



Florida: Milestone 2 Training

Payer Contracts

August 2024

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> Team Introductions



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Milestone 2 : Agenda

- Map To EVV Mastery: Milestone 2
- How to locate IVR phone number
- How to search Payer/update billing rates
- Demo
- How to validate office configuration
- How to prepare your caregivers
- How to input Caregiver mobile ID
- Next steps & resources
- How to locate time & attendance pin



THE MAP TO **EVV MASTERY**

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition

Provider Milestones



**Beginnings
Base Camp**

**Onboarding
Form**
✓ Submitted

**Information
Sessions**
✓ Register and
Attend

**YOU ARE
HERE**

**Get Moving
Mountain**

Milestone: EDI
Onboarding : Aug 22

Milestone 1: Portal
Access (*New Providers*)
: *August 27*

Milestone 2: Payer
Contracts (*All
Providers*): *Aug 28*

**EVV
Foundations
Forest**

Milestone 3:
Payer Data and
Scheduling: Sept 5

Milestone 4:
EVV Management:
Sept 13

**Begin Billing
Bay**

Milestone 5:
Billing Sept 17

Milestone: EDI Post
Integration Sep 19

Merge Member
Training: Sept 23

Provider Go Live: Oct 1, 2024

> Key Takeaways



Throughout today's training presentation, you will see this icon. It highlights important information, which we will summarize as key takeaways at the end of today's training.

HHaEXchange Standard System Terminology

Corresponding Terminology

CONTRACT / PAYER	<ul style="list-style-type: none"> - FFS - HHS 	<ul style="list-style-type: none"> - MCO - State 	<ul style="list-style-type: none"> - Plan
PATIENT / MEMBER	<ul style="list-style-type: none"> - CDS Employer - Consumer 	<ul style="list-style-type: none"> - Recipient - Client 	<ul style="list-style-type: none"> - Participant - Beneficiary
CAREGIVER	<ul style="list-style-type: none"> - Aide - Homecare Aid - Homecare Worker 	<ul style="list-style-type: none"> - Worker - Direct Care Worker - Service Provider 	<ul style="list-style-type: none"> - Attendant - CDS Employee
AGENCY / PROVIDER	<ul style="list-style-type: none"> - FMSA - Vendor 	<ul style="list-style-type: none"> - Program Provider 	
COORDINATOR	<ul style="list-style-type: none"> - Care Coordinator - Case Coordinator 	<ul style="list-style-type: none"> - Service Coordinator - Care Types 	
UNITY NUMBER	<ul style="list-style-type: none"> - EMPI - Master Patient Number 	<ul style="list-style-type: none"> - Shared Patient Number 	
SECONDARY IDENTIFIER	<ul style="list-style-type: none"> - MPI - Promise Code 		



Get Moving Mountain

How to search for a payer and update billing rates

1. Select the admin menu and go to payer setup > search payer.
2. Here you can use the filters to pull a specific payer or select search to pull all payers.
-  3. Edit billing rates. Select payer setup>search payer> select payer> billing rates. Only edit the billing rate.

