Our Webinar Will Begin Shortly

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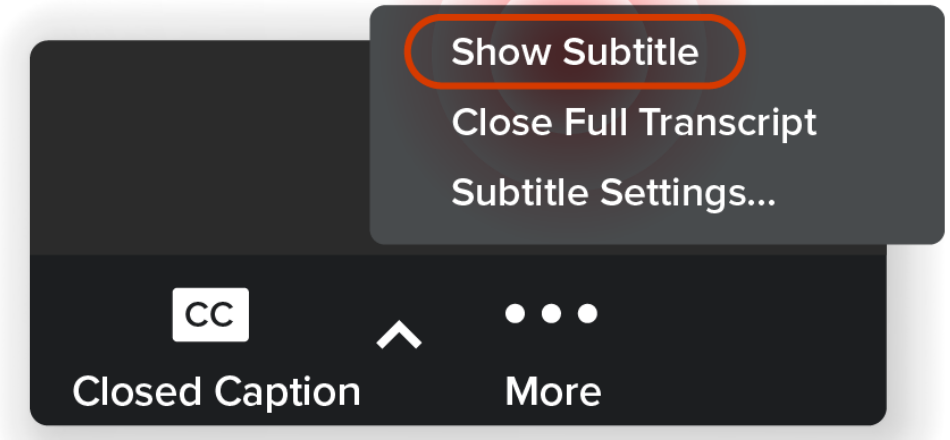

Highmark Wholecare Pennsylvania Information Session

Everything you need to know for EVV success!

September 2024

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Agenda

- Welcome/Meeting Overview
- Electronic Visit Verification
- Project Information
- A Day in the Life of - HHAeXchange Demo
- How do I set my agency up for EVV success?
- Resources for Success and Next Steps
- Questions?

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Welcome/Meeting Overview

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Introduction of Highmark Wholecare EVV Team

- Melissa Berdell, Director of FIPR*
- Jennifer Putt, Manager of FIPR*
- Devin Miller, Senior Investigator of FIPR*

Have questions regarding this EVV Vendor transition?
Send an email to EVV@highmarkwholecare.com

- *Financial Investigations and Provider Review

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Highmark Wholecare's EVV Vendor Transition

- Highmark Wholecare is transitioning from their current vendor to HHAeXchange as the payer-sponsored Electronic Visit Verification (EVV) system.

- EVV Go-Live Date for Highmark Wholecare Providers with HHAeXchange is **November 1, 2024.**

- Current vendor should be used for dates of service through 10/31/2024. Providers will continue to use current vendor for claims through 10/31/2024 in previous interface.

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Key Dates

Event	Date
Providers will have access to Highmark Wholecare Information in Portal for Preparation of 11/1	10/3/2024
Last Date of Service for EVV visits in Netsmart	10/31/2024 *Providers will have access until 4/30/2025 for corrected claims *
Home Health Providers using HHAeXchange for logging EVV visits and claims submission Go Live	11/1/2024

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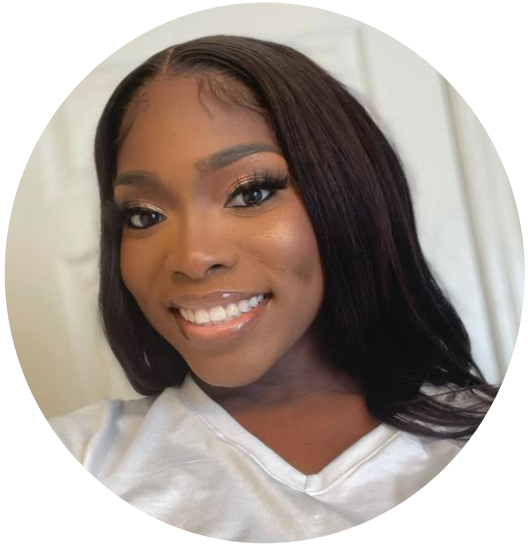
Team Introductions

Raveena Dinaram

Project Manager,
Implementation and Training

Sarah Murphy

Manager
Sponsored Provider Training



Amoshandra Titi

Training Specialist,
Sponsored Provider Training

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Our Mission

Enable caregivers, families, providers, and payers to deliver the best care in the home.

Our Vision

To build the software platform that sets the standard for efficient workflows and insightful data for providers and payers who strive to improve the health outcomes that caregivers can achieve in the home.

