Caregiver Management Process Guide

Entering and Managing Caregivers

Contents

Caregiver Management

Overview

In HHAeXchange (HHAX), the term **Caregiver** refers to any individual who provides service to a Patient. Depending on the type of service provided, Caregivers are categorized in the system as either Non-Skilled (or Non-licensed) or Skilled (Licensed, medical practitioners) employees.

All Caregiver information, such as Demographics, Compliance Status, and Restrictions, are housed in the **Caregiver Profile**. Users with the proper permissions may review and edit this information as required. New **Caregiver Profiles** may be entered manually or imported via a compatible third-party software.

This category covers the entry of new Caregivers as well as the creation and conversion of **Trainees** into Caregivers.

Please direct any questions, comments, or concerns regarding the content herein to HHAeXchange Client Support.

HHAX System Key Terms and Definitions

The following provides basic definition of HHAX System key terms applicable throughout the document.

Term	Definition
Patient	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
Caregiver	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MCO), Contract, or HHS. The Payer is the organization placing Patients with Providers.
HHAX	Acronym for HHAeXchange

Employment Types

Employment Type, **Discipline**, or **Accepted Service** (on the Member's side) refers to the type of service a Caregiver is authorized to provide in HHAX. The Caregiver's **Employment Type** is a scheduling criterion used in **Authorizations** to ensure that a Member receives proper service.

The **Employment Type** is a required field when creating a **New Caregiver** (discussed later in this document). A Caregiver who does not match the **Discipline** specified in an **Authorization** cannot be scheduled, unless it is a Skilled Caregiver being scheduled for a Non-Skilled visit. Selecting one or more of the values in this field indicates that the Caregiver is certified to work in that capacity. The following is a comprehensive Employment Type list per Category (Skilled and Non-Skilled).

Skilled Caregivers
Medical professionals who provide therapy or examinations to assess the Member's state of wellbeing, to include:

• **LPN** (Licensed Practical Nurse)	• **RN** (Registered Nurse)
• **MSW** (Medical Social Worker)	• **RT** (Respiratory Therapist)
• **NINS** (Nursing Instructor)	• **SCI** (Service Coordinator – Initial)
• **NT** (Nutritionist)	• **SCM** (Service Coordinator – Monthly Billing)
• **OT** (Occupational Therapist)	• **ST** (Speech Therapist)
• **PT** (Physical Therapist)	• Other Skilled (Any other Skilled discipline)

Non-Skilled Caregivers
Individuals who tend to a Member's basic needs, observes and records their condition, and ensures that the Member receives help in a timely manner (in cases of emergency). Non-Skilled Employment Types include:

• **APC** (Advanced Personal Care)	
• **CBSA** (Community Based Support Aide)	• **PA** (Personal Assistant)
• **CH** (Chore)	• **PBIS** (Positive Behavioral Intervention & Support)
• **CNA** (Certified Nursing Assistant)	• **PC** (Personal Care)
• **COMP** (Companion)	• **PCA** (Personal Care Assistant)
• **ESC** (Escort)	• **RESP** (Respite)
• **HCSS** (Home and Community Support Services)	• **SCH** (Supportive Homecare Aid)
• **HHA** (Home Health Aide)	• **SDP** (Structured Day Program)
• **HMK** (Homemaker)	• **SHHA** (Supportive Home Health Aide)
• **HSK** (Housekeeper)	• **SPC** (Supportive Personal Care)
• **ILST** (Independent Life Skill Training)	• Other Non-Skilled (Any other Non-Skilled discipline)

The Caregiver Profile

The **Caregiver Profile** is used to manage Caregiver information. The Caregiver Profile has 16 permission-based pages to include the *Profile*, *Compliance*, *Calendar*, *Visits*, *In-Service* and numerous others (as illustrated on the image below).

Using the Index (left navigation section), users can navigate to different pages within the Caregiver's profile.
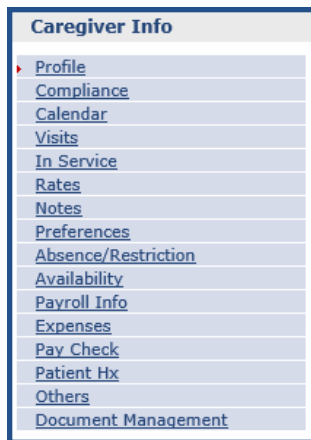
The Profile Page

The **Profile** page contains a Caregiver's *Demographics, Employment Information*, *Address*, *Emergency Contact Information*, and *Notification Preferences*. The top portion of the Profile shows the Caregiver's essential details to include Status.

Caregiver *Profile* Page

Once the Caregiver Profile is created, a **Caregiver Code** and a **Time & Attendance PIN** (also referred to as an **Assignment ID**), defined as follows:

Field	Description
Caregiver Code	Primary reference number for the Caregiver in the HHAX system.
Time & Attendance PIN	The number the Caregiver uses when placing Electronic Visit Verifications (EVV).

Furthermore, users can add new information or edit existing details. An **Active** Status allows users to schedule Caregivers for service.

Read-Only Fields in Caregiver Profile Page

A number of Caregiver Profile fields (listed below) are <u>read-only</u> unless the user-role has been granted permission to edit and save.
- First Name
- Middle Name
- Last Name
- SSN#
- Gender
- Ethnicity
- DOB
- Alt. Caregiver Code
- Payroll Info Page*
- Hire Date

*__*Note:__ The permission on the Payroll Info Page is to **Save** (rather than Edit). Therefore, a user can <u>save</u> edits on this page.*

To enable editing permissions for a user, navigate to ***Admin > User Management > Edit Roles***. Select *Aide* from the **Section** dropdown field, and applicable roles from the **Roles** dropdown field. Scroll to the *Search Aid* category and enable applicable permissions.

The Compliance Page

Tip: Press **Ctrl-F** on the keyboard to search this topic.

Caregiver Compliance refers to work requirements set by Contracts and Agencies. Compliance requirements may include updated medical records, a clean Criminal Background Check, or proof of Certification. Depending on an Agency's settings, the HHAX system may block the Caregiver from being scheduled if a Compliance requirement is not fulfilled. In some case, the system warns the scheduler of the issue.

Refer to the Caregiver Compliance Guide to learn about the administration and management of this comprehensive piece and the numerous components that focus on each functionality based on Caregiver Discipline.
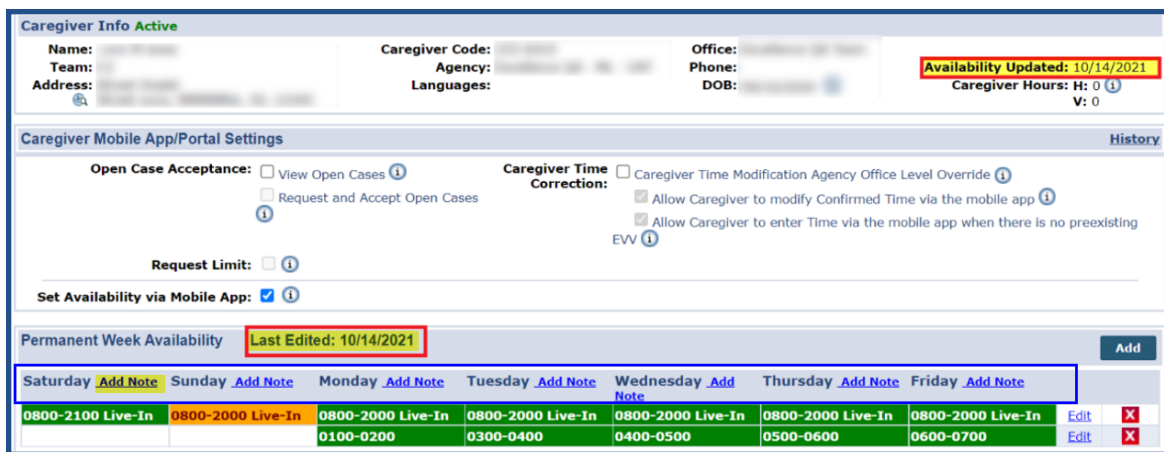
The Availability Page

Tip: You can press **Ctrl-F** on your keyboard to search this topic.

The Caregiver **Availability** page is comprised of four sections: Mobile App Settings, Permanent Week Availability, Max Visits, and Special Availability.

An **Availability Updated** field in the *Caregiver Info* header section shows the date when the Caregiver's availability was updated, in conjunction to the **Last Edited** field in the *Permanent Week Availability* section that indicates the date when the last changes were made to the selected Caregiver's Availability Preferences (as seen in the image below). The date captured in this label reflects when changes are made to the *Permanent Week Availability* and *Max Visits* sections.

In addition, use the Add Note links on a specific day to document the changes. Edit Note displays for days with an existing Note.

Caregiver Availability Page

A ***Confirm Availability*** button is also available in the *Permanent Week Availability* section to allow Providers to update the **Last Edited** date without editing the Caregiver's availability. Once clicked, the **Last Edited** field is updated to reflect the date when changes were made.

Confirm Availability Button

Availability Note History

In the *Edit Note* window, click on the History link to search and view history for a specific Note, as seen in the following images.
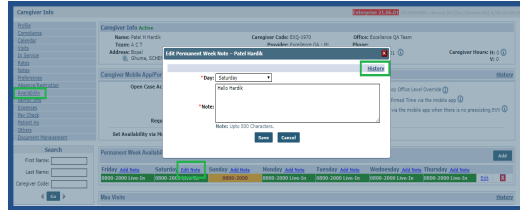
Permanent Week Note Window: History Link

On the *View History* window, select a specific Day Note from the **Field Name** field and click **Search** to generate a search, as illustrated in the image below.
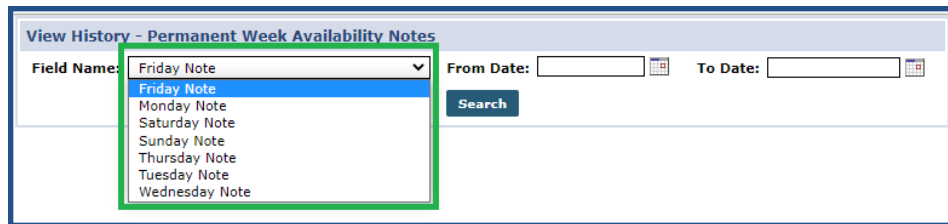
View History: Permanent Week Availability Notes Window

Mobile App Settings

The *Mobile App Settings* determine the behavior on the Caregiver's mobile app; specifically, what they can view and what functions are available on their registered mobile device. For example, viewing and requesting shifts when an Agency broadcasts available shifts via the Case Broadcasting functionality. Agencies determine these settings as well as setting limits to the number of shifts a Caregiver can request. Agencies also determine if Caregivers can set their Availability via their mobile device.
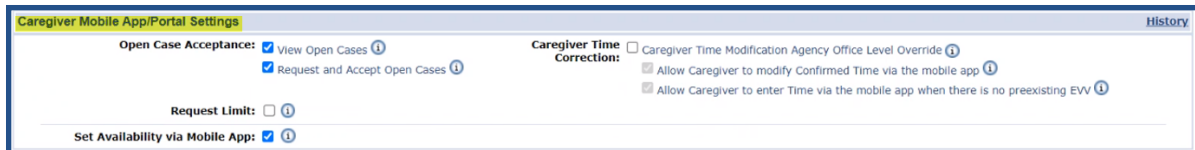
Caregive Mobile App Settings

Refer to the Case Broadcasting category for functionality details.