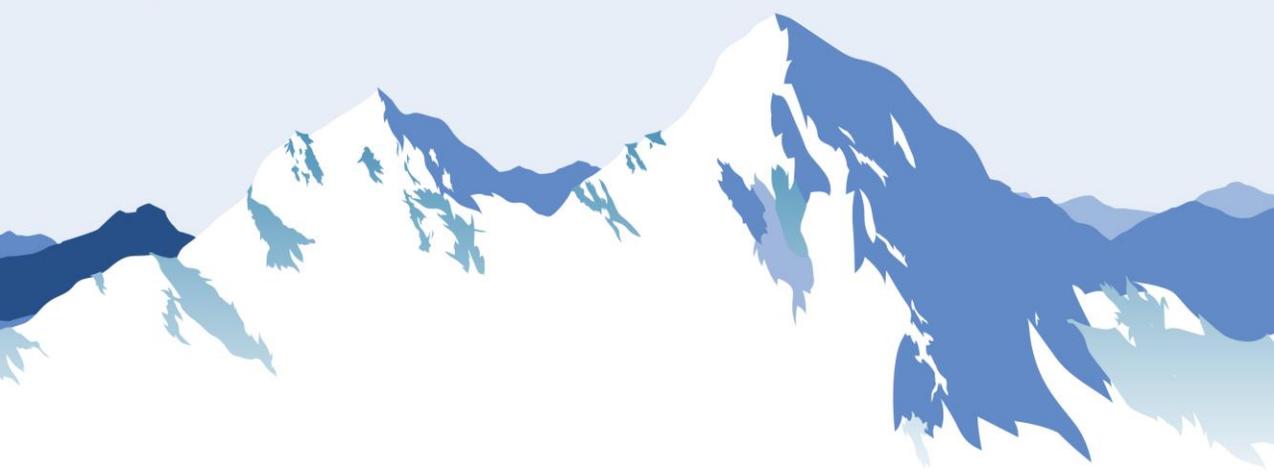


How to Validate office configuration

1. Select admin menu> office setup>search office
2. Select office, verify TIN, NPI, and Medicaid ID under secondary identifier.



