further Learning

Refer to the [HHAX EVV Aggregation Transaction Manager Rule Holds and Resolutions](#) document.





HHAX Reporting

➤ HHAX Reports for Navigating EVV



- Billing
- Service Provider
- Compliance
- Events
- Exception Reports
- Other Reports
- Members
- Texas EVV
- Visits

Compliance Assurance:

Utilize our reports to ensure compliance with EVV requirements and review exceptions.

Process Optimization:

Leverage our reports to monitor visit activity through the EVV lifecycle.

➤ HHAX Reports for Navigating EVV



Report Name	Path	Description
Plan Code Daily Job Report	Report > Members	Displays members that have a different payer/contract value returned from Plan Code API than what is currently captured in the member profile.
Time and Attendance Report	Report > Other Reports	Displays the call in/out history by Service Provider and/or Member for a specified timeframe (up to 14 days), including visit details.
Exception Detail Report	Report > Exception Reports	This report displays all call exceptions on visits. The visit information is listed with the exception, reason and notes for each visit with a call exception.
Visit Verification Compliance	Report > Other Reports	This report provides information on the clock in and clock out activities by Service Providers for visits within a specified time frame and provides a breakdown of the percentage of EVV verified visits by the EVV type(s) used to confirm the shift.



HHAX Town Hall Schedule

Upcoming HHAX Town Hall Schedule



Available Now:

- Webinar recording and slide deck from the Feb. 23rd and Mar 28th HHAX Town Hall webinar
- **Coming soon:** April 25th town hall recording and slide deck

Register Today!

- May 30th at 1pm – 3pm Central Time

Note: If you registered for today's session, no action is needed; you will automatically receive reminders and calendar invites for upcoming HHAX TX Provider Town Halls.

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SERVICES IN SCOPE	
THIRD PARTY SYSTEM INTEGRATION	
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Training

Provider Forum: HHAExchange Town Hall

Beginning February 23, 2024 and ending May 30, 2024, HHAExchange that provides an end of month EVV status update, summarizes upon known issues, and a dedicated session for EVV staff to answer any questions. Texas program providers and financial management services agencies: EVV system are invited to join.

For prior webinar materials and registration for upcoming dates, refer to:

- [Click here to register](#) for all three up-coming sessions at once!
 - Thursday, March 28 at 1 pm CT
 - Thursday, April 25 at 1 pm CT
 - Thursday, May 30th at 1 pm CT
- March 28th: [Recording](#) | [Slides](#)
- February 23rd: [Recording](#) | [Slides](#)

Scan QR Code to register!





Support Resources



Texas EVV Vendor Information Center

Program Provider and FMSA Information Center



Your home for all HHAExchange Texas EVV information, updates, registration, training information and much more!

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



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Texas EVV Vendor Information Center

[Provider Onboarding Form](#)

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Training

Provider Forum: HHAExchange Town Hall

Beginning February 23, 2024 and ending May 30, 2024, HHAExchange is hosting a monthly webinar series that provides an end of month EVV status update, summarizes upcoming system enhancements and current known issues, and a dedicated session for EVV staff to answer any questions that HHAX users may have. All Texas program providers and financial management services agencies (FMSAs) who use HHAExchange as their EVV system are invited to join.

For prior webinar materials and registration for upcoming dates, refer to the following:

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Learning Management System (LMS)



All information covered in today's session can be found in your learning plan located on the [HHAExchange LMS](#).



You have continual access to the learning plan and can access the training at anytime.

All training must be completed, and users are required to pass the final test to receive HHAExchange portal credentials.

LMS and HHAX portal credentials are sent to the email that was entered in the onboarding form.