Permanent Week Availability
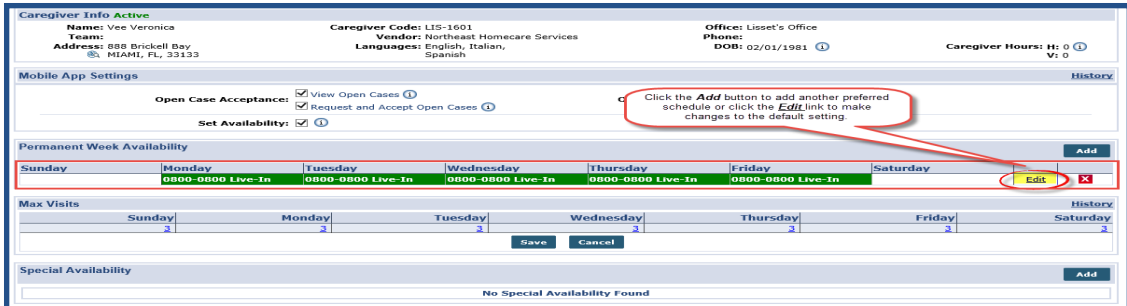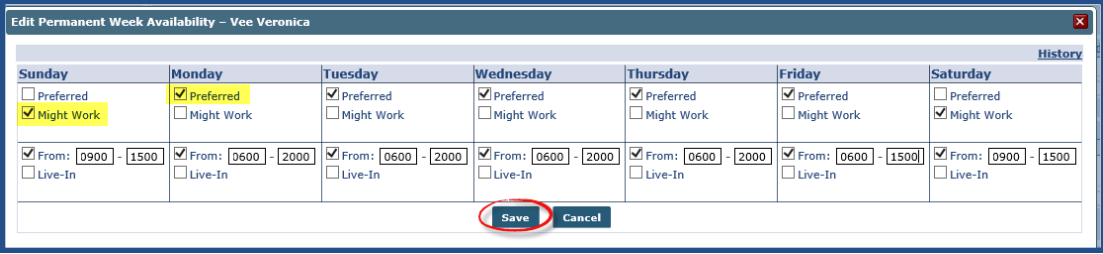
The *Permanent Week Availability* displays a Caregiver's preferred schedule indicating the days, hours, and availability preferences. The settings indicated on this schedule facilitates the **Availability Search**

function when an Agency is trying to fill a shift or view general availability.

Preferred/Might Work Hours

The following table provides instructions on adding or updating a Caregiver's *Permanent Week Availability*.

Step	Action
1	Navigate to **Caregiver > Caregiver Search > Caregiver Profile > Availability**.
2	By default, a *Live-In* schedule is prepopulated. Either click the **Add** button to add an additional preferred availability schedule or click the Edit link on the existing (default) schedule. **Adding/Editing Permanent Week Availability** *Note: Permanent Week Availability schedules can be deleted by clicking the delete icon (X).*
3	The *Edit Permanent Week Availability* screen appears providing various fields as shown. Select the **Preferred** and **Might Work** checkboxes per weekday a Caregiver prefers to work and which days they may work if required. Select the **From** checkbox and enter the hours in the text boxes provided to specify the hourly availability on each specific day. Select **Live-In** if the Caregiver is to work a *Live-In* shift. Leave blank any day(s) the Caregiver is not available to work. **Edit Permanent Week Availability**
4	Click the **Save** button to finalize.

Max Visits

Max Visits refers to the total amount of unique visits a Caregiver is willing to work on a given day. To set a value, click the link (number) under the day of the week and adjust (as shown below). Click the **Save** button to finalize.
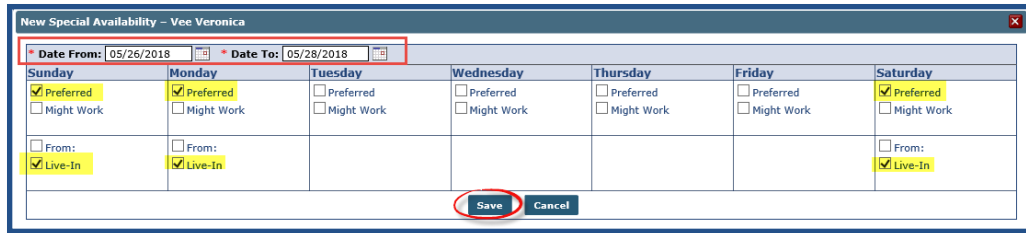
Max Visits						History
Sunday	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**	**Saturday**
2	3	3	3	3	3	3

Save   Cancel

Adjusting Max Visits

Special Availability

Special Availability works the same as *Permanent Week Availability*. A *Special Availability* schedule is created when the Caregiver's schedule varies for a certain amount of time (such as holiday seasons). Follow the steps below to add a Special Availability schedule.
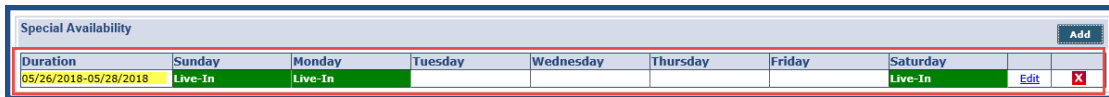
Step	Action
1	Navigate to **Caregiver > Caregiver Search > Caregiver Profile > Availability**.
2	Navigate to the Special Availability section and click the **Add** button. Special Availability Add No Special Availability Found **Adding Special Availability** **Note:** *Click the Edit link to edit Special Availability schedules (for existing schedules) or deleted by clicking delete icon (* X *).*
3	The *New Special Availability* screen appears providing various fields as shown. Select the date range, **Date From/To** (required, as denoted by the red asterisks). Select the **Preferred** and **Might Work** checkboxes per day to indicate the Caregiver availability for the selected period. Select the **From** checkbox and enter the hours in the text boxes provided to specify the hourly availability on each specific day. Select **Live-In** if the Caregiver can work a *Live-In* shift. Leave inapplicable days blank.

New Special Availability

	4	Click the *Save* button to finalize.

Special Availability set

The Preferences Page

The Caregiver **Preferences** page is comprised of two sections: *Caregiver Preferences (Used for Scheduling)* and *Caregiver Preferences (Not Used for Scheduling)*. This information serves as a scheduling tool to ensure Patients are comfortable receiving service from the Caregiver assigned to them. This section covers how to indicate a Caregiver's preferences and how these preferences are used to schedule.

Reference Table Management - Adding Preferences

Before selecting specific Preferences, these preferences must be configured via the Reference Table Management functionality. Follow the steps below to add Caregiver Preferences.
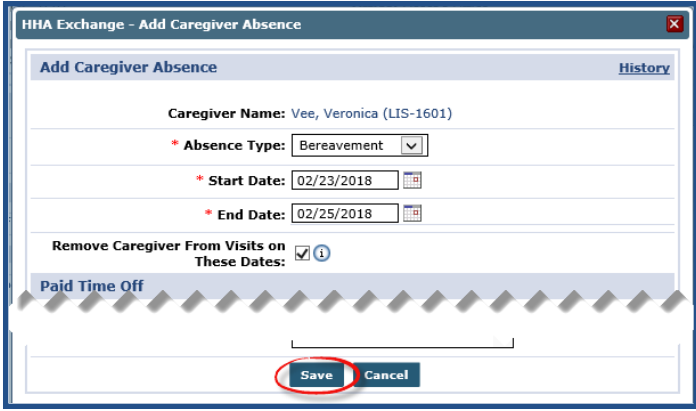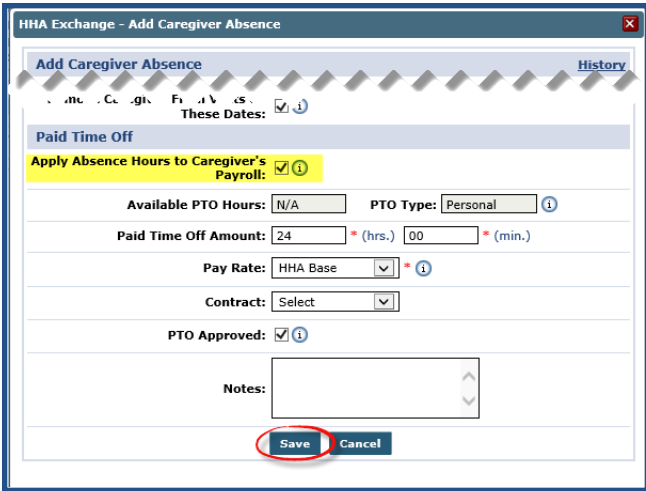
Step	Action
1	Navigate to ***Admin > Reference Table Management***.
2	Select *Patient and Caregiver Preferences* (under the General section) from the **Reference Table** field. Click **Search** to view the current preferences. Click the **Add** button to add a Preference.
3	The *Add Patient and Caregiver Preferences* screen appears providing various fields as shown. Complete the required (denoted by red asterisks) and optional fields, as follows: - Enter the Preference value in the **Preference** field. - In the **Applies To** field, determine whether the preference applies to *Patients*, *Caregivers*, or both. - Preferences set for only Patients or Caregivers are listed under the **Not Used for Scheduling** category. - The **Use for Scheduling** checkbox appears for Preferences applied to both. This setting is triggered when using the Caregiver Availability Search function. - Set the **Status** field to *Active*. **Patient and Caregiver Preferences**
4	Click the **Save** button to finalize.

Setting a Caregiver's Preferences

Step	Action
1	Navigate to *Caregiver > Caregiver Search > Caregiver Profile > Preferences*.
2	The *Caregiver Preferences* page opens. Select the applicable Preferences as added in the Reference Table. ![Caregiver Preferences page screenshot] **Caregiver Preference Page** ***Note:*** *The values in the Patient Preferences: Used for Scheduling section on both pages are identical. For example, if both a Patient and a Caregiver have the English Primary Language (under Used for Scheduling) preference selected, they are paired when conducting an* ***Availability Search***.
3	Click the ***Save*** button to finalize.

*Note: The **Special Requests** page in the Patient Profile is identical to the Caregiver **Preferences** page.*

The Absence/Restriction Page

Tip: You can press **Ctrl-F** on your keyboard to search this topic.

The Caregiver **Absence/Restriction** page is comprised of three sections: *Absences*, *Paid Time Off Accruals*, and *Restricted*. This information is used to track a Caregiver's absences, paid time off (PTO) balances, or restrictions keeping a Caregiver from getting scheduled. This section covers how to add an **Absence**, how to designate an absence as **PTO**, and how to restrict a Caregiver from working with a specific Patient or Payer/Contract.

