

Our Webinar Will Begin Shortly

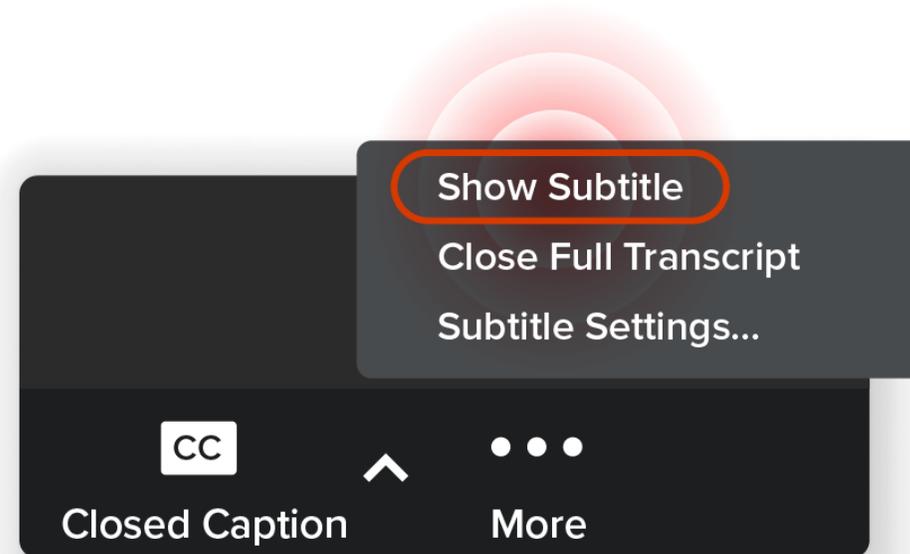
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Florida: Milestone 4 Training

EWV Management

September 2024

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Milestone 4 : FL AHCA Agenda

- Map to EVV Mastery
- EVV Management
- HHAeXchange Demo
- Key Takeaways
- Next Steps
- Questions



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

**Get Moving
Mountain**

Milestone: EDI
Onboarding : Aug 22

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

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

**YOU ARE
HERE**

**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

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.

Additional Action for Rendering Caregivers



Caregiver's NPI is required for these Service Codes

Service Codes
S9124:SQ:TT:UF - SOE
S9122:TT:UF - SOE
S9122:UF - SOE
S9122:TT - SOE
S9122 - SOE
S9122:TT:UF
S9122:UF
S9122:TT
S9122

Rendering Caregiver :



HHAeXchange Home Patient Caregiver Visit Action Billing Report Admin

Green Holly Active

Home Phone: 201-289-1234 | Address: TULSA, OK, 74146 | Languages: --

Date of Birth: 1993-10-21 | Caregiver Code: KHC-1012 | Availability Updated: 8/21/2023

Provider (Office): UMA Healthcare (PE Training Use Only) (UMA healthcare) | Team: Select | Caregiver Hours: H 0 | V 0

Profile Profile Log Edit

Caregiver Type * 🔄
Employee

Demographics History

	First Name Holly	Middle Name --	Last Name Green
Caregiver Code * KHC-1012	Initials HG	Gender Female	Date of Birth * 📘 History 10/21/1993
Secondary Offices 📘 --	Alt. Caregiver Code --	Time & Att. PIN 100012	Social Security Number * 📘 History 999-66-1234
Marital Status --	Rehire No	Ethnicity --	Country of Birth --
	Rehire Date --	Upload Picture 	
	Dependents --		

Contact Information History

Address TULSA, OK, 74146	Primary Phone 201-289-1234	Secondary Phone --	Tertiary Phone --
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Mobile App Settings

Mobile App Access 📘 History Enabled Disable Access	Mobile App Connection Status 📘 ⚠️ Not registered/connected	Mobile Activation Code 📘 History Code Expired Generate New Code	Enable Mobile Chat? 📘 Yes
Enable Mobile App Biometric 2-Factor Authentication 📘 No	Allow Caregiver to Select Community Visit 📘 Yes	Mobile/Portal ID Type * 📘 Non-Clinical	Mobile Device ID 📘 --



EVV Management HHAeXchange



EVV Foundations Forest

How to validate visits from Call Dashboard

- Navigate to Visit Menu, click on Call Dashboard
- Insert date range, click search
- Choose visit to link the EVV.



Note: *EVV not linked to visits will be found here.*



EVV Foundations Forest

How to review most common Call Maintenance Errors



- Navigate to Visit Menu, click on Call Dashboard
- Review status for each EVV, determine if this needs to be rejected. Case by case basis.
- If rejected, you will need to manually confirm visit with reason, action and note as to why EVV was not captured.