AS THE LEADER IN HOMECARE TECHNOLOGY, WE AIM TO:

Empower caregivers as active members of the care team

Engage families with clear information about their loved ones' care

Help providers streamline their operations and grow their business

Enable payers to ensure their members' needs are met

HHAeXchange's National Footprint – June 2024

50+
MCO CLIENTS

9
STATE EVV CONTRACTS

13,000+
HOMECARE AGENCIES

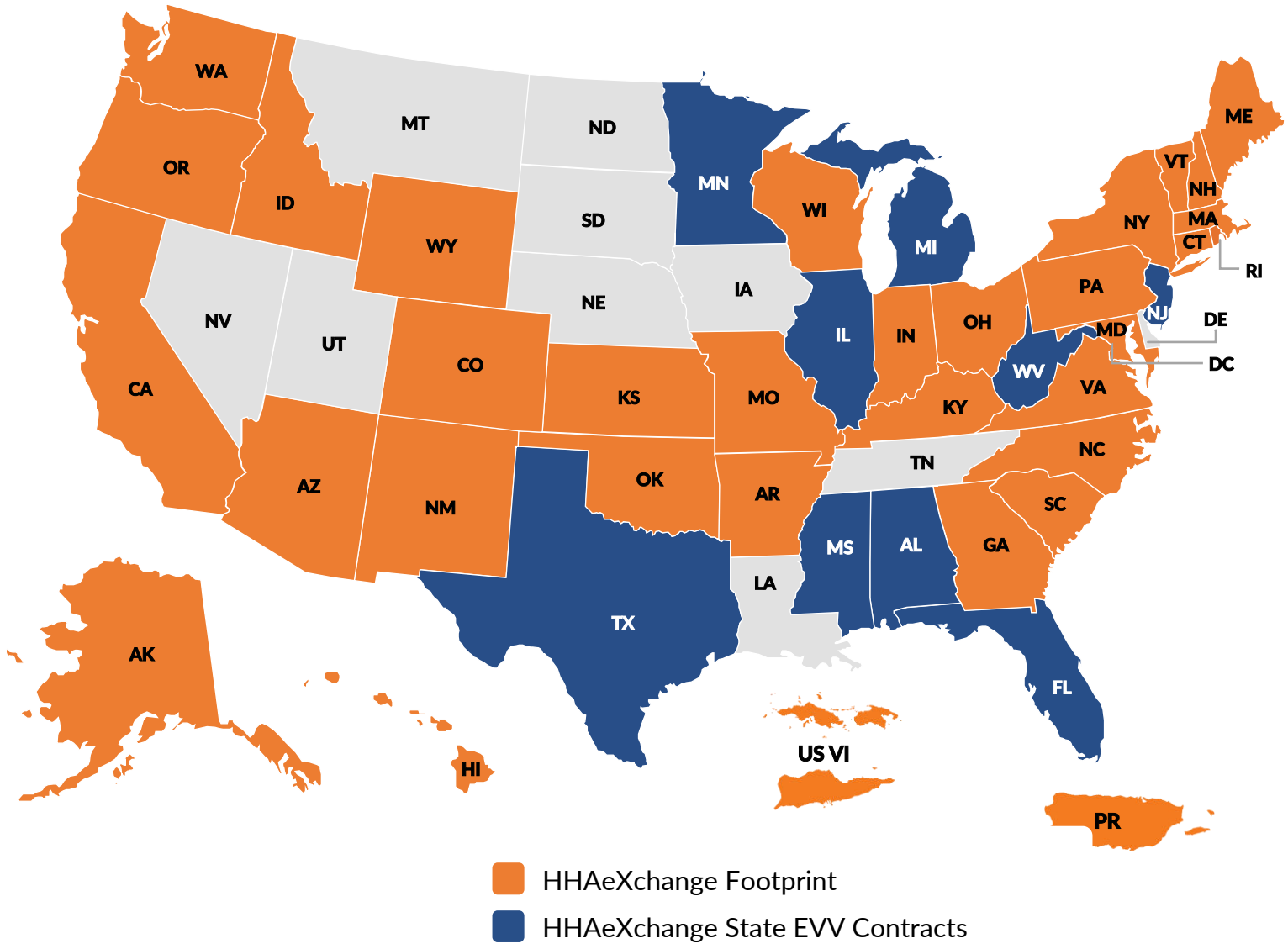
1.1M
MEMBERS SERVICED

240M
ANNUAL VISIT CONFIRMATIONS

$36.4B
ANNUAL PAYMENTS MANAGED

1.1M
CAREGIVERS WORKING

190,392
BACK-OFFICE USERS



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Electronic Visit Verification (EVV)

What it is and why it matters?

