

# Welcome To Our HHAExchange Webinar

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# HHAExchange Texas Provider Town Hall March 2024

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# Agenda



Electronic Visit Verification (EVV) Updates



Support Resources



System Enhancements



Question and Answer (Q&A)



Holds in the EVV Aggregation Transaction Manager



Daily and Weekly Variable Schedules



Upcoming Scheduled Town Halls



# 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 [EVV@tmhp.com](mailto:EVV@tmhp.com).
- For policy questions and more information on the EVV claims matching bypass, email HHSC at [EVV@hhs.texas.gov](mailto: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



# 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 [Texas Knowledge Base](#), 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:

- **3/28/2024**
  - Geo-Perimeter extended to 1,320 feet (3/28/2024)
  - Weekly and Daily Variable optional schedules
- **4/26/2024**
  - Call Dashboard script to link calls 250ft – 1320ft
- **Q2 2024**
  - 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 [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 valid authorization for member. 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.





# 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.





# 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

*All fields marked with an asterisk (\*) are required.*

**Schedule Type** ⓘ

Daily Variable

**Scheduled Visit Duration** \*

05 hrs. 00 mins.

**Plan of Care**

--Select--

**Suggested Schedule Time**

08:00 AM - 01:00 PM

**Service Provider Code** \*

HOU-16032

14

DV ⓘ

S: 2h 0m (08:00 AM - 10:00 AM) ⓘ

V: ⓘ

Billed: N ⓘ

Arteaga Ricardo ⓘ

15

DV ⓘ

S: 2h 0m ⓘ

V: ⓘ

Billed: N ⓘ

Test Test ⓘ

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. 23<sup>rd</sup> HHAX Town Hall webinar
- **Coming soon: Mar. 28<sup>th</sup> town hall recording and slide deck**

## Register Today!

- 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.

The screenshot shows the HHAX website's 'Training & FAQs' page. The navigation bar includes 'Homecare Software', 'Technology', 'Resources', and 'Company', along with a 'Request Your Demo' button. The left sidebar lists menu items: 'TABLE OF CONTENTS', 'OVERVIEW', 'TRAINING & FAQs' (highlighted), 'THE HHAEXCHANGE PORTAL', 'SERVICES IN SCOPE', 'THIRD PARTY SYSTEM INTEGRATION', 'ALTERNATIVE DEVICES', and 'CONTACT INFORMATION'. The main content area is titled 'Training' and includes a 'Provider Forum: HHAExchange Town Hall' section. It describes a monthly webinar series from February 23, 2024, to May 30, 2024, providing EVV status updates and system enhancements. It lists upcoming dates: February 23rd (Recording | Slides), March 28th 1pm, April 25th 1pm, and May 30th 1pm. Below this is an 'Open Hours' section stating that Open Hours Webinars for in-scope providers and FMSAs are extended through Friday, March 29th. A bottom sidebar lists 'IMPORTANT DATES' with 'ELECTRONIC VISIT VERIFICATION CLAIMS MATCHING' on January 1, 2024.

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>

[Login](#)
[State Info Centers](#)

[Homecare Software](#)
[Technology](#)
[Resources](#)
[Company](#)
[Request Your Demo](#)

## Texas EVV Vendor Information Center

[Provider Onboarding Form](#)

**TABLE OF CONTENTS**

- OVERVIEW
- TRAINING & FAQS**
- THE HHAEXCHANGE PORTAL
- SERVICES IN SCOPE
- THIRD PARTY SYSTEM INTEGRATION
- ALTERNATIVE DEVICES
- CONTACT INFORMATION

**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:**

- [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
- February 23rd : [Recording](#) | [Slides](#)

# 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.

Texas Provider Learning Plan  
19 courses  
5% Learning plan progress  
RESUME WHERE YOU LEFT OFF

About this Learning Plan  
Welcome to the HHAExchange Learning Plan, consisting of the following Topics:

1. HHAExchange and Texas: Project Introduction
2. HHAExchange Service Provider Management
3. HHAExchange Member Management
4. HHAExchange Scheduling
5. HHAExchange EVV Clock in and Clock out/EVV Visit Management
6. HHAExchange Manual Visit Management
7. HHAExchange Call Dashboard
8. HHAExchange Prebilling
9. HHAExchange Aggregation Management
10. HHAExchange Rate Management
11. HHAExchange Invoicing Overview
12. HHAExchange Billing Overview
13. HHAExchange E-billing
14. HHAExchange Rebillin
15. HHAExchange Interna
16. HHAExchange Repor
17. HHAExchange Admini
18. HHAExchange Recap

Office \*  
UMA healthcare  
Accept  
Click Accept to proceed.  
0:01 / 0:01  
Coordinator \*  
Default  
ime

Hello HHAX Trainer  
Placements (2 Pending) Events System Notifications Direct Messages Tasks Linked Communication

Placements  
Pending (2) Accepted with Temp Service Provider (0) Staffed (0) Accepted with No Master Week(0)

Member *	Admission ID *	Frequency ?	Service Category ?	Service Type ?	Request Sent At ?	Status ?	Cut Off Time ?	Payer Name ?
XXXXX	9087654325C		Home Health	PCA	10/19/2023 10:27:30 AM	Pending(Broadcast)	10/23/2042 9:06:30 PM	Life Care Demo Payer
XXXXX	9087654325C		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, there 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, there 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 'Welcome to The HHAeXchange Texas Knowledge Base' heading. Below this heading are four white rounded rectangular cards: 1. 'HHAeXchange Provider Portal Knowledge Base' with a question mark icon, describing resources for EVV through the Texas Medicaid & Healthcare Partnership. 2. 'Getting Started' with a hand icon, describing resources like checklists and FAQ videos. 3. 'Frequently Asked Questions' with a book icon, describing a list of questions from other users. 4. 'Videos' with a play button icon, describing training videos. Each card has a 'Start Here' or 'See the FAQs' link with a right-pointing arrow. At the bottom of the main content area, there is a footer with contact information for technical support and a link to access the knowledge base for providers outside of Texas. A copyright notice for 2024 HHAeXchange is also present.





# 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>





# HHAXchange Support

Client Support Portal



[hhaexchange.com/supportrequest](https://hhaexchange.com/supportrequest)

Contact us by phone  
1-833-430-1307

# Texas EVV Support

Email



HHAX [TXSupport@hhaexchange.com](mailto:TXSupport@hhaexchange.com)

TMHP [EVV@tmhp.com](mailto:EVV@tmhp.com)

HHSC [EVV@hhs.texas.gov](mailto:EVV@hhs.texas.gov)

Web Pages



[HHAX  
Texas Info Center](#)



[TMHP EVV](#)



[HHSC EVV](#)

Communications



[Signup for GovDelivery Today!](#)



# Provider Resources



# Q&A



**Texas EVV Vendor  
Information Center**



**Client Support Portal**



**Texas Knowledge Base**



**HHAX LMS**



# Thank you!