Absences

The **Absence** function is used to record and track a Caregiver's absences and paid time off (PTO) balances.
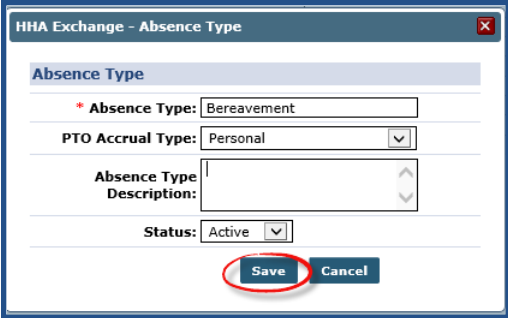
*Note: Some Agencies allow the scheduling of absent Caregivers. Check the Agency settings (**Admin > Office Setup > Search Office > Edit Office**) to enable/disable the **Allow Caregiver Absence and Visit / In Service Overlaps** field.*
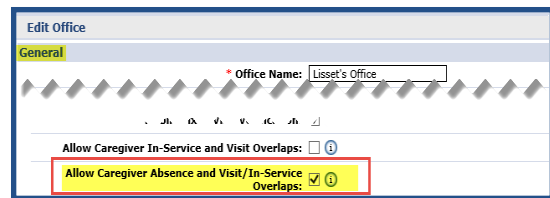
Reference Table Management - Adding Absence Reasons

Before selecting specific Absence reasons, these options must be configured via the Reference Table Management functionality. Follow the steps below to add Absence reasons.

Step	Action
1	Navigate to ***Admin > Reference Table Management***.
2	Select *Caregiver Absence Type* (under the Caregiver section) from the **Reference Table** field. Click **Search** to view the current options. Click the **Add** button to add a Preference.
3	The *Absence Type* window appears providing various fields as shown. Complete the required (denoted by red asterisks) and optional fields, as follows: 1. Enter the Absence value in the **Absence** field. 2. Select the **PTO Accrual Type** (Bonus, Personal, Sick Leave, or Vacation). 3. Enter a Description (optional). 4. Ensure the **Status** field is set to *Active*.

Absence Type

*Note: Additional **Caregiver PTO Accrual Types** are created via the Reference Table Management functionality under the **Caregiver PTO Accrual Type** category.*

4	Click the ***Save*** button to finalize.

Entering a Caregiver Absence

Follow the steps below to add a Caregiver's absence in the system.

Step	Action
1	Navigate to ***Caregiver > Caregiver Search > Caregiver Profile > Absence/Restriction***.
2	Click the ***Add*** button in the Absences section. **Add Caregiver Absence**
3	The *Caregiver Absence* window opens indicating the Caregiver Name and Code. Complete the required fields (as denoted with a red asterisk). Select the **Absence Type, Start Date**, and **End Date**. Select the **Remove Caregiver from Visits on these Dates** checkbox to remove the Caregiver from any visits assigned on indicated dates.

Step	Action
	 New Absence
4	Click the **Save** button to finalize **OR** proceed to the next steps to apply PTO to the absence. **Note:** If the selected **Absence Type** is linked to a Caregiver PTO Accrual Type, the **Apply Absence Hours to Caregiver Payroll** checkbox unlocks. If unavailable, the system alerts user with the following message: "Absence Type selected not configured for Paid Time off".
5	Select the **Apply Absence Hours to Caregiver's Payroll** checkbox to apply PTO and complete the required fields (denoted with red asterisks) as described below. **Apply PTO to Absence** <table><tr><th>Field</th><th>Description</th></tr><tr><td>Paid Time Off Amount</td><td>Enter the applicable PTO Hours and Minutes to apply.</td></tr><tr><td>Pay Rate</td><td>Pay Rate associated with the PTO.</td></tr><tr><td>Contract</td><td>Select only the PTO applies to a Contract; otherwise leave</td></tr></table>

Step	Action

Field	Description
	unselected.
PTO Approval	Select the checkbox to authorize the PTO. If left unselected, the PTO is not included in the next payroll.
Notes	Enter any applicable notes (optional).

*Note: The **Available PTO Hours** field is for reference purposes only indicating the PTO type selected and the balance of hours available.*

Step	Action
6	Click the **Save** button to finalize.

All **Absences** and **PTO** are displayed in the Caregiver *Absences* section where records can be reviewed, edited, or deleted.

Absences ⓘ

Deleted Absence History
Page 1 of 1 |

Start Date ▾	End Date	Absence Type	Incl. in PTO	PTO Amount	Pay Code	Contract	Status	Payroll Batch	Notes	Add
06/17/2016	06/18/2016	Vacation	Yes	08:00	HHA Base		Approved			Edit ☒
06/13/2016	06/14/2016	In Service	No				N/A			Edit ☒
06/02/2016	06/02/2016	Illness	No				N/A			Edit ☒

Absences Section

PTO Accrual

The *Paid Time Off Accruals* section is used to track a Caregiver's PTO balances. This section is for reference purposes only, as illustrated in the image below and described in the table beneath.

Paid Time Off Accruals ⓘ					
Accrual Type	Accrued PTO Hours	Date of Last PTO Import	Pending PTO Hours	Available PTO Hours	
Sick Time	8:30	1/10/2015	0.00	8:30	View History
Personal Leave Time	16:00	1/10/2015	8.00	8:00	View History

PTO Tracking

Column	Description
Accrual Type	Values for these fields are generated using the Reference Table Management functionality. The Reference Table item "Caregiver PTO Accrual Type" designates different types of PTO.
Accrued PTO Hours	The amount of PTO hours the Caregiver has for each Accrual Type based on the imported payroll information.
Date of Last PTO Import	The date of the last data import from the Agency's payroll provider.
Pending PTO Hours	The number of PTO hours that have been entered, but not yet included in payroll.
Available PTO Hours	The number of available PTO hours.
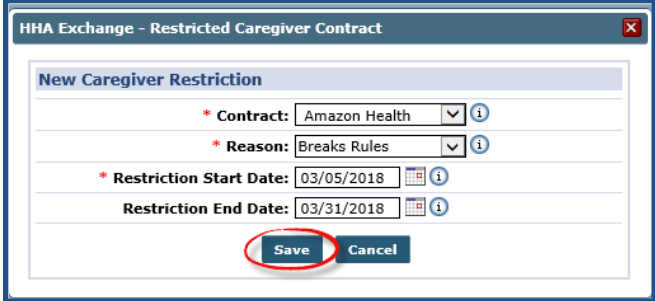
> ⚠ DISCLAIMER
>
> The **Paid Time Off Accruals** feature, or PTO function, is **NOT** an internal accrual tracking process. This function works by importing accrual information (sent by your Agency's payroll provider) and applying it to the payroll tracking function in the system. HHAX is not responsible for the accuracy of payroll data originating from the 3rd party payroll provider.
>
> Contact **HHAX Client Support** to activate the PTO function.

Restricted

The *Restricted* section is used to restrict a Caregiver from working with Patients under a specific Contract. Once a **Restriction** is placed, the Caregiver is removed from non-billed visits and cannot be scheduled to new visits (throughout the duration of the restriction).

Follow the steps below to add a Caregiver **Restriction**.

Step	Action
1	Navigate to ***Caregiver > Caregiver Search > Caregiver Profile > Absence/Restriction***.
2	Click the **New** button in the *Restricted* section. **Add Caregiver Restriction**
3	The *Restricted Caregiver Contract* window opens. Complete the required fields (as denoted with a red asterisk), as described below. **New Restriction** <table><thead><tr><th>Field</th><th>Description</th></tr></thead><tbody><tr><td>Contract</td><td>Select the Contract barring the Caregiver from working a case(s).</td></tr><tr><td>Reason</td><td>Reason the Caregiver cannot work visits schedule by a Contract. *Note*: Values for the **Reason** field are generated via the **Reference Table Management** function.</td></tr><tr><td>Restriction Start Date</td><td>Start date of the restriction.</td></tr><tr><td>Restriction End Date</td><td>End date of the restriction.</td></tr></tbody></table>
4	Click the **Save** button to finalize.

All **Restrictions** can be reviewed, edited, and deleted in the *Restricted* section. Additional restrictions can be added by clicking the **New** button.

Caregiver Restricted

The In Services Page

The **In-Service** function allows Agencies to schedule Caregivers for training and meetings via the HHAX system. The *In Service* page is primarily used to schedule and track compliance related seminars in the system, as well as to prevent the Caregiver from being scheduled for Patient visits during a scheduled class.

The information in the *Caregiver In-Service* page (**Caregiver > In Service**) is sorted in ascending order with the most recent classes on top, as seen in the following image.
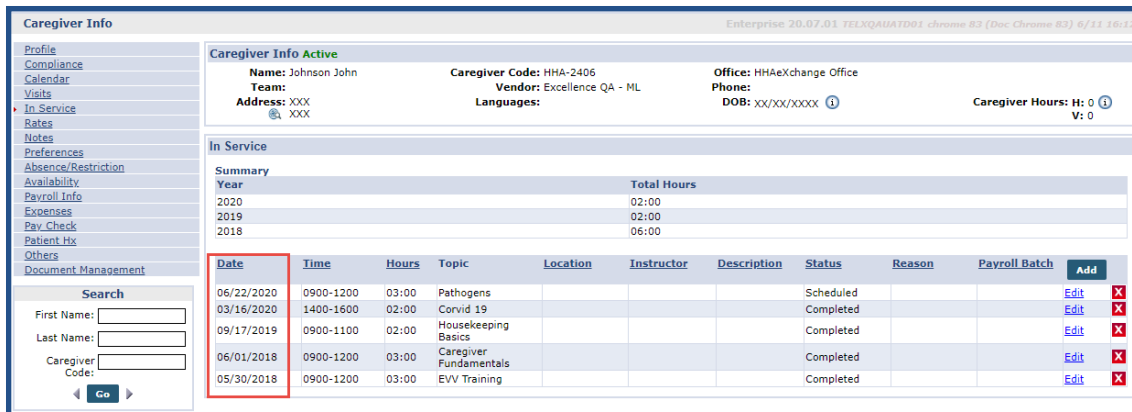
Caregiver In Service Page: Information in Ascending Order by Date
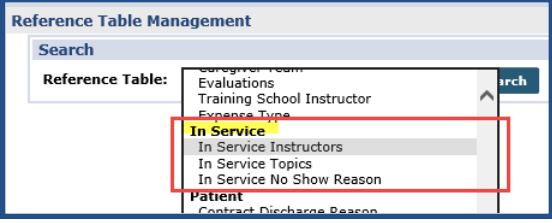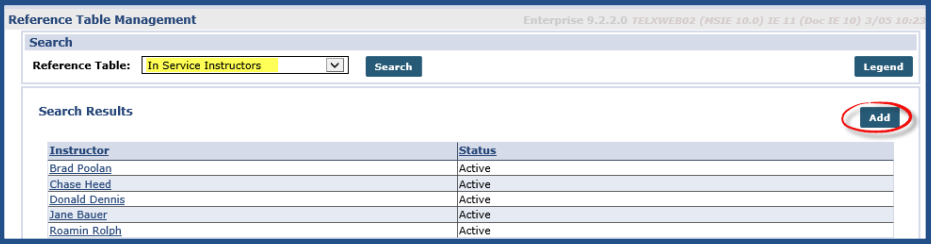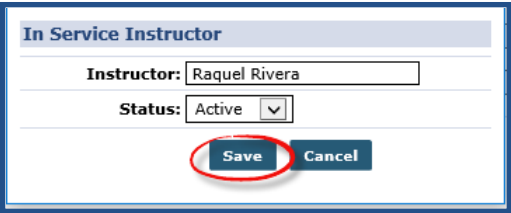
Reference Table Management - Adding In-Services

The following must be defined in the system before selecting specific In-Services:

Field	Description
Topic	the reason for the class (such as *CPR Training* or *Emergency Scenarios*).
In Service Instructor	The instructor(s) facilitating the training or seminar.
In Service No Show Reason	The reason a Caregiver did not attend an In Service.