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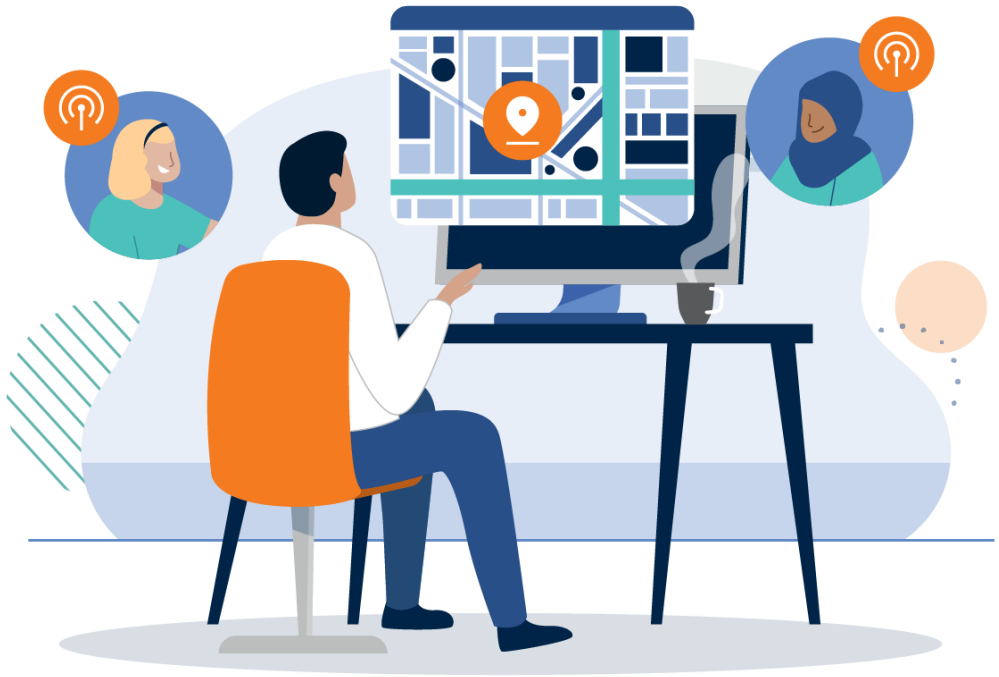
What It Is and Why It Matters



In 2016, the 21st Century Cures Act was passed, which mandated that **all states must implement Electronic Visit Verification (EVV) for Medicaid personal care services and home health services that require an in-home visit by a provider.**

To be compliant, EVV must capture 6 data points:

- Type of service performed
- Date of the service
- Time service begins & ends
- Individual receiving the service
- Location of service delivery
- Individual providing the service

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Provider Landscape

Your Options

New Agency Providers:

Providers can choose between:

- Using the MCO-sponsored HHAeXchange EVV portal to confirm and bill visits at no charge.
- Or selecting a third party EVV system at their own expense. The system must integrate with the HHAeXchange to send confirmed/billed visits via Electronic Data Interchange (EDI).

Current HHAeXchange Providers:

Current HHAeXchange provider portal users will be able to continue to use their existing portal access to meet the DHS - PA EVV requirements.

Existing EDI Providers:

EDI providers may continue to work in their own EVV system, but the data will be sent to HHAeXchange via the existing integration.

Go Live is November 1, 2024

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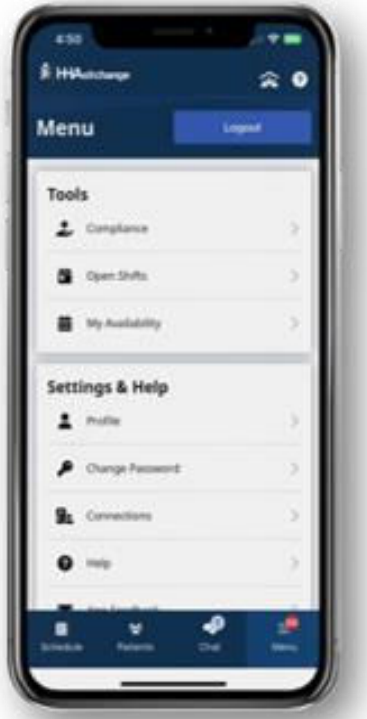
HHAeXchange EVV Methods



