

Provider Forum: Navigating HHAExchange (HHAX)

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Agenda

- Electronic Visit Verification (EVV) Transition Updates
- System Updates
- Service Provider and Member Profiles
- Call Dashboard
- Holds in the EVV Aggregation Transaction Manager
- HHAX Rebilling Process
- Visit Maintenance Unlock Requests
- API Updates
- Support Resources
- Question and Answer (Q&A)



EVV Transition Updates

➤ Challenges & Change Management



- Phased go-live approach
 - 2,448 Program Providers and FMSAs transitioning to HHAeXchange
 - Split into a 10/1 and 11/1 Go live
- Home Health Expansion
- Alternative Device policy changes
- Data Conversion
- Billing EVV Claims to TMHP for Home Health
- Provider enrollment reference data issue and LTC contracting
- Medicaid eligibility

EVV Claims Matching Bypass



Original Claims bypass for EVV transition from 10/1 to 12/31.

EVV Claims Matching Bypass extended from Jan. 1 to Mar. 31

The Texas Health and Human Services Commission (HHSC) implemented a claim matching bypass on Feb. 1, 2024 for EVV claims with dates of service from Jan. 1 through March 31 – to be paid without a matching EVV visit.

Program providers, FMSAs, and Consumer Directed Services (CDS) employers must enter missing EVV visits not entered during the EVV claims matching bypass period within the 95-day visit maintenance period.

Payers (HHSC and managed care organizations (MCOs)) will not allow the entry of missing EVV visits after the 95-day visit maintenance timeframe has passed. Failure to use the EVV system to record visits may result in recoupments.

➤ EVV Claims Matching Bypass (continued)



Program providers and 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 April 1.

Resources

- To request assistance with EVV claims mismatch results, email the Texas Medicaid and 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 refer to the [HHSC notice](#) posted January 30, 2024.

➤ EVV Compliance Grace Period



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

- HHSC has extended the compliance reviews grace period for EVV Usage 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 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 CDS employers who do not meet the compliance requirements during the grace period.



System Updates

System Updates



HHAeXchange has continued to release product enhancements to help facilitate Texas EVV users with a better user experience and address any defects that have been identified by the provider community. Some of the recent updates and enhancements include:

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

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



System Updates and Releases



- Upcoming enhancements based on your feedback
 - Updates to the Call Dashboard that will allow users to link EVV visits that are out of GPS range.
 - Updates to Daily and Weekly Variable schedules to include Suggested Schedule Time (start time and end time) as optional.
 - Billing additional modifiers for Home Health Therapy Services.
- HHAeXchange+ mobile app
 - We've streamlined the clock in and clock out process for service providers.
 - Made improvements to unscheduled visits, and made the password reset process easier.
 - For a complete list of system enhancements since October 2023, refer to the [HHAeXchange+ Mobile App Updates page](#).



Member & Service Provider Management

➤ Member Management



Key fields to enter when creating member profiles in HHAX:

- Check Medicaid Eligibility and Import Member Data
- Authorized Services
- Marking Address Type as GPS & Home
- Adding a contract
- Assigned Service Providers to a Member
- Fee-for-Service (FFS) Authorization Module

For step-by-step instruction on how to create a new Member Profile in HHAX, refer to the [Member Management](#) interactive walkthrough located on the Texas Knowledge Base.

➤ Service Provider Management



Key fields to enter when creating a new Service Provider Profile in HHAX:

- Disciplines
- Enabling Mobile app Access
- Activation Code delivery process
- HHAeXchange+ Mobile application Tips and Tricks

For a step-by-step instructions, refer to the following interactive walkthroughs located on the Texas Knowledge Base:

- [Service Provider Management](#) – How to create a new Service Provider Profile.
- [HHAeXchange+ Mobile App](#) – How to navigate the HHAeXchange+ Mobile App.



Call Dashboard

Challenges



When a service provider places an unsuccessful clock in and/or clock out, the system sends it to the Call Dashboard. An unsuccessful clock in or clock out may be the result of any of the following:

- The service provider uses an unauthorized phone instead of the member's landline.
- The service provider is outside the tolerance range when using the mobile app.
- The service provider clocks in and/or clocks out outside of the scheduled duration window set by HHSC.

On average, **15%** of all completed EVV visits register as an exception and land on the call dashboard.

Call From Caregiver Number

Caller ID Not Available



Cause:

- You will see this Call Dashboard status if a service provider clocks in/out by calling from their personal phone.
- HHSC policy requires clock in and out from the member's landline phone.
- If a service provider wants to use their personal phone, they must download and use the HHAeXchange+ app.

To prevent:

- ✓ Ensure the member's home phone landline number is entered correctly within the member profile and labeled accurately as home phone.
- ✓ Ensure the service provider clocks in/out from the member's home phone landline number on file in the HHAeXchange system.

How to resolve?

- Manually confirm the clock in and/or clock out.