Complete the following steps to add and manage the In-Services Reference Table.

Step	Action
1	Navigate to ***Admin > Reference Table Management***.
2	Select the applicable topic from the In Service category (under the Caregiver/In-Service section) from the **Reference Table** field.

Step	Action
	 In Service Reference Tables
3	Once selected, click **Search** to view the current options. Click the **Add** button to add a value. **Adding an In Service Instructor**
4	The topic window opens. Complete the necessary fields and click the **Save** button to finalize. **Adding a New Instructor**

Scheduling an In Service

Complete the following steps to create an In Service event.
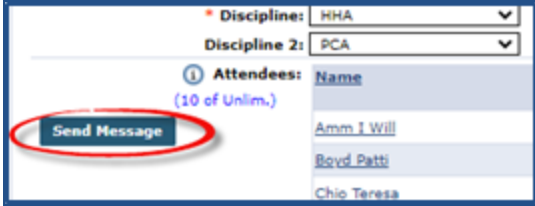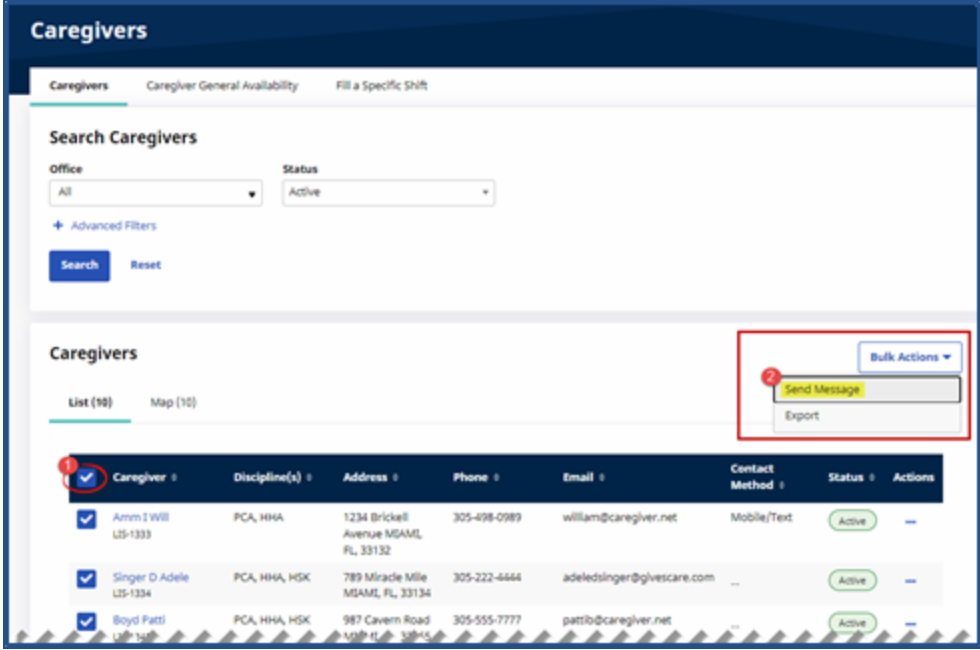
Step	Action
1	Navigate to **Action > In Service > New**.
2	The *New In Service* window opens. Complete the applicable fields as described under the image below. Fields denoted with red asterisks are required.

Step	Action
	 Creating an In Service Event

Field	Description
*Date	(Required) The date of the In Service. Select if this event is a future (Scheduled) or past (Completed) event.
*Class Time	(Required) The class Start and End times. *Note: The duration entered here is the value the system uses when processing Payroll for the In Service.*
Max Attendees	If applicable, limit the number of Caregivers that may be scheduled for the In Service.
Allow for In Service Overlap	(Checkbox) When selected, Providers can schedule Caregivers for visits while attending an In-Service class.
*Topic	(Required) Select the In Service topic(s) from the options.
Instructor	Select the In Service facilitator/instructor.
*Discipline	(Required) Select the applicable discipline for the In Service. Up to 2 disciplines can be scheduled for the In Service.
*Office	(Required) Select the applicable Agency Office organizing the event.
Language	Select the language(s) that the In Service is to be presented in.
*Pay Code	(Required) Select the applicable Pay Code for the In Service.

Step	Action
3	Once the In Service details are entered, click the ***Add*** button to add Caregivers to the event. **Add Caregivers to an In Service Event**
4	The *Caregiver Search* window opens. Generate a search to add applicable Caregivers. Select the Caregivers from the search results via the checkbox to the left of the Name. To select all in the results, select the checkbox at the column header (as shown in the image).

Step	Action
	Caregiver Search **Search/Select Caregivers**
5	Click the *Save* button to finalize. The **Attendees** field at the bottom of the **In-Service** page is populated by the selected Caregivers. From this section, one can *add*, *edit*, or *delete* Caregivers from the event. **Caregivers Scheduled** *Note: This page also serves as an attendee sheet when the event takes place.*

Notify Caregivers

Agencies can send messages to the scheduled Caregivers directly from the **In-Service** page to alert them of the class. Complete the following steps to send a message.

Step	Action
1	On the *In Service* page in the Attendees section, click the **Send Message** button as illustrated. **Send In-Service Message**
2	The *Search Caregivers* module opens to the *Search Caregivers* page with the listed Caregivers. Select the Caregivers to send the message to and click on the **Bulk Actions** button. Select *Send Message* from the menu. **Send Message to Caregivers**
3	The *Send Message* window opens. Complete the required fields (denoted with a red asterisk), such as the **Delivery Method** (Text, Email, Mobile Messaging, and Mobile and Text) and **Message** (as seen in the following image). Once complete, click on the **Broadcast** button to send the message.

Step	Action
	 Send Message: Broadcast
4	The system alerts of a successful broadcast, as well as list of Caregivers for which the message failed to send because of the Caregiver's preferred notification method. **Broadcast Message Successful**

The Calendar Page

The Caregiver's Calendar is used to schedule new visits, or review visits that the Caregiver was assigned to from the Patient's Calendar.

The Caregiver's Calendar mirrors a Patient's calendar, with the exception that scheduled visits do not appear in pink or green as Authorizations apply to Patients. For more information regarding scheduling visits and the icons seen on the page, refer to the Patient's Calendar or the Scheduling Visits category.

The Caregiver's Calendar

Print Caregiver Calendar Weekly Schedule

A Caregiver's *weekly* schedule can be printed directly from the Caregiver's calendar. When an event is added to the Caregiver Calendar, the Print icon is enabled. Click on the print icon (on the right-most column) as seen on the image below.

To print the entire month, click on the **Print** button on the top-right. The print icon is unavailable for weeks with no visits scheduled.

Printing a Caregiver's Schedule

The image below illustrates a Caregiver's printed weekly schedule.

Caregiver's Weekly Schedule

The Rates Page

The *Rates* page is used to set specific **Rates** and **Mileage Expenses** for a Caregiver.

Discipline	Patient Name	Admission ID	Pay Code	From Date	To Date	Hourly	Daily	Visit	Status	
HHA			HHA Base	02/01/2016	02/29/2016	10.000000	100.000000	140.000000	Active	Edit

Mileage Expense ⓘ   History

Enable Mileage Expense: ☑ ⓘ   Maximum Distance per Trip: 5.00 (Miles) ⓘ   Maximum Reimbursement per Trip: $ 10.00 ⓘ

Starting Location for First Mileage Reimbursement Calculation: ⦿ Caregiver Home Address   ○ Office Address   ○ Other Address ⓘ

Save

Rates

The Notes Page

The **Notes** page is used to capture and archive any Notes specific to the Caregiver such as system issued alerts as well as cross-referenced Patient care notes. Use the search filters (such as **To/From Date**, **Type**, **Category**, **Subject**, and **User**) to locate specific notes and click the **Search** button.

To create a Caregiver Note, click the **Add** button (as illustrated in the image below) and complete the fields as described on the table following the image. Click the **Save** button to finalize.
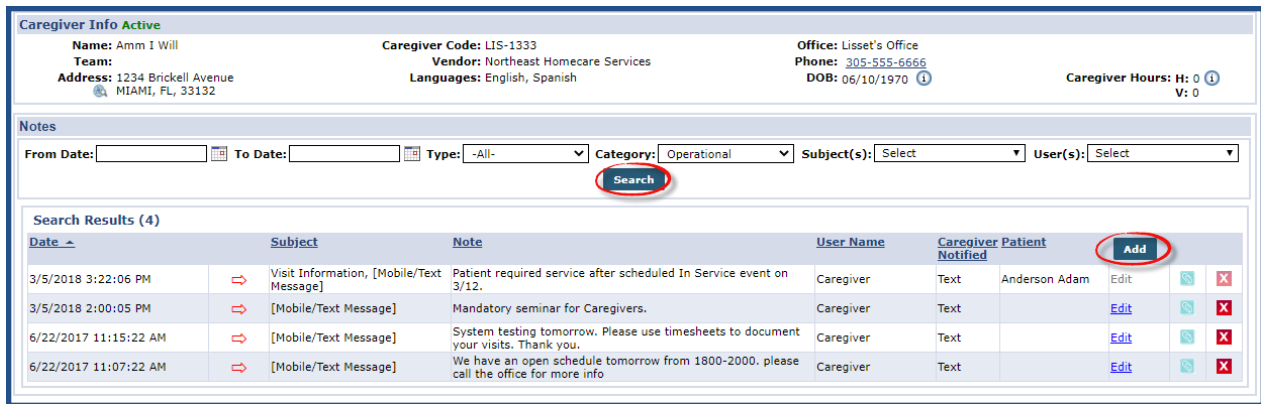
Caregiver Notes Page
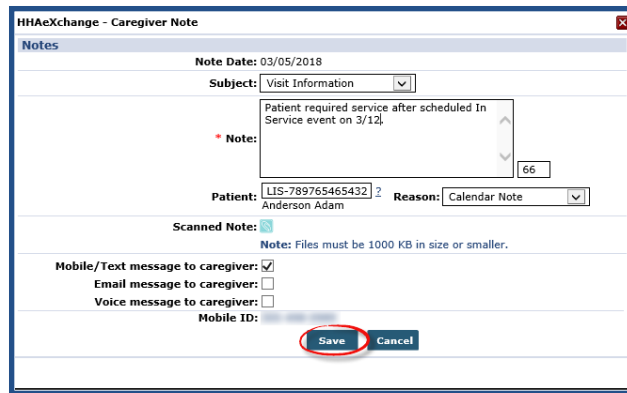
Creating a Caregiver Note

Field	Description
Subject	Select the note subject (created via Reference Table).
Note	Enter a note in the required Note field.
Patient	If the note pertains to a Patient under the Caregiver's care, either enter the Patient name or click the "**?**" to search for the Patient.
Reason	Select a reason for the note from the dropdown menu.

