

Welcome To Our HHAeXchange Webinar

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HHAeXchange Texas Provider Town Hall March 2024

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Electronic Visit Verification (EVV) Updates



System Enhancements

Holds in the EVV Aggregation Transaction Manager

Daily and Weekly Variable Schedules



Upcoming Scheduled Town Halls



Support Resources



Question and Answer (Q&A)



EVV Updates

EVV Claims Matching Begins April 1



- 10/1/23 12/31/23
- Initial claims bypass for EVV transition
- 1/1/24 3/31/24 EVV Claims Matching Bypass extended

- EVV claims matching resumes 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**.

EVV Claims Matching (continued)



Program providers and financial management services agencies (FMSAs) who received a "No EVV Visit Match" denial for claims with dates of service beginning Jan. 1 can submit adjustment claims after Feb. 1. EVV claims matching will begin with dates of service on Apr. 1.

Resources

- To request assistance with EVV claims mismatch results, email the Texas Medicaid & Healthcare Partnership (TMHP) at <u>EVV@tmhp.com</u>.
- For policy questions and more information on the EVV claims matching bypass, email HHSC at <u>EVV@hhs.texas.gov.</u>
- Please refer to the <u>HHSC notice</u> 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

System Updates Post-Launch



Implemented since Oct. 1:

- 2/10/2024 Script to clear call dashboard for manually verified visits
- 1/26/2024 EVV Aggregation Transaction Manager manual verified holds visit release
- 1/10/2024 Services Portal shift approval workflow change
- 12/30/2023 Script to clear call dashboard for manually verified visits
- 12/1/2023 Expanded Application Programming Interface (API) specifications for providers who use a third-party vendor to interface with HHAeXchange
- 11/5/2023 Prevention of updates to visits accepted/approved by the EVV Aggregator
- 10/31/2023 EVV Aggregator hold for missing Consumer Directed Service (CDS) profile information

Review the release notes for these updates in the <u>Texas</u> <u>Knowledge Base</u>, or scan the **QR code** with your mobile device.



System Updates Since February



Implemented since Feb. 23:

- 3/14/2024 Allow users to link EVV visits that are out of GPS range.
 - Services Portal Visit Location In and Visit Location Out requirements

Upcoming:

• 4/26/2024

• Q2 2024

- 3/28/2024 Geo-Perimenter extended to 1,320 feet (3/28/2024)
 - Weekly and Daily Variable optional schedules
 - Call Dashboard script to link calls 250ft 1320ft
 - Additional billing modifiers for home health care services
 - Texas terminology to reflect in HHAX system
 - HHAX+ Mobile App support for Daily and Weekly Variable Optional Schedules



Holds in the HHAX EVV Aggregation Transaction Manger

March 2024

HHAX EVV Aggregation Transaction Manager Holds



Top 3 Holds as of March 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 <u>HHAeXchange EVV</u> <u>Aggregation Transaction Manager Rule Holds and Resolutions</u> 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 valid authorization for member. FFS authorizations are required to be pulled form the FFS authorization module located under the member tab.

Further Learning

Refer to the <u>HHAX EVV Aggregation</u> <u>Transaction Manager Rule Holds and</u> <u>Resolutions</u> document.



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 © 2024 HHAeXchange

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 <u>HHAX EVV Aggregation</u> <u>Transaction Manager Rule Holds and</u> <u>Resolutions</u> 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 <u>HHAX EVV Aggregation Transaction</u> <u>Manager Rule Holds and Resolutions</u> document.





Daily & Weekly Variable Schedules

Daily and Weekly Variable Optional Schedules

- Now Includes "suggested" start and end times
- Allows the service provider to see when the agency wanted them to provide service, while allowing for flexibility if they had to change delivery times

Schedule	● ▼ ★ ● ● ▼ ★ ● ● S: 2h 0m (08:00 AM - 10:00 AM) ▼ ○ ▼ ○ ● ○ ● ○ ● ○ ● ○ ● ○ ● ○ ● ○ ● ○ ● ○ ● ○ ● ○ ●
All fields marked with an asterisk (*) are required.	Billed: N C Arteaga Ricardo
Schedule Type 🕕	
Daily Variable]
Scheduled Visit Duration *	Suggested Schedule Time
05 hrs. 00 mins.	08:00 AM O - 01:00 PM O
Plan of Care	Service Provider Code *
Select	HOU-16032 Q

The **Suggested Schedule Time** allows the provider or agency to enter a suggested start and end time for the service to occur.