Out of Window

Outside Variable Duration Window

Cause:

- The service provider clock in/out is outside of the state-approved duration window for a daily variable schedule in HHAExchange.

Prevention:

- ✓ Ensure the service provider clocks in/out within the EVV policy duration window for daily variable schedules in HHAExchange.

How to resolve?

- Select the service provider in the **Service Provider Name** column.
- Click the [Link](#) to connect the clock in or clock out to the visit. Document the appropriate edit reason and action based on HHSC EVV policy.

Phone	Visit Date	Schedule	Visit	Link	Actions
987-654-3210 	08/24/2022	0800-1200 		Link	
999-999-9999 					



Invalid FOB Passcode

FOB = Alternative Device (AD)

Cause:

- Invalid FOB Passcode errors are caused when the service provider enters the one-time Device Passcode incorrectly.

Prevention:

- ✓ The Device Passcode (an 8-digit number sequence) provides HHAeXchange with the exact date and time an EVV clock in and/or clock out occurs. Make sure the service provider is prepared to write down the code when clocking in and out.
- ✓ This digital passcode changes every 30 seconds to provide a unique passcode.



How to Resolve?

- Confirm the clock in and/or clock out manually



GPS Signal Out of Range

Cause:

- If the mobile app determines that the service provider is outside the 250-foot perimeter, but the user indicates they are at the Member Home, then the visit will flag as an exception and will be sent to the Call Dashboard for review.

Prevention:

- ✓ To perform a successful EVV clock in and/or clock out, the service provider must be within 250ft EVV allowed geo-perimeter of the member's address listed in the HHAeXchange system.
- ✓ The HHAeXchange+ mobile app displays the user location when clocking in or out and informs the user when they are outside of the acceptable range.
- ✓ When clocking in or clocking out is performed outside of this area, the HHAeXchange+ mobile app will prompt the user to confirm they are not providing services in the home and choose a different service location(Family Home, Neighbor Home, or Community).

Please refer to the [HHAeXchange+ mobile app training video](#) for detailed training on GPS location selection for EVV clock in and/or clock out.



GPS Signal Out of Range (Continued)

(Scenario 1) How to resolve?

- The service provider failed to clock in and/or clock out within 250ft of the members address as listed in the HHAeXchange system.
- ✓ **Resolution:** The call must be rejected from the Call Dashboard and entered manually once the member or representative confirms service took place. Use the exception reason code: **Error During Clock In or Clock Out 310 - E - Incorrect service delivery location** when manually entering the visit.

(Scenario 2) How to resolve?

- In some scenarios, the coordinates attributed to an address by Google Maps do not properly reflect the actual coordinates of the Patient's home. This is particularly true of rural addresses but may also occur in cities when a member lives in a large apartment complex.
- ✓ **Resolution:** Recalculate the coordinates of a member's address using the coordinates associated with GPS-based EVV that is being held on Call Maintenance. This allows agencies to correct the coordinates connected to the member's address by replacing them with the more accurate EVV coordinates.



Holdings in the EVV Transaction Manager

EVV Aggregation Transaction Manager Holds



Top 3 Holds as of February 2024

Visit does not have Valid Authorization

- Ensure the authorization matches the service provider. The service code should match and there should be sufficient units in the authorization to cover the services that were provided.
- Program providers and FMSAs can add, edit, and update authorizations.

LTC Provider Number is missing from associated LTC Authorization

- LTC authorizations that are entered manually or sent via API from a third-party vendor will need to be updated with the correct LTC Provider Number in HHAeXchange.
- Authorizations imported through the FFS Authorization module will always include the LTC Provider number.

Payer Member Plan Code is missing

- Review the contract associated with the member profile and correct any error messages.
- Plan codes can be added to the visit level to submit to the EVV Aggregator.

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





HHAX Rebilling Process

➤ Resolve and resubmit EVV Claims during Claims Bypass



In February 2023, HHSC implemented a claims bypass for dates of service Jan. 1 - Mar. 31, 2024. If a provider or FMSA had January 2024 claims rejected due to EVV claims matching, they may resubmit (rebill) the claim for processing within 95 days of service for the claim.

- For instructions on rebilling claims in the HHAeXchange system, refer to the [Rebilling](#) link.
- Scan the QR codes below for more billing resources.



Let's Bill in HHAeXchange Guide



Master Billing in HHAeXchange:
6 Essential Claim Submission Steps



Visit Maintenance Unlock Requests

Visit Maintenance Unlock Requests

Program providers, FMSAs, and Consumer Directed Services (CDS) employers must not submit Visit Maintenance Unlock Requests (VMURs) for dates of service prior to going live with HHAeXchange or their EVV proprietary system.

HHSC is actively working with TMHP to develop a solution to allow visit maintenance for dates of service prior to the HHAeXchange Go-Live date.