Field	Description
Scanned Note	Click the icon to upload any supporting documentation.
Message to Caregiver	Based on the Caregiver's communication preference, or the communication information in the system, a note may be sent to Caregiver's via **Mobile/Text**, **Email**, or **Voice Message**.

Caregiver Notes Category Filter

On the Caregiver Notes section the Category filter field allows users to select and view Caregiver Notes according to Note type: *All*, *Operational*, and *Case Broadcasting* (as seen in the image below). Use this filter to sort and access the selected Note type without having to go through all Notes.
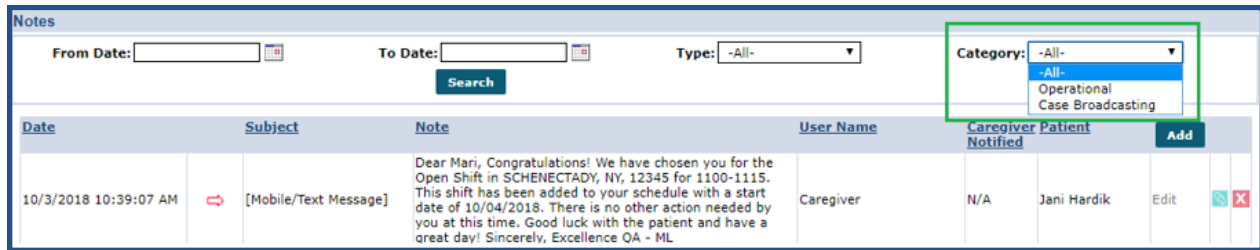
Caregiver Notes: Category Filter

Select...	To View
All	All Caregiver notes
Operational	All Notes, excluding notes related to Case Broadcasting.
Case Broadcasting	Only notes related to Case Broadcasting.

When created, the system auto-categorizes the Notes according to the page or function of origin. For example, if created on the Caregiver General page, the Note is categorized as an *Operational* note (default). Caregiver *Case Broadcasting* Notes are auto-generated (and auto-categorized) in the following cases:

Adding or Editing a Case Broadcast

Revoking a Broadcast
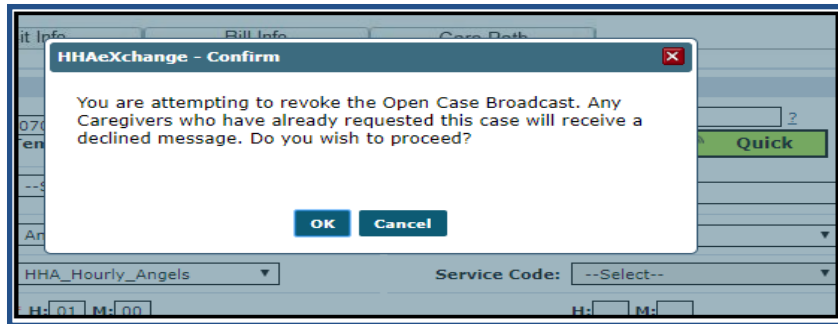
Assigning a Shift to a Caregiver

The Payroll Info Page

The Payroll Info page houses a Caregiver's Payroll information to include basic details, deductions, and tax integration information.

Caregiver Payroll Info Page

The Expenses Page

The *Expenses* page is used to add and track a Caregiver's expenses when tending to Patients. To add a Caregiver Expense, click the **Add** button and complete the required fields (as described under the image) and click the **Save** button to finalize.

Caregiver Expenses

Field	Description
Expense Type	Select the Expense Type (created in Reference Table Management).
Date	The date of the expense.
Quantity	The number of items or amount purchased (expensed).
Billable	Yes or No. Select Yes to bill to a contract and complete the required fields, as follows: • **Patient** - Select the applicable Patient who the expenses apply to. • **Contract** - Select the applicable contract. • **Bill Rate** - Indicate the billing rate for the expense • **Bill Total** - The bill total calculated by multiplying the **Bill Rate** by the specified **Quantity**. • **Bill Export Code** - Code for the billing expense
Payable	Yes or No. Select Yes for the Agency to reimburse the Caregiver. Create a Payable Expense when prompted by completing the following fields: • **Pay Rate** - Select the pay rate for the expense. • **Pay Total** - The total amount paid for the expense; calculated by multiplying the **Pay Rate** by the specific **Quantity**. • **Pay Export Code** - Code used for the payroll expense.
Description	Enter a description for the expense.

The Pay Check Page

This page is used to review a Caregiver's paychecks. Choose to view this information using the **Batch View** or **Register View**.

Register View

To search for paychecks using the **Register View**, enter a date range (as required). Enter a Patient Name to review all paychecks associated with that specific Patient. In this view, each individual visit included in the paycheck is listed as a line item (as described in table below the image).

Register View

Column	Description
Visit Date	The date of the visit.
Scheduled Time	The time the visit is scheduled for.
Patient Admission ID	Patient's Admission ID number.
Patient Name	The name of the Patient.
Reg Hrs.	The number of hours the Caregiver actually worked.
Amount	The amount paid to the Caregiver for the visit at their regular rate.
OT Hours	The number of overtime ours accrued from the visit.
OT Amount	The amount paid to the Caregiver for the visit at overtime rate.
Hol. Hrs.	The number of holiday hours paid to the Caregiver.
Total	Total amount paid to include regular, overtime, and holiday hours.
Payroll Batch	The payroll batch the visit is included in.
Payroll Batch Date	The date the payroll batch was generated for the visit.

Batch View

To generate a paycheck **Batch View** search, select the Batch Number from the dropdown and enter the required **Week Date** field. In the results, like the **Register View** (discussed in the section above), the **Batch View** displays the same columns with an added **Pay Code** associated with the paycheck. Refer to the section above for field descriptions.

Visit Date	Visit Time	Patient Number	Patient Name	Reg Hrs	Daily	Pay Code	Pay Rate	Amount	OT Hrs	OT Rate	OT Amount	H Hrs	H Rate	H Amt	Total
Pay Check															
Pay Check View Mode: ⦿ Batch View ○ Register View															
Batch Number : NHCL0073(11/23/2013-11/29/2013) ∨						* Week Date:					Search			Print	
Current Week (11/23/2013 - 11/29/2013) Created On : [12/05/2013] [12:57:15]															
No Data Found															
Previous Week (03/09/2013 - 03/15/2013) [No OT]															
03/13/2013	2000-0800	900300	Matthew Jose	12:00		HHA	5.63	$67.56	0:00			0:00			$67.56
Week Total:				12:00				$67.56	00:00		$0.00	00:00		$0.00	$67.56
Previous Week (03/02/2013 - 03/08/2013) [With OT]															
03/08/2013	2000-0800	900300	Matthew Jose	12:00		HHA	5.63	$67.56	0:00			0:00			$67.56
Week Total:				12:00				$67.56	00:00		$0.00	00:00		$0.00	$67.56

Batch View

The Patient Hx Page

The **Patient Hx** page is used to maintain a Caregiver's visit records; information described in the table below the image.

Patient HX				
Patient Information				
AdmissionID	**Patient Name**	**Total Shifts**	**Date From**	**Date To**
900002	McBride Harriet	8	12/16/2015	12/31/2015
900003	Silverman Denise	14	01/05/2016	01/18/2016

Patient HX (History)
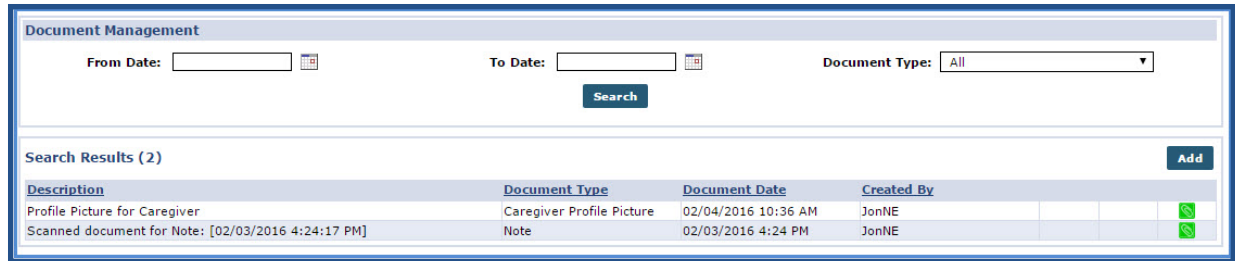
Column	Description
Admission ID	Patient Admission ID
Patient Name	Patient's Name
Total Shifts	The total number of visits that the Caregiver has worked with the Patient.
Date From/To	The date range of when the Caregiver has worked with the Patient - from the first visit to the most recent.

The Others Page

The **Others** page houses any custom fields requested by an Agency. For more information concerning the **Others** page and custom fields, please contact HHAeXchange Client Support.

The Caregiver Document Management Page

The (Caregiver) **Document Management** is used to search for uploaded documentation on the **Caregiver Profile**. To perform a search, enter the **From/To Dates** fields and/or select the **Document Type** from the options.

Document Management

The results provide the following set of information:

Field	Description
Description	Details describing when and where the document was uploaded.
Document Type	Type of document loaded into the system.
Document Date	Day and Time the document was uploaded
Created By	System user who created or uploaded the document

Creating a New Caregiver

To create a **New Caregiver**, complete the following steps.

Step	Action
1	Navigate to *Caregiver > New Caregiver*.
2	From the required **Primary Office** field, select the **Office** employing and managing the Caregiver. If the Agency has only one Office, the field is pre-populated (as illustrated). This field must be selected to continue. **Caregiver's Primary Office** **Note:** *Refer to the Caregiver in Multiple Offices category for complete details on Primary and Secondary Offices.*
3	Complete all required fields in the *Demographics* section (denoted with a red asterisk). **New Caregiver: Demographics Section** **Note:** *If a Caregiver was previously employed by the Agency, the original Profile is marked as Terminated. To prevent duplication of the SSN, select the* **Rehire** *checkbox and enter the* **Rehire Date**. *This allows an Agency to enter multiple records with the same SSN.*
4	In the *Employment Info* section, ensure to select the applicable **Employment Type** as described in the Employment Type section. Select the **Application Date**. Prior to selecting the **Status** field, the **Type** field must be selected.

Step	Action
	New Caregiver: Employment Section *Note: Caregivers must be marked as **Employee** (under **Type** field) to be assigned to cases. Caregivers marked as **Applicant** cannot be scheduled.*
5	Complete the remaining sections to include *Address*, *Emergency Contact Information*, *Caregiver Preferences*, and *Notification Preferences*. Although these sections are not required to create the Profile, HHAX recommends completing as much information as possible which may be needed to schedule and broadcast.
6	Click the **Save** button to complete the Profile. **Save New Caregiver Profile**
7	Once complete, the Status is **Active** (as illustrated in the image below). **Active Caregiver**

Trainees

Trainees are individuals who are pursuing certification in a Non-Skilled discipline at a school operated by an Agency. Using the **Trainee** functionality, Providers can create a record for a Trainee and track their progress. A Trainee's record can be converted into a Caregiver Profile once the individual receives a certification.

