

Michigan: Milestone 3 Training

CHCP Waiver Program Scheduling and Caregiver Readiness

August 2024

The content contained herein (“Confidential Information”) are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.





Milestone 3 : CHCP Agenda

- Map to EVV Mastery
- CHCP Payer Contracts
- Scheduling in HHAeXchange
- Enable EVV Access
- Prepare your Caregivers for EVV
- Key Takeaways
- Next Steps
- Questions



THE MAP TO **EVV MASTERY**

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition



CHCP Milestones



EVV Foundations Forest

Aug 19 : Begin entering Members & Placements

Aug 27: Milestone 3 Training: Scheduling & Caregiver EVV Readiness

Sep 16: Begin Collecting EVV

Sept 18: Open Hours

Sept 24: Milestone 4 Training : EVV Management

Oct 2: Open Hours



CHCP Payer Contracts

> CHCP Contract/Payer Recap



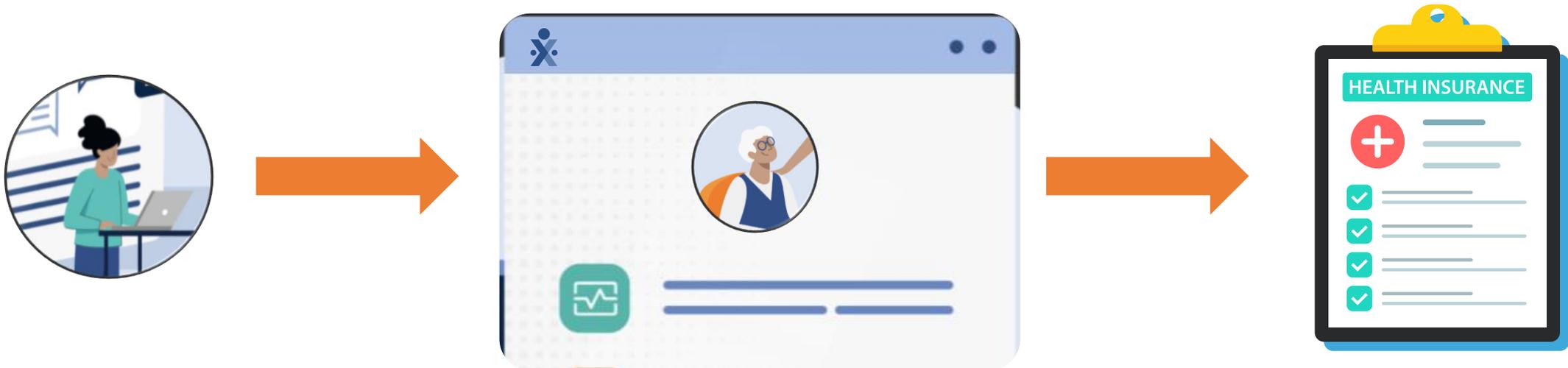
9 CHCP Payers in HHAeXchange (Medicaid Health Plans) MHPs Provider Managed Placements

- Aetna Better Health Premier Plan HHCS
- Blue Cross Complete
- HAP CareSource
- McLaren
- Meridian
- Molina
- Priority Health Choice
- United Health Care
- Upper Peninsula Health Plan