For more information, refer to the TMHP notice [**EVV Visit Maintenance Processes on Hold for Dates of Service Prior to Go-Live Date with Current EVV System**](#) posted 2/12/2024.



API Updates

API Updates

- On January 17, 2024, HHAeXchange hosted the Maximizing API Integration Webinar.
 - [Recording](#)
 - [Slides](#)
 - Question and Answer (Q&A) available on February 27th.
- [Client Support Portal](#)
 - Submit a ticket using the 'Provider API Integration' category.

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

IMPORTANT DATES

- ELECTRONIC VISIT VERIFICATION CLAIMS MATCHING**
January 1, 2024

COMMUNICATIONS

- [EVV Transition Notice](#) SEPTEMBER 28, 2023
- [Welcome Packet](#) AUGUST 15, 2023
- [Welcome Letter](#) JUNE 20, 2023

Third Party System Integration

Application programming interfaces (APIs) can be used to exchange data between third-party software systems, such as payroll systems and electronic health record systems, and the new EVV vendor system, the HHAeXchange Portal.

Program providers and financial management services agencies who want to integrate their third-party software systems with HHAeXchange can refer to the specifications listed in the [HHAeXchange Web Service API Guide \(PDF\)](#).

APIs available to integrate with HHAeXchange include:

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

To begin the integration process, submit a ticket through the [HHAeXchange Client Support Portal](#)

Maximizing API Integration Webinar

- [Recording](#) | [Slides](#)

This API Integration Webinar focused on maximizing API integration capabilities with HHAeXchange for providers and financial management services agencies.

Topics Include:

- API capabilities
- Data transfer insights
- Specifications overview
- Tips for effective integration



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!



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Overview

We are excited to share that Texas Health and Human Services Commission (HHSC) has partnered with Accenture and HHAeXchange to help Texas homecare providers remain compliant with state and federal Electronic Visit Verification (EVV) laws, and ensure a simplified, user-friendly, and seamless experience.

The HHAeXchange Portal will go live on October 1, 2023. HHAeXchange will be the only state-funded EVV vendor. As part of this agreement, HHAeXchange's Portal will be available at no cost to program providers, financial management services agencies (FMSAs), and Consumer Directed Services (CDS) employers.

All program providers and FMSAs are required to select an EVV system to be in compliance with state and federal EVV laws.

Next Steps:

Register for System User Training

All homecare providers are encouraged to register for system user training where HHAeXchange will provide an overview of the transition, review expectations, provide a demonstration of the HHAeXchange Portal, and answer questions about the new EVV system. Registration is limited for each session – so register today!

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

Learning Management System



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.

Both the LMS and HHAX portal credentials will be sent to the person who filled out the onboarding form.

HHAXchange UNIVERSITY

Search content in the platform

HHAXchange Learning Management System > My courses and learning plans > Texas Provider Learning Plan

Welcome to the HHAeXchange learning platform; find courses designed for current HHAeXchange users.

Texas Provider Learning Plan
19 courses

5% Learning plan progress
10:47m | 08:50m

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 Report
17. HHAeXchange Admini
18. HHAeXchange Recap

Office *
UMA healthcare

Click Accept to proceed.

Accept

0:01 / 0:01

Coordinator *
Default

time

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	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

Once the correct accepting office has been identified, click the Admission ID associated with the Pending Placement.

0:07 / 0:07

Previous Next

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 users and including a link 'Explore Provider Knowledge Base'. 2. 'Getting Started' with a hand icon, describing resources like checklists and videos, including a link 'Start Here'. 3. 'Frequently Asked Questions' with a book icon, describing a list of questions and answers, including a link 'See the FAQs'. 4. 'Videos' with a play button icon, describing training videos, including a link 'Watch Videos'. 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 '© Copyright 2024 HHAeXchange' is also present.



➤ Texas Open Hours Continued (Webinar)



HHAeXchange is excited to announce Open Hours webinars for in-scope program providers and FMSAs are extended through Friday March 29th.

You can drop in anytime during these hours and leave once your questions are answered. [Click here during open hours to join.](#)

The webinars do not require registration.

Open Hours Schedule:

- Wednesday, February 14 at 11:00 a.m. CT
- Wednesday, February 28 at 11:00 a.m. CT
- Wednesday, March 13 at 11:00 a.m. CT
- Wednesday, March 27 at 11:00 a.m. CT

For more information on Open Hours sessions, refer to the Training & FAQs page of the [Texas EVV Vendor Information Center](#). Follow the link or scan the QR code.





Client Support Portal

Portals



General Support

Did you check 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

Texas EVV Support

Email



HHAX TXSupport@hhaexchange.com

TMHP EVV@tmhp.com

HHSC EVV@hhs.texas.gov

Web Pages



[HHAX
Texas Info Hub](#)

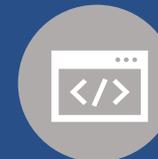


[TMHP EVV](#)



[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!