Creating a Trainee Profile
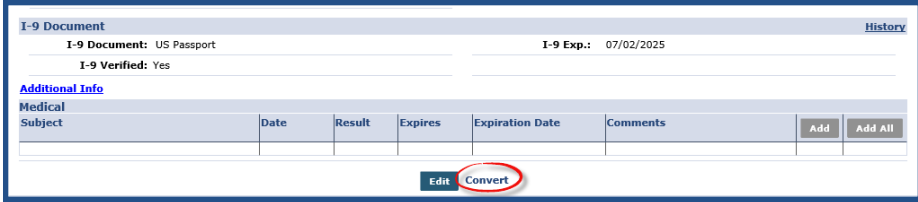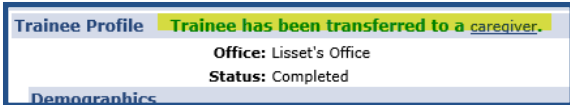
The following table provides instructions when entering a **New Trainee** into the system.

Step	Action
1	Navigate to *Caregiver > Trainee > New Trainee*.
2	In the top section, select the applicable **Office** and the **Status** for the Trainee. The **Status** field allows an Agency to track the Trainee's progress from start to finish as well as their success/completion of a certificate program. Select the **Date of Enrollment**. **New Trainee: Top Section**
3	In the *Demographics* section, complete the required fields (denoted with s red asterisks). HHAX recommends that the optional fields also be filled to facilitate the conversion process from Trainee to Caregiver. **Trainiee Demographics Section**
4	Complete the next three sections to include **Employment Info**, **Address**, and **Emergency Contact (s)**. These sections are optional; no fields required to save the Profile.
5	In the **Enrollment Information** section, complete the various fields showing if the trainee is enrolled in a training program. Record any other certifications and credentials provided.

Step	Action
	Trainee Enrollment Information Section The **Training School** field populates values based on the Office's assigned Compliance Setup. *Note: Many fields and values within the **Enrollment Information** section are customizable. Please consult the HHAX Trainer for details.*
6	The last section is where the I-9 documentation is noted. Select the identification presented as well as expiration date and if it was verified. **Trainee I-9 Document Section**
7	Click the ***Save*** button to save the profile.
8	To add or edit information to a Trainee Profile navigate to ***Caregiver > Trainee > Search Trainee*** and select the desired record. For example, updating a Trainee's Status (as illustrated in the image). **Updating a Trainee's Status**

Converting a Trainee

A Trainee can be converted to a Caregiver once he/she has received a certification and their record status is updated to *Completed*. Follow the steps outlined below to convert a Trainee to a Caregiver in the system.

Step	Action
1	Navigate to ***Caregiver > Trainee > Search Trainee***.
2	Scroll to the bottom of the Trainee Profile. Click the **Convert** link (next to the Edit button). **Convert Link (Trainee Profile)** ***Note:*** *Although the Convert link is visible regardless of the Trainee Status, a Trainee's Status must be updated to Completed before converting to a Caregiver.*
3	The Trainee's Profile becomes that of **Active** Caregiver (as shown in the following image). **New Active Caregiver** ***Note:*** *HHAX keeps the Trainee record for reference purposes. To view the record, search for the Trainee (**Caregiver > Trainee > Search Trainee**). Records for Trainees who have been converted to Caregivers indicate that the "Trainee has been transferred to a Caregiver" (as shown in the image).*

Searching for a Caregiver

To access the Caregiver Profile, complete the following:
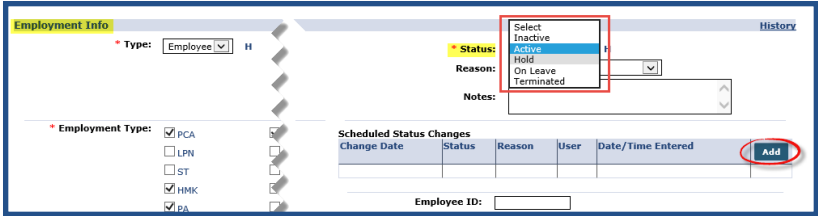
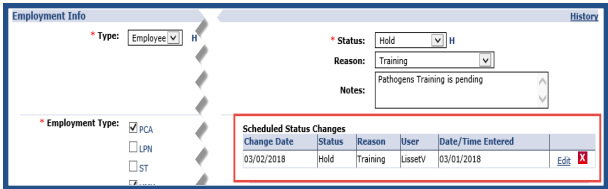| Step	Action
1	Navigate to *Caregiver > Caregiver Search*.
2	Use the filter fields to refine the search results and click the *Search* button. **Caregiver Search Filters**
3	In the results, click on the Caregiver's Name to access their Profile.

Caregiver Status

The **Caregiver Status** function allows Agencies to track employment status in the system to ensure that only authorized, available Caregivers may be scheduled. The Caregiver Status is the determining factor when scheduling a Caregiver to provide service.

Status	Description
Active	Caregiver is authorized and available to provide service. Caregivers listed as _Active_ <u>may be scheduled for visits</u>.
Inactive	Status categories include **Inactive**, **Hold**, **On Leave**, and **Terminated**. These status categories are assigned as applicable and at the Agency's discretion. A Caregiver with any of these statuses <u>cannot be scheduled for visits</u>.

Follow the steps outlined below to change a Caregiver Status in the system.

Step	Action
1	Navigate to **_Caregiver > Caregiver Search_**.
2	Select the _Profile_ link from the Index. On the Profile page, click the <u>Edit</u> button at the bottom of the page.
3	Scroll to the _Employment Info_ section. Select the applicable status from the **Status** field (as illustrated in the image). **Changing Caregiver Status**
4	(Optional) Enter a **Reason** (setup using the _Caregiver Status Reason_ Reference Table) and **Note** when changing a Caregiver's **Status**, providing a more complete record for the employment status change.
5	(Optional) In the _Scheduled Status Changes_ grid, click the **_Add_** button to schedule the Status change and complete the required fields.

Step	Action
	Schedule Status Change
6	Click the *Save* button to finalize.

Caregiver Terminated Status

When a **Caregiver Status** is changed to *Terminated* in the Caregiver Profile page, a **105 Sent** checkbox becomes available. To the right of the **105 Sent** checkbox, a green paperclip icon (attachment) is used to upload any supporting documentation (as seen in the following image).

Caregiver Profile: Terminated Status (105 Sent Attachment)

Note: The attachment icon is also included in the Caregiver Status window (Scheduled Status Changes section) as well as in the Caregiver Document Management page.

The *Enterprise* System

Save Caregiver with Skilled and Non-Skilled Disciplines

Tip: You can press **Ctrl-F** on your keyboard to search this topic.

> This feature is activated by HHAX System Administration. Please contact HHAX Support Team for details, setup, and guidance.

Service-specific *Disciplines* apply throughout the Enterprise application, split in two categories: *Skilled* (such as RN, LPN, MSW) and *Non-Skilled* (such as HHA, HSK, PCA). These Disciplines are associated to Caregivers, Patients, Billing Service Codes, Payroll Codes, and several other system attributes.

When applied to a Caregiver, Disciplines are labeled **Employment Type**. Although Caregivers can be assigned multiple Employment Types, the system does not allow cross-discipline assignment (i.e., Skilled with Non-Skilled). Selected *Employment Types* (Disciplines) activate system validations which prevent the Caregiver from being properly scheduled and paid, as well as the visit correctly billed.

This validation can be lifted allowing both *Skilled* and *Non-Skilled Disciplines* (**Employment Types**) to be assigned to a Caregiver. This allows Providers to schedule and bill when tasks cross between the two categories; for example, a Registered Nurse covering a Home Health Aide (HHA) shift.

Removing the Caregiver Discipline Validation

Once the **Remove Caregiver Employment Type Restriction** is enabled, then the Caregiver can be assigned both *Skilled* and *Non-Skilled* **Employment Types**, as illustrated in the following image.

Creating a New Caregiver: Selecting Skilled and Non-Skilled Employment Types

Once saved, the selected **Employment Types** are indicated in the *Caregiver Info* page (***Caregiver > Profile***), as seen in the image below.
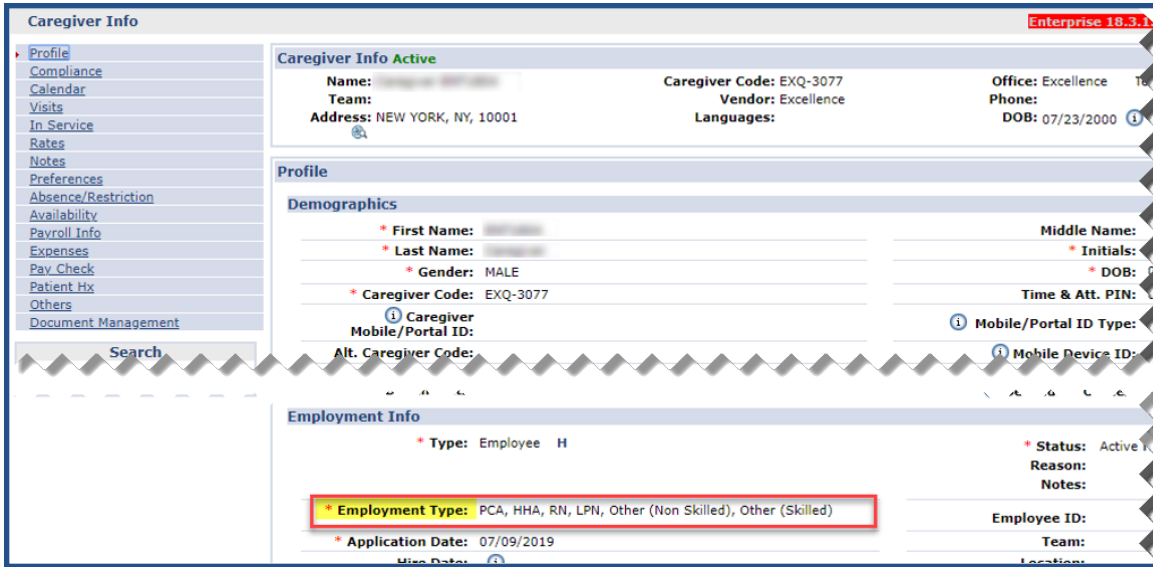
Caregiver Info Page: Employment Types

Scheduling Skilled and Non-Skilled Visits on the Caregiver Calendar

If a Caregiver is assigned both Skilled and Non-Skilled disciplines, then both types of visits can be scheduled. Navigate to the Caregiver's Calendar page (***Caregiver > Calendar***) and select the desired date (number link). The menu options indicate which type of visit to schedule: *New Skilled Visit* and/or *New Non-Skilled Visit*, as seen in the following image.
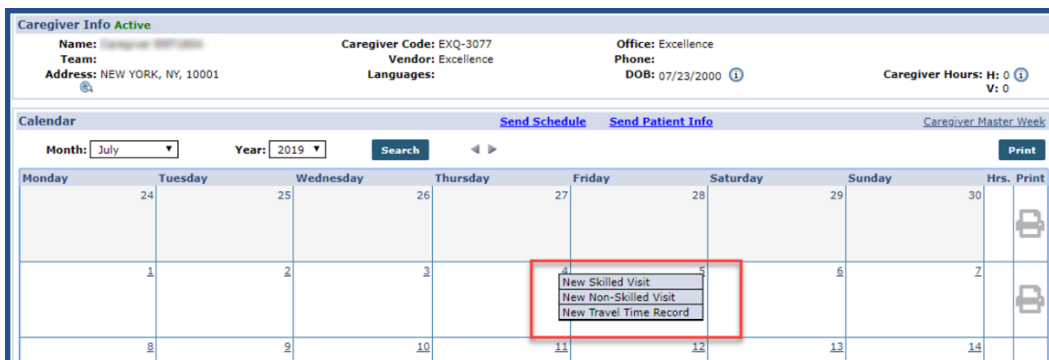
Caregiver Calendar