This is optional and does not affect the auto-verification of the visit.





HHAX Town Hall Schedule

Upcoming HHAX Town Hall Schedule

• Available Now:

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

o <u>Register Today!</u>

- April 25th at 1pm 3pm Central Time
- 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.

HHAeXchange	ecare Software Technology Resources Company Request Your Demo
TABLE OF CONTENTS ^	Training
OVERVIEW	Provider Forum: HHAeXchange Town Hall Beginning February 23, 2024 and ending May 30, 2024, HHAeXchange is hosting a monthly webinar series
TRAINING & FAQS	that provides an end of month EVV status update, summarizes upcoming system enhancements and current
THE HHAEXCHANGE PORTAL	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
SERVICES IN SCOPE	EVV system are invited to join. For prior webinar materials and registration for upcoming dates, refer to the following:
THIRD PARTY SYSTEM INTEGRATION	February 23rd : <u>Recording Slides</u>
ALTERNATIVE DEVICES	<u>Register Now</u> for all three sessions in one!
CONTACT INFORMATION	 March 28th 1 pm April 25th 1pm
	May 30th 1pm
IMPORTANT DATES ^ ELECTRONIC VISIT VERIFICATION CLAIMS MATCHING January 1, 2024	Open Hours HHAeXchange is excited to announce Open Hours Webinars for in-scope program providers and financial management services agencies (FMSAs) are extended through Friday March 29th.

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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ALTERNATIVE DEVICES		– Thursday, Mar – Thursday, Apr
CONTACT INFORMATION		– Thursday, May
		February 23rd :

HAeXchange Town Hall

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- register for all three up-coming sessions at once!
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Learning Management System (LMS)

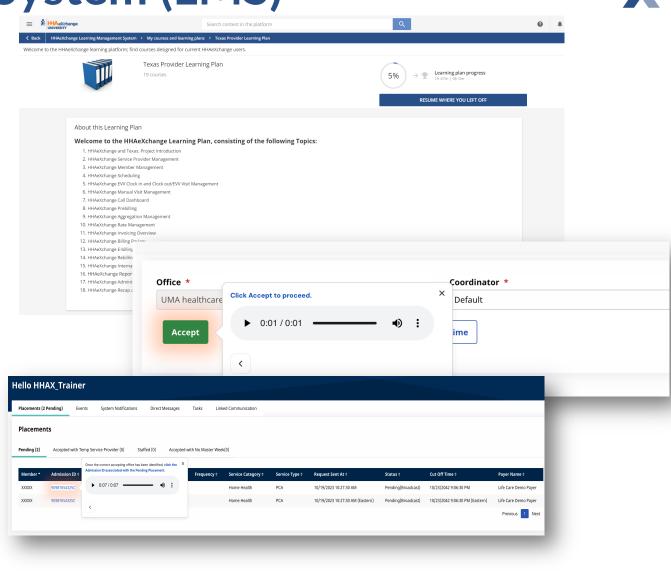
All information covered in today's session can be found in your learning plan located on the <u>HHAeXchange LMS</u>.



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.