Caregiver Mobile App

Telephony/IVR

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Project Information

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Services in Scope

Effective 11/1/24

- Physical Therapy
- Speech Language Therapy
- Home Health Aid
- Occupational Therapy
- Skilled Nursing (RN/LPN)
- Prenatal, Postnatal, Diabetes Outpatient Training, Pure Tone Audiometry

Service Codes can be found on PA DHS legends tab, please click on link to download spreadsheet.

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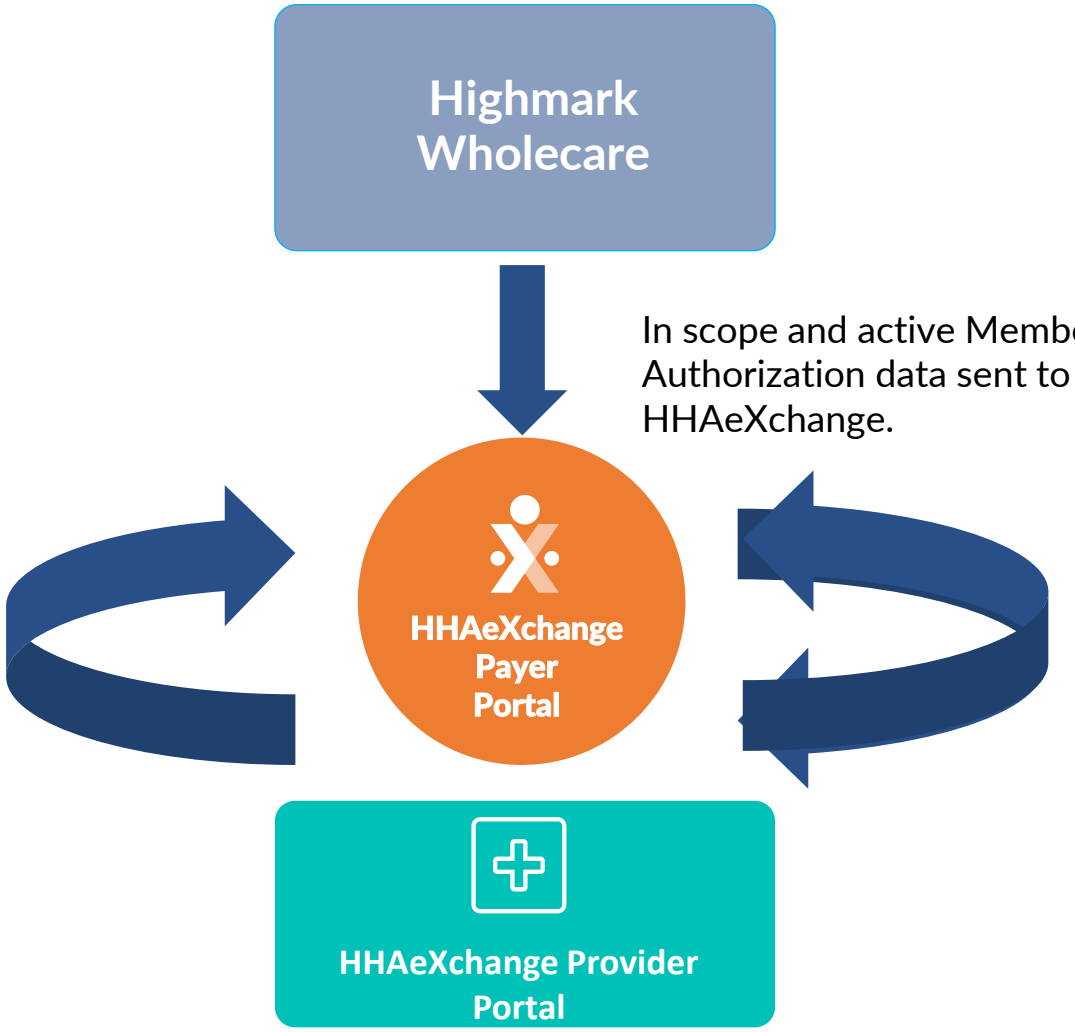
End to End Workflow



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Portal Upgrades

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UPR & New User Interface

What's New:

- **Redesigned Interface**
- **Consolidated Records**
- **Tailored Control**
- **Improved Billing Process**
- **Enhanced Operations**

What to Expect:

This upgrade will happen without any service interruptions, allowing you to continue delivering quality care to your clients seamlessly.