Note: You have the option to reject or link visits from the Call Dashboard



EVV Foundations Forest

How to resolve phone number not found (call dashboard)



- This occurs when a caregiver attempts to perform IVR from a phone number not associated with a patient's profile.
- Click on Caregiver schedule icon
- Click on edit icon to edit current phone numbers or add additional number
- Once number is added, click on Save then reprocess on the call dashboard page



EVV Foundations Forest

How to resolve GPS signal out of range (call dashboard)



- This occurs when a caregiver has attempted to perform EVV outside of the range of the patient's address.
- Click on coordinates icon to view coordinates of EVV at the time of clock in and out
- Reject EVV or update coordinates if it is truly wrong (this can happen with apartment complexes)



Note: GPS tolerance range is 500 ft.



EVV Foundations Forest

How to resolve out of window/outside variable duration



- This occurs when the caregiver clocks in or out too soon or too late for a scheduled visit.
- If patient and caregiver confirm the visit was out of window/late then reject EVV.
- Once caregiver confirms time that visit was done, navigate to patient's calendar update the schedule visit time to match EVV confirmed time.
- Navigate to call dashboard, select Reprocess and now link the EVV by selecting Caregivers name and clicking on link.



EVV Foundations Forest

How to resolve no schedule on calendar

- This occurs when the caregiver performs EVV without a schedule on the patient's calendar.
- If EVV was done by mistake, then Reject EVV.
- Or Navigate to patient's calendar and create a single visit if no schedule on calendar.
- Another option is to use the Create Automatic Schedule from the call dashboard.



Note: *Ensure information is accurate when making changes prior to patient being seen.*



EVV Foundations Forest

How to edit a visit from the patient calendar

- Search for patient, click on patient name.
- Once in patient chart on the calendar, click on the visit to open
- For example, edit the start time and end time before caregiver services the patient.



Note: *Ensure information is accurate and making changes prior to patient being seen.*

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 		



HHAeXchange Demo



Key Takeaways



Key takeaways



EVV not linked to a visit can be found in the call dashboard.



Ensure information is accurate when making changes prior to patient being seen.



You have the option to reject or link visits from the Call Dashboard.



We recommend to check the call dashboard multiple times throughout the workday to ensure you are on top of calls.



GPS tolerance range is 500ft.



Next Steps

Provider Milestones



Beginnings Base Camp

Onboarding Form
✓ Submitted

Information Sessions
✓ Register and Attend

Get Moving Mountain

Milestone: EDI Onboarding : Aug 22

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

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

YOU ARE HERE

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

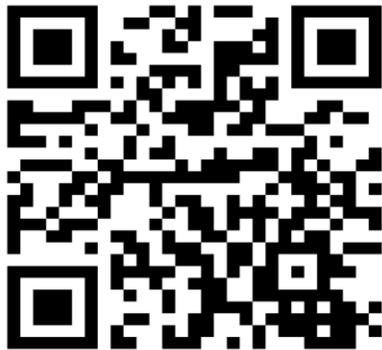
Milestone: EDI Post Integration Sep 19

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: Milestone 4



Knowledge Base: Training Videos

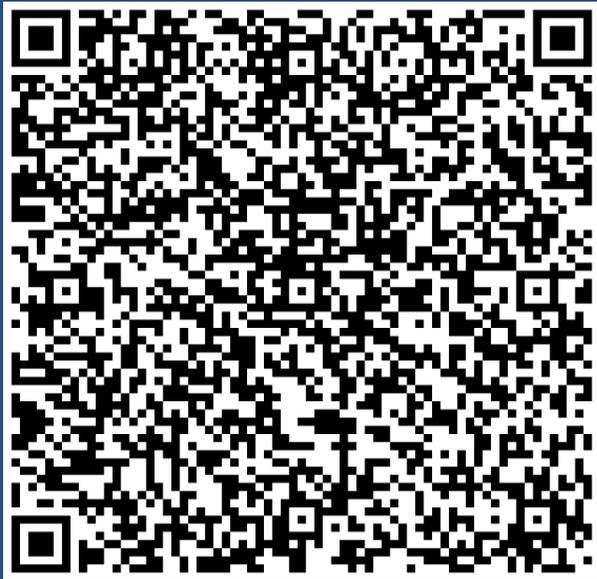
- [How to Resolve No Schedule on Calendar](#)
- [How to Edit a Visit from the Caregiver Calendar](#)
- [How to Manually Confirm Visits from the Call Dashboard](#)
- [How to Resolve GPS signal out of range in the call dashboard](#)
- [How to Resolve Out of Window status in the call dashboard](#)
- [How to Resolve Call Dashboard issue of Phone Number not Found](#)

Documentation:

[Call Dashboard in HHAeXchange](#)



Questions?



Register for
Milestone 5