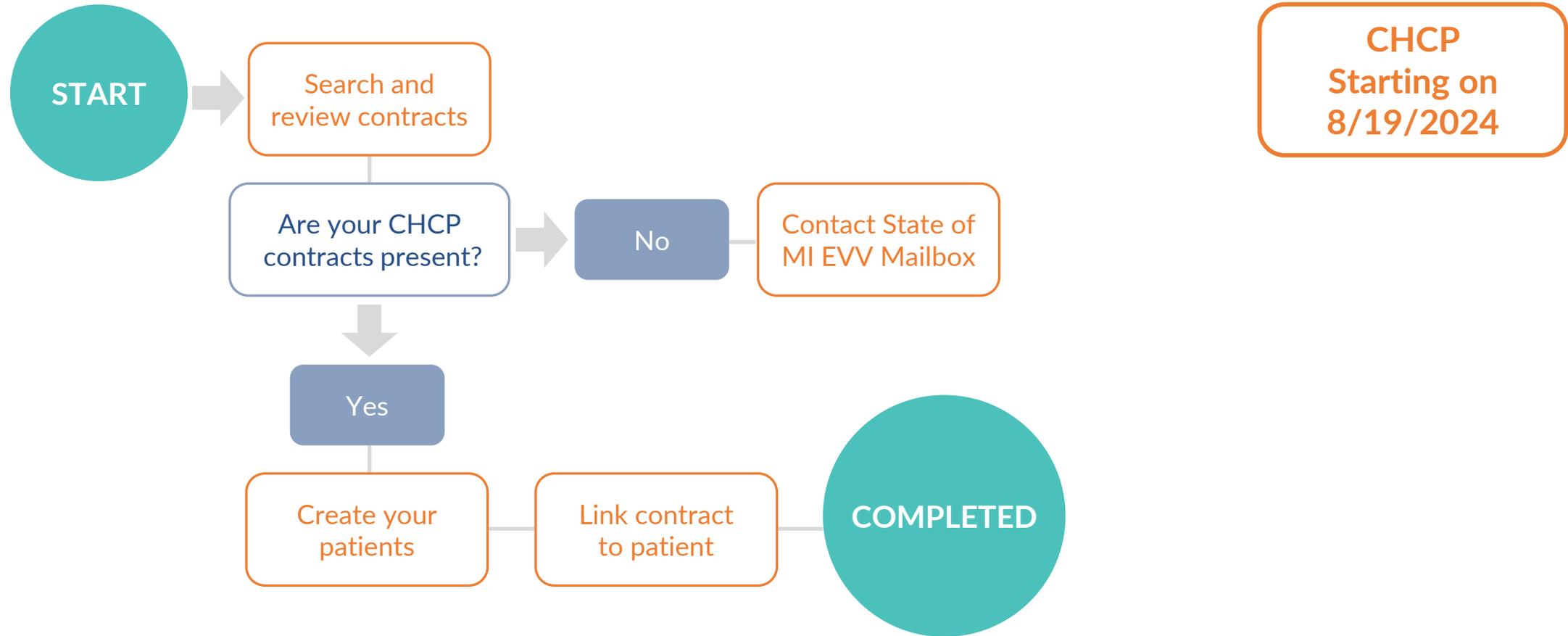
Provider-Managed Placement



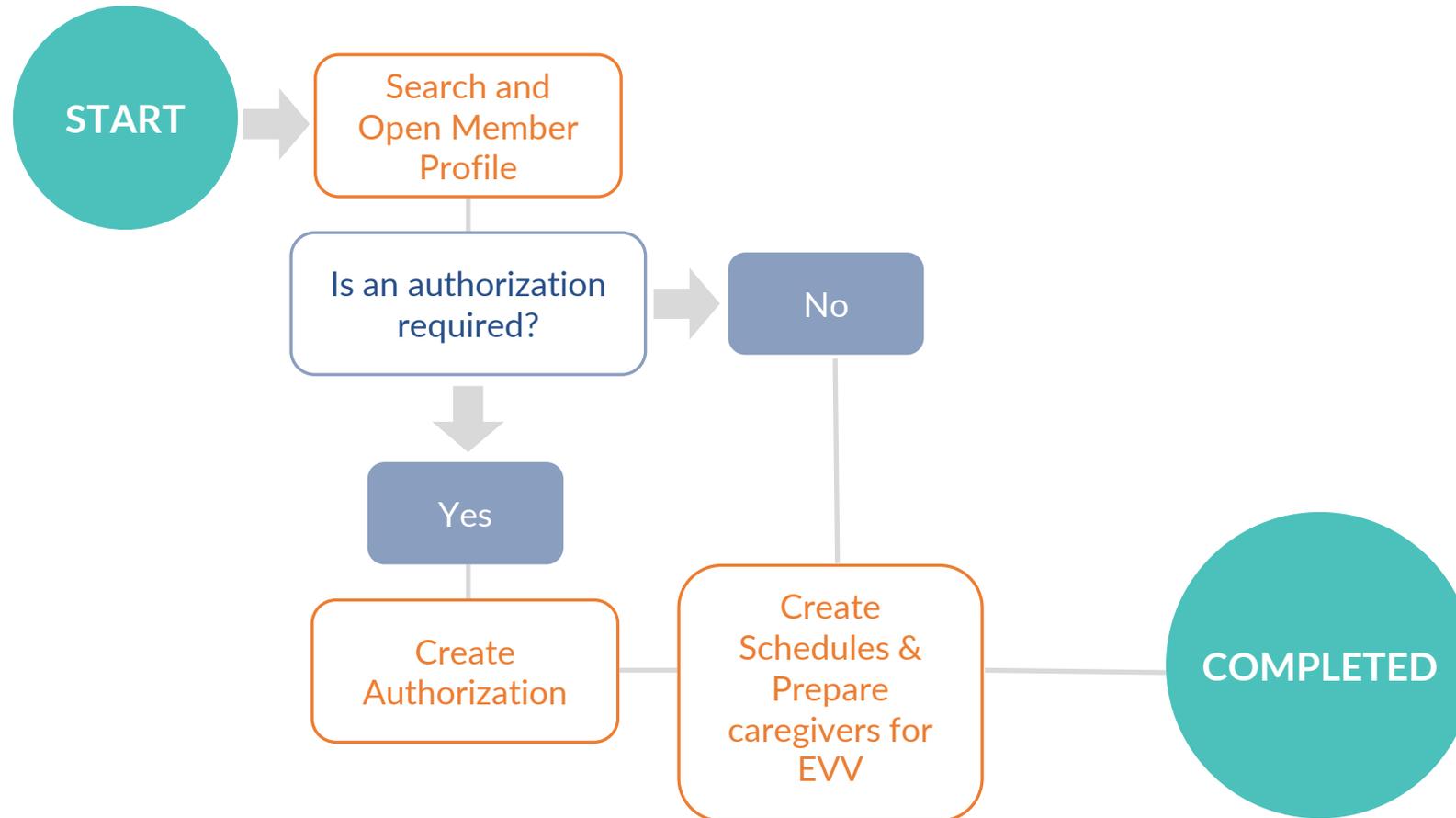
Agency sends the Payer the member in HHAeXchange.