Resources: (See Appendix)

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A Day in the Life – HHAeXchange Demo

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How do I set my agency up for EVV success?

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HHAeXchange

THE MAP TO EVV MASTERY

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition

The EVV Success Sunset

Beginnings Base Camp

START

YOU ARE HERE

1 Your foundation for EVV Mastery

Get Moving Mountain

2 Gain access to HHAeXchange and start learning

EVV Foundations Forest

3 Prepare for EVV Readiness and begin scheduling.

Begin Billing Bay

4 Learn how to bill and start submitting claims as of Nov 1

Provider Milestones

Beginnings Base Camp

Information Sessions
- ✓ Register and Attend

Submit Onboarding Form *(New Providers)*

Get Moving Mountain

Milestone 1: Portal Access *(New Providers)*: Oct 1

Milestone: EDI Onboarding : Oct 3

EVV Foundations Forest

Milestone 2 & 3: Payer Contract, Payer Data and Scheduling: Oct 9

Milestone 4: EVV Management: Oct 16

Begin Billing Bay

Milestone 5: Billing in HHAX Oct 23

Provider Go Live: Nov 1, 2024

Open Hours Support Webinars

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Base Camp Checklist

☑ Attend Information Session

❑ Complete Provider Portal Registration

Who should complete this form?

New Providers who do not already have an HHAeXchange portal.

What do I need to complete this form?

Tax ID
NPI
Medicaid ID

How do I complete the form?

Visit: HHAeXchange Provider Enrollment Form.

Get Moving Mountain

Milestone 1: Portal Access

NEW PROVIDERS ONLY

- Register for milestone 1 training.
- Log in to your HHAeXchange portal.
- Set up user & caregiver accounts.
- Attend milestone 1 training webinar on **Oct 1.**

Role: Admin, Coordinator

Get Moving Mountain

Milestone 1 Training

How Do I Register?

- Use the QR code on this slide.
- Complete the zoom registration form.
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone 1 Training?

- New Providers
- Agency Administration
- Coordinator

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.

Get Ready for EDI Onboarding

Milestone: EDI Onboarding

- Register for milestone: EDI Onboarding webinar
- Review EDI documentation on the New EDI Knowledge Base
  - Visit Import Guide
  - Visit Export Guide
  - EDI Code Table Guide
- Attend EDI onboarding webinar on Oct 3

Get Moving Mountain

Milestone: EDI Onboarding

How Do I Register?

- Use the QR code on this slide.
- Complete the zoom registration form.
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone: EDI Onboarding?

- EDI Providers Only
- Agency Administration

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.

EVV Setup & Readiness

Milestone 2 & 3: Oct 9

What will I Learn?

- Payer Contract
- Member Management
- Auth Management
- Caregiver EVV Readiness
- Scheduling in HHAeXchange

Milestone 4: Oct 16

What will I Learn?