Validate Schedule when Removing Skilled/Non-Skilled Discipline Type

Disciplines/Employment Types can be removed from the Caregiver's Profile (*Caregiver > Profile*) page as long as no visits have been scheduled under the Discipline.
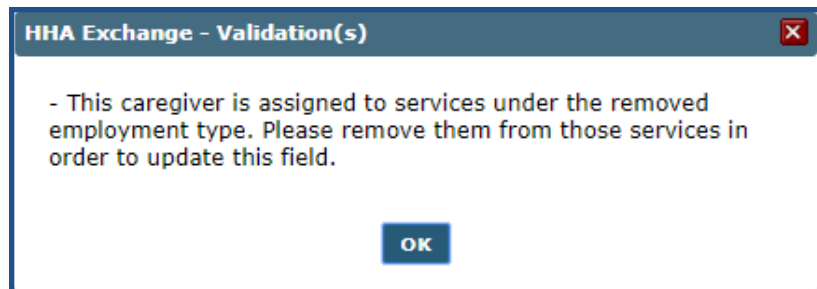
Validation: Removing Employment Type

When attempting to remove a Discipline which is associated with a scheduled visit, the system issues a validation error (as seen in the image above) indicating that the Employment Type can only be removed when the visit (services) has been updated.

Page Updates

Appointments Page
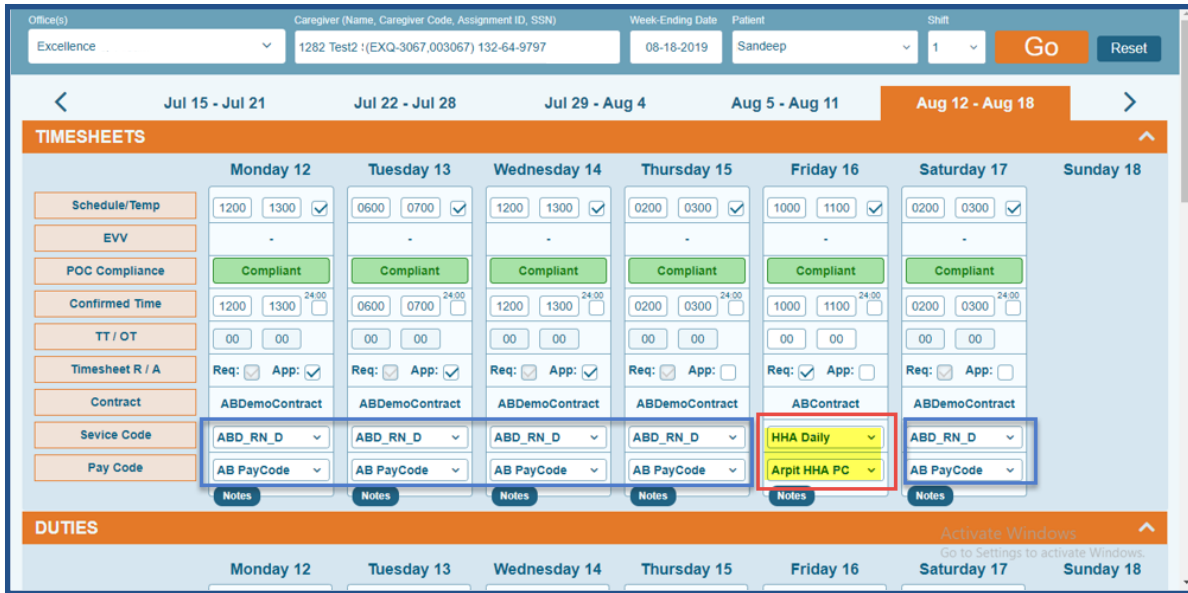
The *Appointments* page (*Visit > Appointment > Caregiver*) reflects a Caregiver's Skilled and Non-Skilled visits. When using the Appointments page to schedule visits, the options for *New Skilled visit* and *New Non-Skilled visit* are available (as seen in the image below).
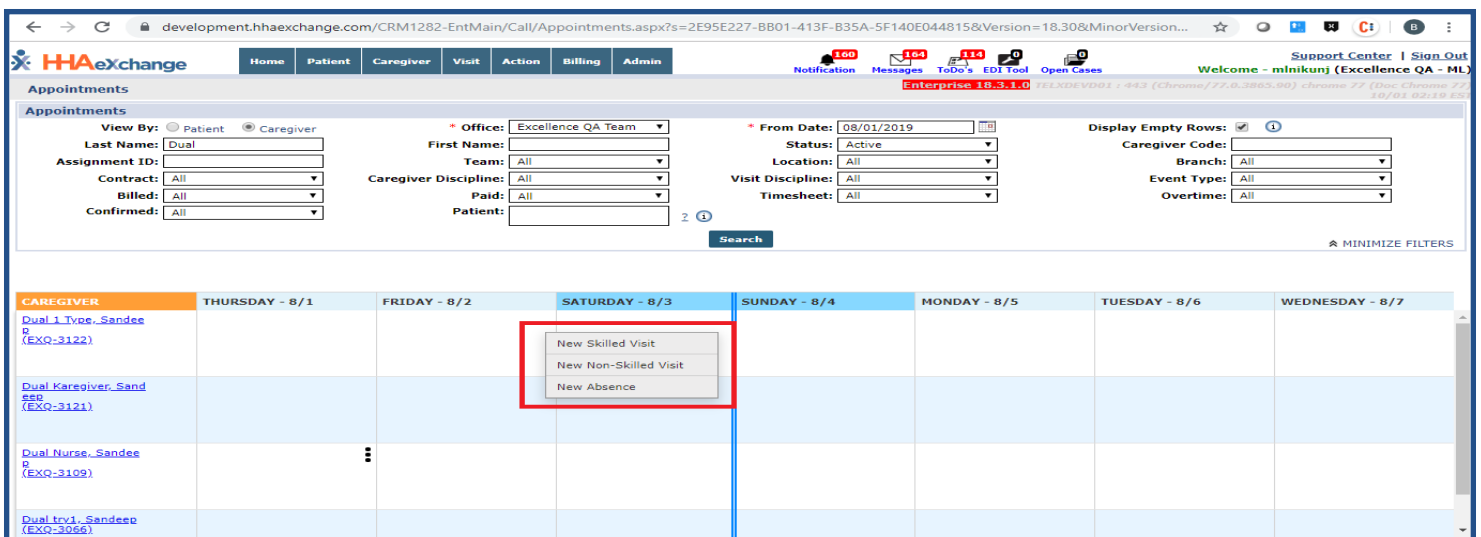
Appointments Page: Caregiver Skilled & Non-Skilled Visits

Confirm Timesheet Page

The *Confirm Timesheet* page (***Action > Confirm Timesheets***) has been updated to reflect a Caregiver's Skilled and Non-Skilled visits. Timesheets can be confirmed and saved for both Employment Type categories. Both *Skilled* and *Non-Skilled* visit-related primary **Service Codes** and **Pay Codes** are loaded respectively.

Confirm Timesheet (Beta) Page: Skilled and Non-Skilled Disciplines

Updates to the Mobile App

Once the feature is enabled at the Agency Level, updates are also reflected on the Mobile App thereby removing the validation allowing for a Skilled Caregiver to record a Non-Skilled visit.

Bulk Pay Rate Adjust Page Enhancements

The *Bulk Pay Rate Adjust* page (***Caregiver > Bulk Pay Rate***) has been enhanced by the addition of the **Schedule Start Time** and **Schedule End Time** search filters facilitating the search for visits scheduled in specific hours of the day. Additionally, the **Caregiver Code** column has been added to indicate and verify the Caregiver's Primary Office for each visit.

The following image illustrates the added search fields. The accepted values for these fields are numerical values, using the 24-hour format (0000-2359). If either a **Schedule Start Time** or **Schedule End Time** is entered, then both fields are required; otherwise, the system issues a validation error.

Schedule Start/End Times entered must be sequential (i.e., the **Schedule End Time** must be greater than the **Schedule Start Time**).

Bulk Pay Rate Adjust Page: Schedule Start/End Time Search Fields

In the Search Results, a **Caregiver Code** column has been added to identify the Caregiver's Primary Office.

Caregiver Code Column in Bulk Pay Rate Adjustment Page

Caregiver Gender Options

Tip: You can press **Ctrl-F** on your keyboard to search this topic.

In addition to the default values of *Male* and *Female* for **Gender**, Providers can create additional Caregiver Gender options via the Reference Table Management function. Once created in the Reference Table, the gender can be assigned to applicable Caregiver pages respectively. This applies to any function or page applicable to the Caregiver Gender field to include Patient Preferences, Availability, and Matching Caregivers for Broadcasting.

Note: Does not apply to the Mobile App.

Reference Table Management Caregiver Gender

To create a Caregiver Gender option, navigate to **Admin > Reference Table Management**. From the **Reference Table** field, select *Caregiver Gender* (under the *Caregiver* category) and click **Search** to access the Caregiver Gender table.
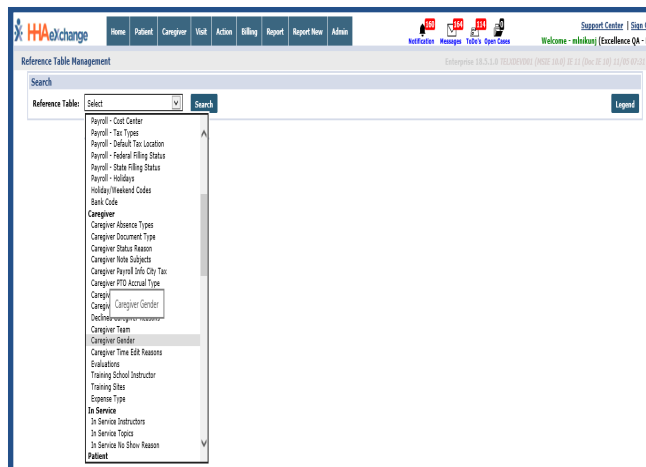
Caregiver Gender Reference Table
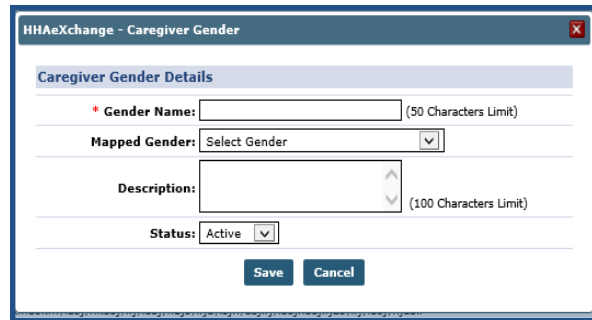
The *Male* and *Female* default options are standard on the Caregiver Gender Reference Table. To add a Gender option, click on the **Add** button.