HHAeXchange Knowledge Base



Support Resources

- Process Guides
- Interactive Guides
- Videos
- Technical Support

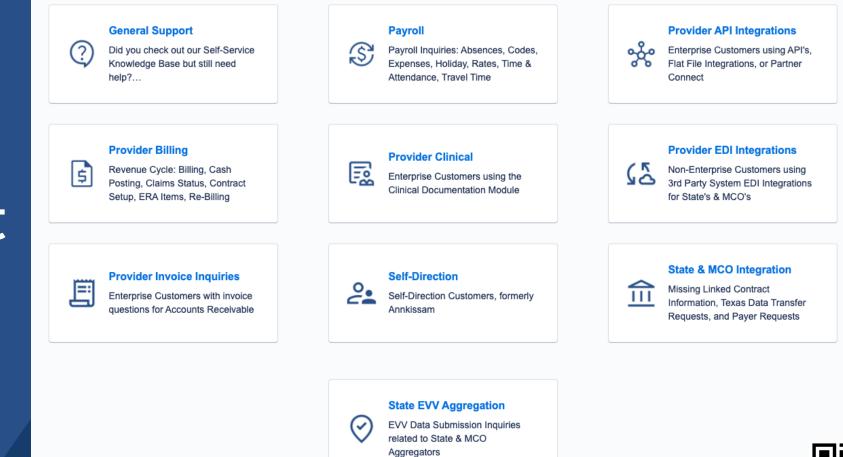
HHAX Knowledge Base

K HHAeXchange	Search	Q	
Welcome	Welcome to The HHAeXchange Texas Knowledge Base		
HHAX Texas Terms and Definitions			
System Introduction	HHAeXchange Provider Portal Knowledge Base	Getting Started	
Patient 👻	If you are using the HHAeXchange Provider Portal for EVV	Browse handy resources including a Getting Started checklist,	
Caregiver	through the Texas Medicaid & Healthcare Partnership, access the Provider Portal Knowledge Base here.	FAQ videos, and other setup resources to get you started on the right foot with HHAeXchange.	
Visit		Start Here →	
Action 👻	Explore Provider Knowledge Base	Starriere /	
3illing 👻			
Reports	Frequently Asked Questions	♥ Videos	
Dashboard 👻	View the list of frequently asked questions from other	Watch training videos to refresh your skills and knowledge of	
Admin	HHAeXchange users and their answers.	HHAeXchange features and functionality.	
Mobile App 👻	See the FAQs →	Watch Videos →	
Services Portal			
lob Aids - General 👻			
PDFs Texas	Can't find what you are looking for? Contact <u>Technical Customer Care</u> or <u>Live Chat</u> with us now. Be sure to have your Customer ID and Environment Type (found on the Profile Menu at top right of the HHAeXchange platform).		
Fraining Videos	Access The HHAeXchange Knowled	dge Base for Providers Outside of Texas © Copyright 2024 HHAeXch	
Release Notes			
FAQs			
EVV Aggregation			
Remote Support		in and Net	





Portals



Client Support Portal

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https://www.hhaexchange.com/supportrequest



HHAeXchannge Support

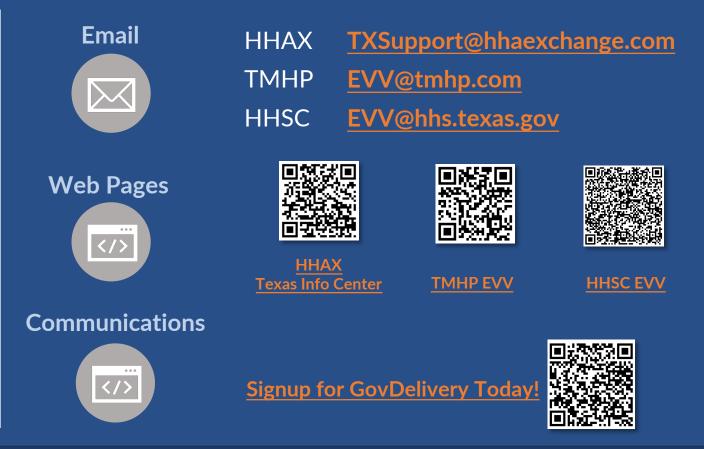
Texas EVV Support

Client Support Portal



hhaexchange.com/supportrequest

Contact us by phone 1-833-430-1307



Provider Resources







Texas EVV Vendor Information Center



Client Support Portal



Texas Knowledge Base



HHAX LMS



Thank you!