- EVV management
- Visit Confirmation
- Resolving call dashboard issues

Role: Admin, Coordinator

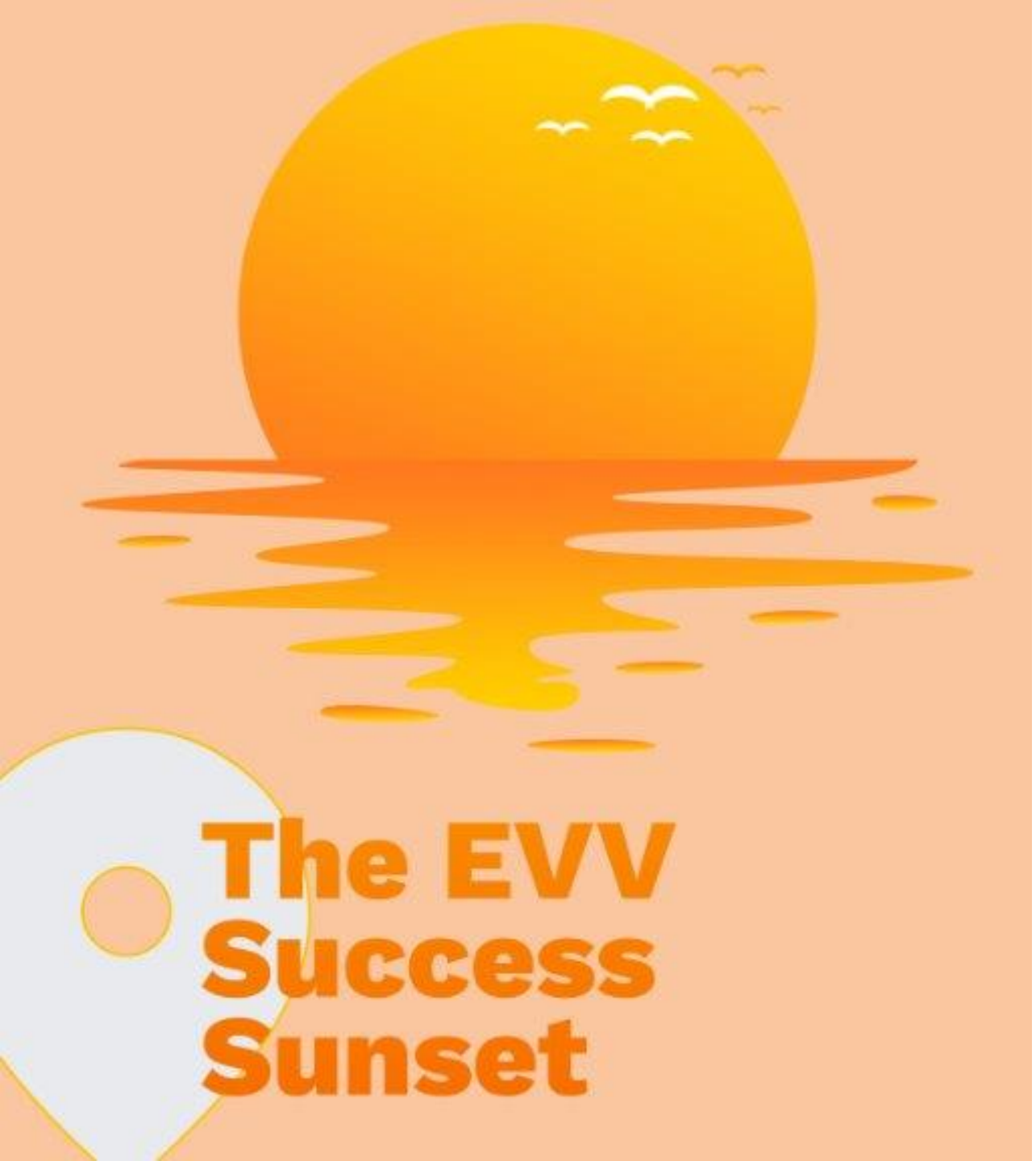
Billing in HHAeXchange

Milestone 5: Oct 23

What will I Learn?

- EDI readiness
- Prebilling
- Invoicing
- Billing Review & Claims Submissions
- Rebilling

Role: Admin, Biller



Post-Go-Live: EVV Adoption Support

Open Hours: Nov 5, 12, 19, & 21

- Provide training support.
- Increase EVV adoption.
- Billing support in HHAeXchange.