Add a Caregiver Gender Option

The *Caregiver Gender* window opens. Complete the fields presented. The **Gender Name** field is required as denoted by the red asterisk. In the (optional) **Mapped Gender** field, select where to map the gender to facilitate searches throughout the system. Click ***Save*** to add.

To update an existing Caregiver Gender option, click on the applicable Gender (link) and update the desired field.
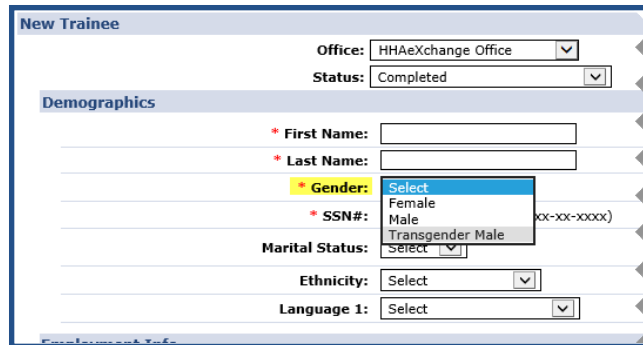
Caregiver Gender Window

Note: Caregiver Gender options are unique once created and the system does not allow duplication.

Trainee Page
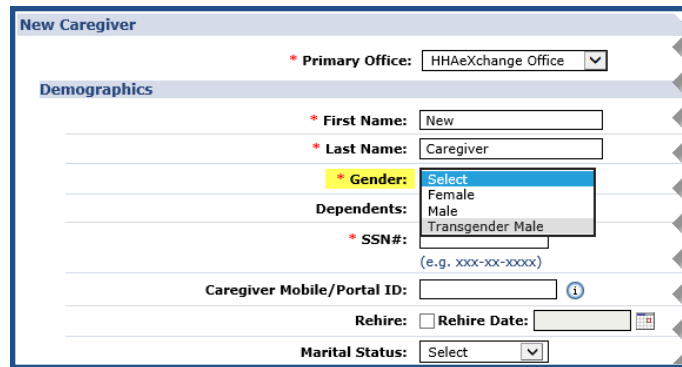
When adding a *New Trainee*, the **Gender** field is populated with Active Gender options created in the Caregiver Gender table in Reference Table Management. To edit a Trainee's Gender option once the profile is created, click on the ***Edit*** button and select the applicable Gender option. Click ***Save***.

New Trainee: Gender Field

New Caregiver Profile Gender

When creating a New Caregiver, the **Gender** field is populated with the created Gender options via the Reference Table Management functionality.
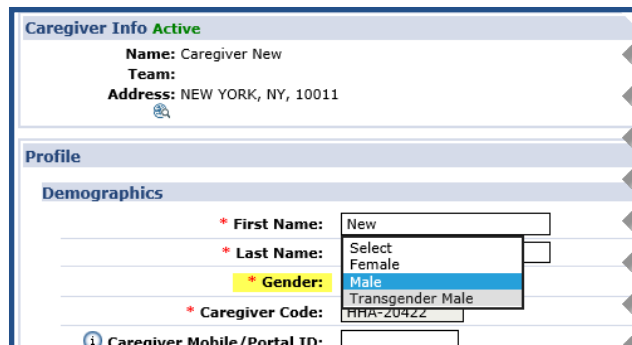
New Caregiver: Gender Field

Edit Caregiver Gender

To update an existing Caregiver's gender, navigate to **Caregiver > Profile** and click on the **Edit** button to make fields available. From the **Gender** field, select the applicable gender option (as created in the Caregiver Gender Reference Table).

Edit Caregiver Gender

Caregiver Gender Option Updates – Other Pages

The **Caregiver Gender** option updates are reflected in applicable pages throughout the system to include: *Patient Special Request*, *Caregiver Availability*, *Broadcasting a Visit*, *Smart Map*, and *Conexus* (as described in the following subsections and images).

Patient Special Request

The **Preferred Gender** field has been updated in the Patient *Special Request* page (**Patient > Special Request**) under the *Patient Preferences: Used for Scheduling* section (as seen in the image below). The value selected here also reflects when searching for Caregivers to schedule a visit or when scheduling multiple visits via the Master Week functionality.

Patient Special Requests: Preferred Gender

Caregiver Availability

This value is also reflected when conducting a *Caregiver Availability* search to schedule a visit. The screen below is accessed via the *Schedule* tab when clicking on the "**?**" icon to the right of the **Caregiver Code** field.

Caregiver Availability
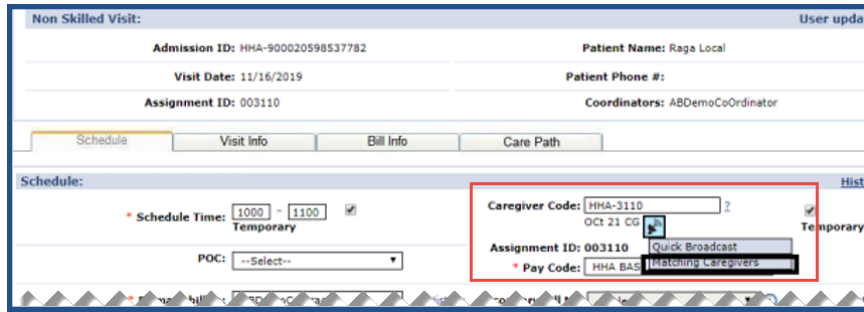
Broadcasting a Visit

The *Caregiver Gender* update is also applicable to the **Broadcast** function when conducting a search for a Matching Caregiver.

Visit Broadcast: Matching Caregivers Option

Added Fields to Accommodate 2020 W4 Form Changes

As of January 1, 2020, the Federal government applied updates for employers to capture exemption and deduction information for new employees. This update impacts how payroll Providers calculate and deduct tax amounts when processing employee paychecks.

Many Providers enter this exemption/deduction information in the Caregiver Profile when onboarding new Caregivers. Along with other Caregiver demographic information, these values are passed to Payroll Providers via an export file. On the *Caregiver Payroll Info* page (***Caregiver > Payroll Info***), under the Payroll Integration section, select the **2020 W4 Format** checkbox to open added fields to account for the 2020 W4 format.

If an employee is hired ***after*** January 1, 2020 (or made changes to their W4 filing status after this date), then select the **2020 W4 Format** checkbox to open the added fields as seen in the following image.

Payroll Integration Section

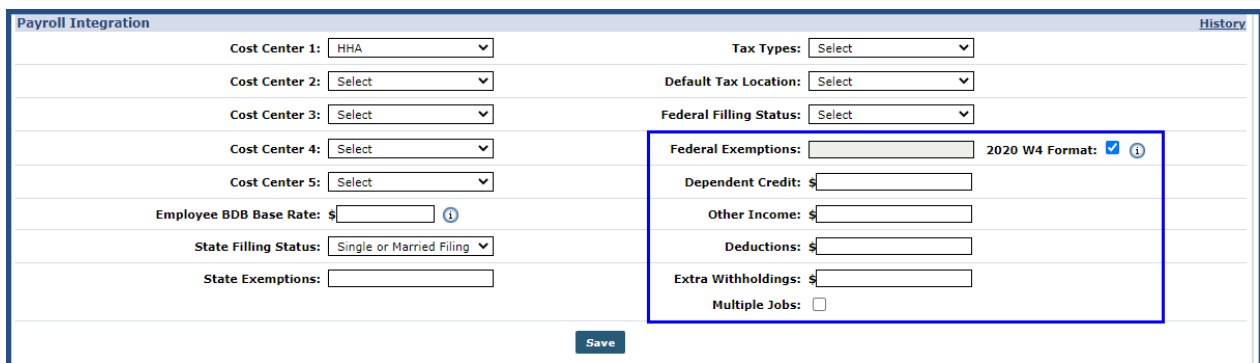The **Federal Exemptions** field becomes unavailable and is replaced by the following fields: **Dependent Credit**, **Other Income**, **Deductions**, **Extra Withholdings**, and **Multiple Jobs** checkboxes. Complete the fields with respective amounts (only numerical values and decimal allowed) and select the **Multiple Jobs** checkbox (if applicable). Click ***Save*** to finalize.

Once saved, the relevant information populated in the W4 fields becomes available for inclusion in the Provider Payroll Export files which are exported to 3rd-party payroll systems.

If an employee was hired before January 1, 2020, then the **2020 W4 Format** checkbox remains unselected, and existing fields for **Federal Exemptions** and **Federal Filing Status** capture relevant information included in Caregiver Demographic Export Files for Payroll.

*Note: Only Federal values are impacted. No change is necessary for the **State Filing Status** and **Exemptions**.*
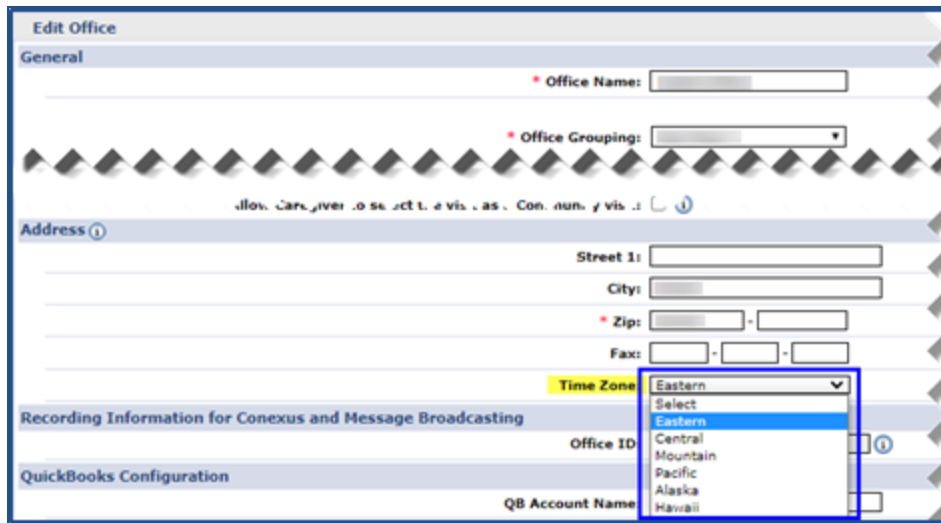
Time Zone Based on Primary Office

The system uses the applicable Time Zone based on the Caregiver's Primary Office. This ensures that the correct time is captured across the system for certain information such as Caregiver Status, EVV data and Caregiver Notes.

Caregiver Profile pages affected by this feature include:

- Notes
- Absence/Restriction
- Availability
- Expenses
- Document Management
- Caregiver Exclusion/Verification Checks
- Community History
- Physician Profile
- Ops Worklists

To configure the Time Zone in the system, navigate to *Office Setup* (***Admin > Search Office > Office Setup***). In the *Edit Office* page, select the applicable Time Zone from the **Time Zone** dropdown field as seen in the following image.

Edit Office: Time Zone Field

Time Zone	Description
EST	Eastern Time Zone (Default setting; automatically selected for a Caregiver's Primary Office)
CST	Central Standard Time
MST	Mountain Standard Time

Time Zone	Description
PST	Pacific Standard Time
AKST	Alaska Standard Time
HAST	Hawaii-Aleutian Standard Time