Get Moving Mountain





HHAeXchange Demo



Caregiver Training Enable EVV Access



Get Moving Mountain

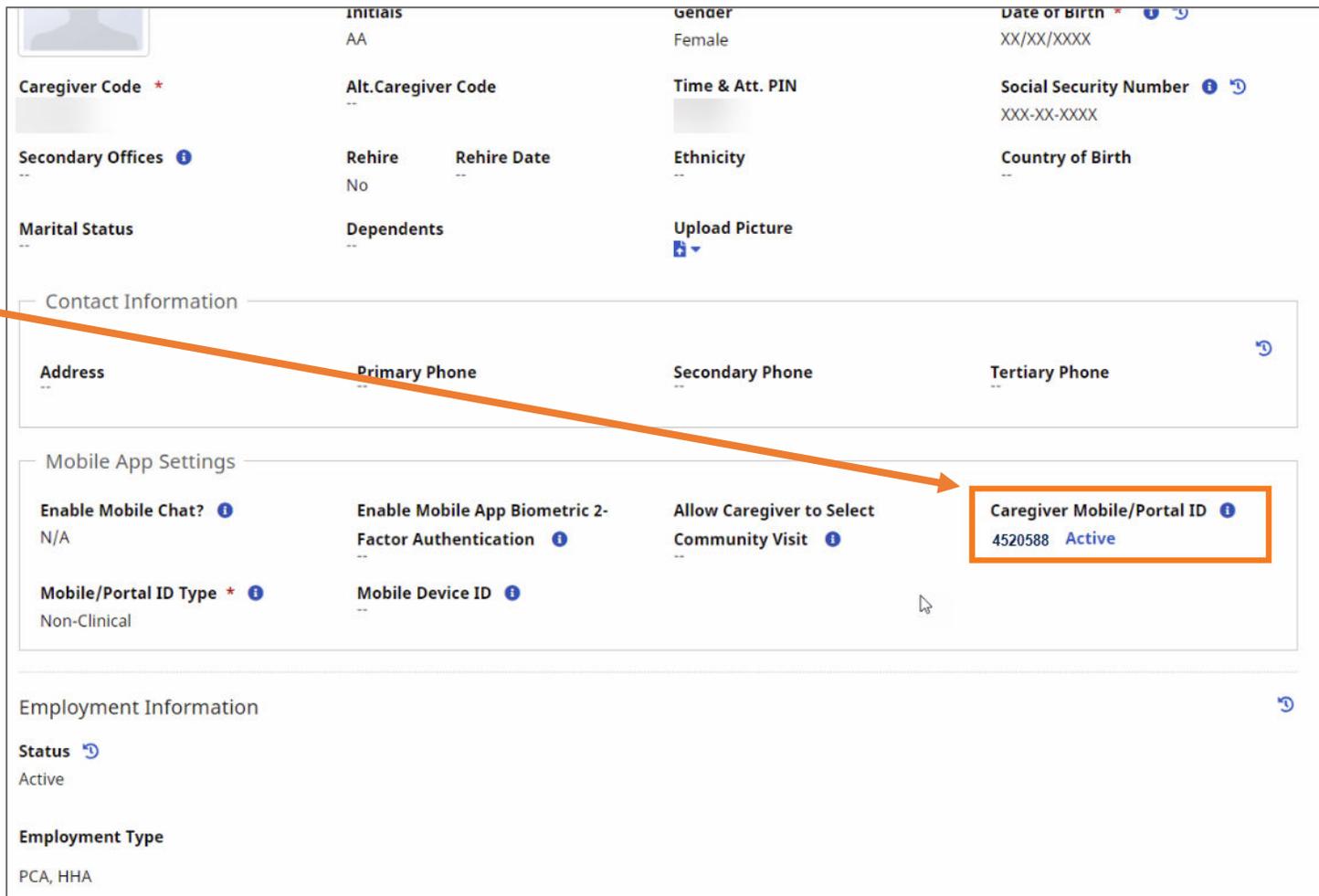
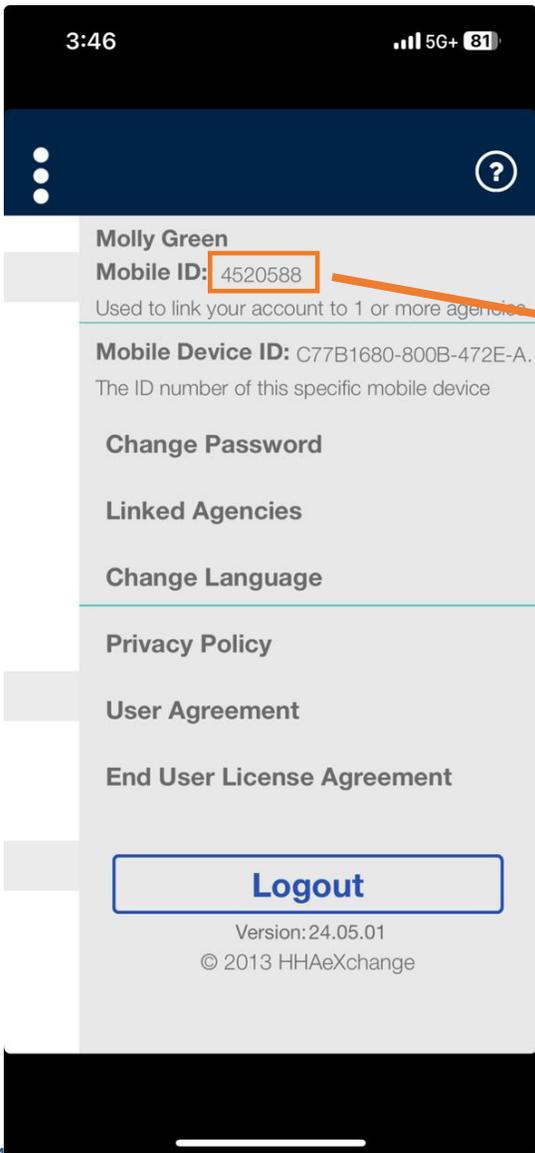
How to Input Caregiver Mobile ID.