Role: Admin, Coordinator, Biller

Resources for Success and Next Steps

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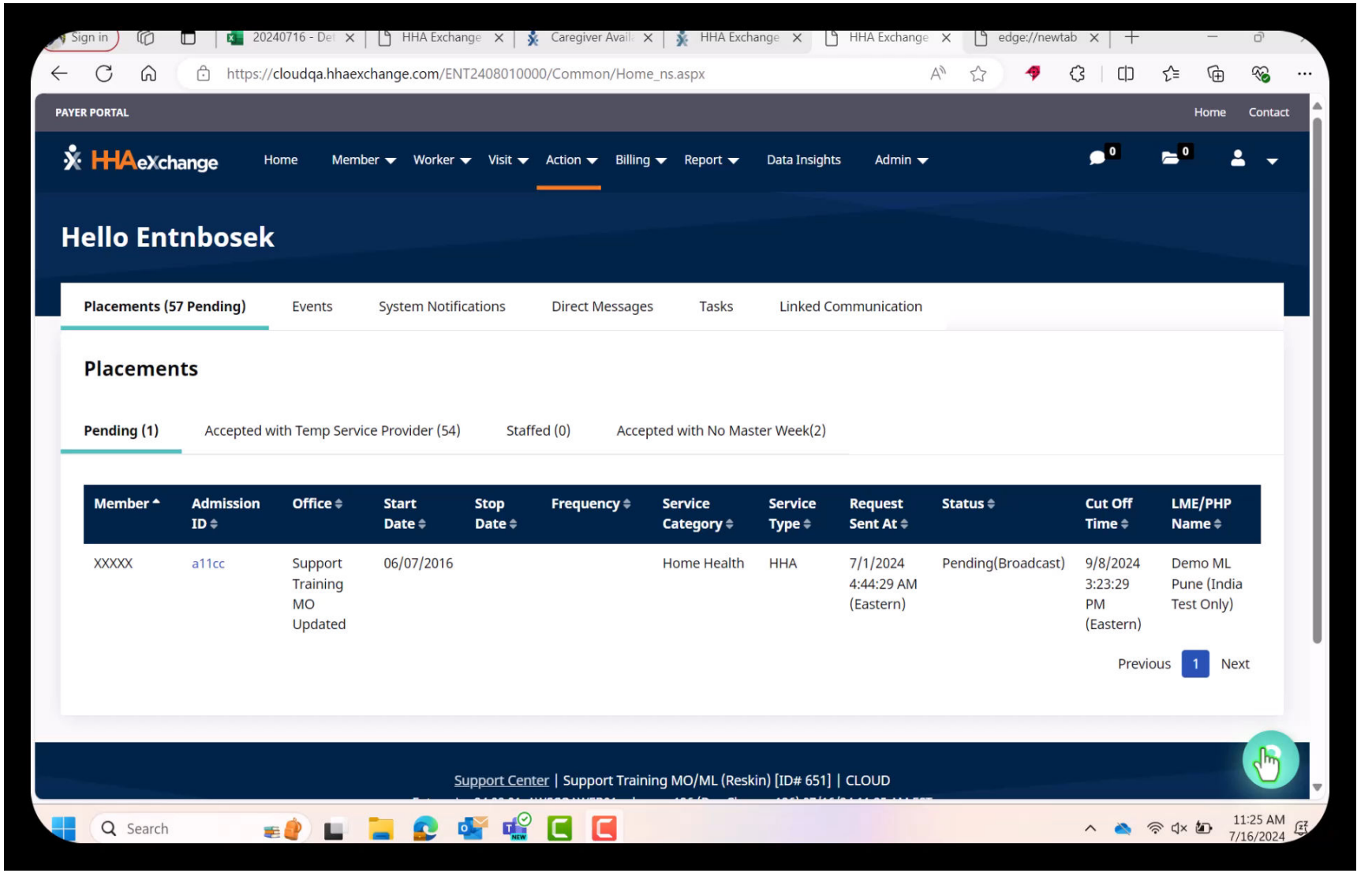
Provider Resources: In Application Guides



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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
PA Home Health Info Hub
[PA Home Health Information Center | HHAeXchange]

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Questions?

Provider Onboarding Form

Enrollment Link

Register for EDI Training

Registration Link

Register for Training Milestone 1

Registration Link

Info Session Feedback Survey

Survey Link

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Provider Resources (Appendix)

- UPR Documentation: Please refer to the Universal Patient Record Migration Guide
- E-billing Video: Please refer to the Ebilling Training Video
- HHAeXchange PA Home Health Info Hub: PA Home Health Information Center | HHAeXchange
- Pennsylvania Home Health HHAeXchange Provider Enrollment Form (cognitoforms.com)
- https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx
- https://highmarkwholecare.com/Provider/Provider-Resources/Electronic-Visit-Verification

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Upcoming Trainings (Appendix)

Event	Date
Milestone 1: Portal Set Up	October 1, 2024 10:00 AM ET
EDI Milestone 1: EDI Onboarding	October 3, 2024 10:00 AM ET
Milestones 2 & 3: Payer Contract, Payer Data, Scheduling	October 9, 2024 10:00 AM ET
Milestone 4: EVV Management	October 16, 2024 10:00 AM ET
Milestone 5: Billing	October 23, 2024 10:00 AM ET
Open Hours	November 5, 2024 10:00 AM ET November 12, 2024 10:00 AM ET November 19, 2024 10:00 AM ET November 21, 2024 2:00 PM ET

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