Provider-Managed Patient Placement Workflow



Provider-Managed Scheduling Workflow



CHCP
Starting on
8/27/2024

> 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.



Provider Training Scheduling



EVV Foundations Forest

How to schedule a single skilled visit

1. Select the calendar date.

2. Select new skilled visit.



If the employment type does not match member discipline the caregiver cannot be scheduled.

3. Add the scheduled time, caregiver, primary bill to, service code & revenue code and select save.



EVV Foundations Forest



How to schedule a master week

1. Select master week tab > add master week.
2. Select the hours hyperlink.
3. Add required fields, days of week, and click save.
-  4. Select save again, and update calendar to being the rollover.



EVV Foundations Forest

How to review & edit caregiver profile

- Review caregiver demographic information for accuracy.
- Update employment type if any errors were made when creating caregiver profile.
- The caregiver employment type must match member discipline to be scheduled.



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 		



Provider Training Scheduling DEMO



Provider Training Enable EVV Access



EVV Foundations Forest

Mobile App: Enable Access

1. Locate Caregiver Profile
2. Mobile App Settings > Mobile App Access> Enable Access
3. Mobile Activation Code > Generate Code
4.  Send access code depending on notification preferences



EVV Foundations Forest

IVR: Enable Access

1. The IVR number issued to your agency is found under Admin > Agency profile > IVR phone number.
2. Locate time and attendance pin in the caregiver profile.
-  3. Another term for Time & Attendance pin is Assignment ID.



Provider Training

Enable EVV Access Demo



Provider Training

Prepare Your Caregivers for EVV

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



Caregiver Training Resources



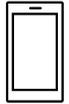
- [Caregiver Knowledge Base](#)

- Documentation
- Videos
- FAQs

The screenshot displays the HHAExchange Caregiver Knowledge Base interface. At the top, the title "HHAExchange Caregiver Knowledge Base" is shown in a blue and orange font, with the subtitle "Search documents, videos, and help resources" below it. A search bar with a magnifying glass icon is positioned below the subtitle. 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:

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

Caregiver Training Resources

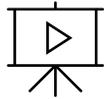


- [Mobile Resources](#)

- [Access 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 links for 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 infographics: 'How to Clock In/Out via HHAeXchange+ Mobile App - Scheduled Visit' and 'How to Clock In/Out via HHAeXchange+ Mobile App - Scheduled Visit'. Each infographic contains four numbered steps with corresponding 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](#)
- [Download, set up, register for mobile app](#)
- [Clock In and out via mobile app](#)
- [Clock In and Out via IVR](#)



> Action Needed: Caregiver Timeline



Date: Today!

Ensure your Caregivers are in HHAeXchange.

Enable EVV Access.

Date: by 9/13

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

Date: 9/16

Start collecting EVV.

Date: 9/18

Attend open hours training to answer your questions.



Key Takeaways

Key takeaways



-  When scheduling, if the caregiver employment type does not match the member discipline, the caregiver cannot be scheduled.
-  When creating a master week, you must update the schedule to the member calendar to initiate the roll over.
-  If a caregivers employment type was not entered correctly, you can edit this value in the caregiver profile.
-  When enabling caregiver access to mobile application, you can send activation code using the caregiver's notification preferences.
-  Another term for Time & Attendance pin is Assignment ID.



Next Steps

> CHCP Milestones



EVV Foundations Forest

Aug 19 : Begin entering Members & Placements

Aug 27: Milestone 3 Training: Scheduling & Caregiver EVV Readiness

Sep 16: Begin Collecting EVV

Sept 18: Open Hours

Sept 24: Milestone 4 Training : EVV Management

Oct 2: Open Hours

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
Michigan Info Hub**

www.hhaexchange.com/Michigan



**HHAeXchange
In Application Guides**

[HHAeXchange Log In](#)



**MDHHS
EVV Website**

www.Michigan.gov/EVV

➤ How To Resources: Milestone 3



Knowledge Base: Training Videos

Scheduling

- [How to Create an Individual Visit](#)
- [How to Create a Master Week](#)

Preparing for EVV

- [How to enable Mobile Access](#)
- [How to Locate Time & Attendance Pin](#)
- [How to Locate IVR Phone Number](#)

Caregiver Training: Knowledge Base

- [EVV Overview](#)
- [Download, set up, register for mobile app](#)
- [Clock In and out via mobile app](#)
- [How to Clock in and out \(IVR\)](#)



Questions?