1. Caregiver downloads the mobile app.
2. Caregivers enters demographics/registers in the mobile app.
3. Caregiver receives Mobile ID.



Note: Caregivers will need to communicate to you that code to input in caregivers' profile. This is to allow linking of mobile app and provider portal.

Mobile ID



- Link the caregiver's mobile profile with the caregiver profile.



Get Moving Mountain

How to locate time & attendance pin

1. Locate caregiver profile.
2. Demographics section
3. Locate time & attendance pin, give this to your caregivers.



Note: Caregivers will need this when calling in and out of IVR to record EVV clock in and out.



Get Moving Mountain

How to locate IVR phone number

1. Select Admin menu > Agency Profile
2. Locate number under " IVR phone #"



Note: Caregivers will need this number to call when clocking in out to document EVV.



HHAeXchange Demo



How to Prepare Your Caregivers

> Preparing Caregivers



You should determine...

- How do your caregivers use technology today?
- What appeals to your caregivers?
- Where they are in the caregiver lifecycle?

Training Caregivers

- Require caregivers to download the mobile app during training.
- Take advantage of EVV training tools and provide documentation.
- Set expectations and check in.



Caregiver Training Resources



- [Caregiver Knowledge Base](#)

- Documentation
- Videos
- FAQs

The screenshot displays the HHAExchange Caregiver Knowledge Base interface. At the top, the title "HHAExchange Caregiver Knowledge Base" is shown in orange and blue. Below the title is a search bar with the placeholder text "Search documents, videos, and help resources" and a magnifying glass icon. The main content area features six light blue cards arranged in a 2x3 grid. Each card has an icon, a title, and a brief description. The cards are: "Getting Started" (lightning bolt icon), "What's New" (document icon), "FAQs" (question mark icon), "Troubleshooting" (wrench icon), "Training Videos" (video icon), and "Documentation" (document icon).

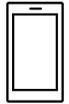
HHAExchange Caregiver Knowledge Base

Search documents, videos, and help resources

I

- Getting Started**
Browse resources to help get you started on the right foot with HHAExchange.
- What's New**
Learn about HHAExchange's latest features and updates.
- FAQs**
HHAExchange FAQs is a one-stop shop for our customers' most common questions and their answers.
- Troubleshooting**
See common holds and errors and the steps to resolve.
- Training Videos**
Watch training videos to refresh your skills and knowledge of HHAExchange features and functionality.
- Documentation**
Documentation includes an extensive collection of topics for all of our product features.

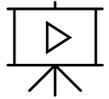
Caregiver Training Resources



- [Mobile Resources](#)
 - [Get Started with the HHAeXchange Mobile App](#)
 - [Clock In/Out infographic](#)

The screenshot displays the HHAeXchange website interface. At the top, the HHAeXchange logo is on the left, and a search bar is on the right. A navigation menu on the left includes: Home, Getting Started, What's New, Frequently Asked Questions, Troubleshooting, Training Videos, Documentation, Mobile (highlighted), and Contact and Support. The main content area is titled "Caregiver Mobile" and features two side-by-side infographics: "How to Clock In/Out via HHAeXchange Mobile App - Screenshot View" and "How to Clock In/Out via HHAeXchange Mobile App - Method 2 of Web". Each infographic shows a four-step process with numbered icons. Below the infographics, a note states: "Note: Some features may not be available in your portal. Features depend on role, permissions, and portal type." At the bottom, there are links for "Mobile App Caregiver Overview" and "Mobile App Caregiver Classic Guide".

> Caregiver Training Resources



- How-to Videos

- [EVV Overview](#)
- [Clock In and Out via IVR](#)



Key Takeaways



Step 1

Ensure your Caregivers are in HHAeXchange.

Enable EVV Access.

Step 2

Provide your caregivers the resources and information needed to perform EVV.

Date: 10/1

Start collecting EVV. Go Live!

Tuesdays in Oct

Attend open hours training to answer your questions.



Key Takeaways

Key Takeaways



-  Edit billing rates. Select payer setup>search payer> select payer> billing rates. Only edit the billing rate.
-  Validate and verify office configuration, TIN, NPI, and Medicaid ID under secondary identifier.
-  *Caregivers will need to communicate to you the mobile activation code to input in their profile. This is to allow linking of mobile app and provider portal.*
-  *Caregivers will need the IVR phone number to call when clocking in out to document EVV.*



Next Steps

Provider Milestones



Beginnings Base Camp

Onboarding Form
✓ Submitted

Information Sessions
✓ Register and Attend

YOU ARE HERE

Get Moving Mountain

Milestone: EDI Onboarding : Aug 22

Milestone 1: Portal Access (New Providers) : August 27

Milestone 2: Payer Contracts (All Providers): Aug 28

EVV Foundations Forest

Milestone 3: Payer Data and Scheduling: Sept 5

Milestone 4: EVV Management: Sept 13

Begin Billing Bay

Milestone 5: Billing Sept 17

Milestone: EDI Post Integration Sep 19

Merge Member Training: Sept 23

Provider Go Live: Oct 1, 2024

Provider Resources



The State Info Hub will be your primary source of information throughout this implementation to stay up to date on all information and dates.



**HHAeXchange
Florida Info Hub**
[Florida Information Center |
HHAeXchange](#)



**FL Medicaid Web Portal
Website**
[Florida Medicaid Web Portal.](#)

How To Resources



Knowledge Base: Training Videos

Getting Started Milestone 2

- [How to search a Contract](#)
- [How to update Billing Rates](#)
- [How to Locate Time & Attendance Pin](#)
- [How to Locate IVR Phone Number](#)
- [How to Clock In & Out via IVR](#)
- [FOB](#)



Questions?



Register for
Milestone 3