The screenshot displays the HHAExchange Learning Management System (LMS) interface. At the top, there is a search bar and navigation links. The main content area shows the 'Texas Provider Learning Plan' with 19 courses and a progress indicator at 5%. A 'RESUME WHERE YOU LEFT OFF' button is visible. Below this, a list of topics is provided, including 'HHAExchange and Texas: Project Introduction' through 'HHAExchange Recap'. A video player is overlaid on the screen, showing a video titled 'Office *' with a duration of 0:01 / 0:01 and an 'Accept' button. A 'Coordinator *' dropdown menu is also visible. At the bottom, the 'Hello HHAX Trainer' dashboard is shown, featuring a 'Placements' table with columns for Member, Admission ID, Frequency, Service Category, Service Type, Request Sent At, Status, Cut Off Time, and Payer Name. The table lists two pending placements for 'Life Care Demo Payer'.

Member *	Admission ID *	Frequency ?	Service Category ?	Service Type ?	Request Sent At ?	Status ?	Cut Off Time ?	Payer Name ?
XXXXX	90987654325C		Home Health	PCA	10/19/2023 10:27:30 AM	Pending(Broadcast)	10/23/2042 9:06:30 PM	Life Care Demo Payer
XXXXX	90987654325C		Home Health	PCA	10/19/2023 10:27:30 AM (Eastern)	Pending(Broadcast)	10/23/2042 9:06:30 PM (Eastern)	Life Care Demo Payer

HHAeXchange Knowledge Base

Support Resources



- Process Guides
- Interactive Guides
- Videos
- Technical Support

[HHAX Knowledge Base](#)

The screenshot shows the HHAeXchange Knowledge Base website. At the top is a dark blue header with the HHAeXchange logo on the left and a search bar on the right. Below the header is a light blue main content area. On the left side of the main content area is a vertical navigation menu with a 'Welcome' section and various categories like 'HHAX Texas Terms and Definitions', 'System Introduction', 'Patient', 'Caregiver', 'Visit', 'Action', 'Billing', 'Reports', 'Dashboard', 'Admin', 'Mobile App', 'Services Portal', 'Job Aids - General', 'PDFs Texas', 'Training Videos', 'Release Notes', 'FAQs', 'EVV Aggregation', and 'Remote Support'. The main content area features a heading 'Welcome to The HHAeXchange Texas Knowledge Base' and four white rounded rectangular cards. The first card is 'HHAeXchange Provider Portal Knowledge Base' with a question mark icon and text about accessing the Provider Portal Knowledge Base. The second card is 'Getting Started' with a hand icon and text about browse handy resources. The third card is 'Frequently Asked Questions' with a book icon and text about viewing frequently asked questions. The fourth card is 'Videos' with a play button icon and text about watching training videos. At the bottom of the main content area, there is a footer with contact information and a copyright notice.





Client Support Portal

Portals



General Support

Did you check out our Self-Service Knowledge Base but still need help?...



Payroll

Payroll Inquiries: Absences, Codes, Expenses, Holiday, Rates, Time & Attendance, Travel Time



Provider API Integrations

Enterprise Customers using API's, Flat File Integrations, or Partner Connect



Provider Billing

Revenue Cycle: Billing, Cash Posting, Claims Status, Contract Setup, ERA Items, Re-Billing



Provider Clinical

Enterprise Customers using the Clinical Documentation Module



Provider EDI Integrations

Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's



Provider Invoice Inquiries

Enterprise Customers with invoice questions for Accounts Receivable



Self-Direction

Self-Direction Customers, formerly Annkissam



State & MCO Integration

Missing Linked Contract Information, Texas Data Transfer Requests, and Payer Requests



State EVV Aggregation

EVV Data Submission Inquiries related to State & MCO Aggregators



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

Client Support Portal



hhaexchange.com/supportrequest

Contact us by phone
1-833-430-1307

Email



HHAX	TXSupport@hhaexchange.com
TMHP	EVV@tmhp.com
HHSC	EVV@hhs.texas.gov

Web Pages



[HHAX
Texas Info Center](#)



[TMHP EVV](#)



[HHSC EVV](#)

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Provider Resources



Q&A



**Texas EVV Vendor
Information Center**



Client Support Portal



Texas Knowledge Base



HHAX LMS



Thank you!