Highmark Wholecare: Milestone 2 & 3 Training

Payer Contracts/Data & Scheduling

October 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.

© 2024 HHAeXchange

Milestone 2 & 3 Agenda

- Map To EVV Mastery
- Highmark Wholecare Contract
- Contract Demo
- Highmark Wholecare Placements
- Placements Demo
- Scheduling
- Scheduling Demo
- Next Steps & Resources
- Questions

© 2024 HHAeXchange

HHAeXchange

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 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

© 2024 HHAeXchange

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.

© 2024 HHAeXchange

Highmark Wholecare Contract

© 2024 HHAeXchange

EVV Foundations Forest

How to search for a payer contract

1. Select the admin menu and go to payer setup > search payer.

2. Use the filters to pull a specific payer or select search to pull all payers.

3. Office Validation: Identify that all intended offices are connected to the linked contract.

How to update contract billing rates

1. Once you validated your contract is present click on the Contract Name.
2. Navigate to the billing rates tab.
3. For each service code click on the edit icon to update the rate.

Note: *Only edit the billing rate.*

HHAeXchange Standard System Terminology	Corresponding Terminology		
CONTRACT / PAYER	– FFS – HHS	– MCO – State	– Plan
PATIENT / MEMBER	– CDS Employer – Consumer	– Recipient – Client	– Participant – Beneficiary
CAREGIVER	– Aide – Homecare Aid – Homecare Worker	– Worker – Direct Care Worker – Service Provider	– Attendant – CDS Employee
AGENCY / PROVIDER	– FMSA – Vendor	– Program Provider	
COORDINATOR	– Care Coordinator – Case Coordinator	– Service Coordinator – Care Types	
UNITY NUMBER	– EMPI – Master Patient Number	– Shared Patient Number	
SECONDARY IDENTIFIER	– MPI – Promise Code		

Provider Training

Contracts Demo

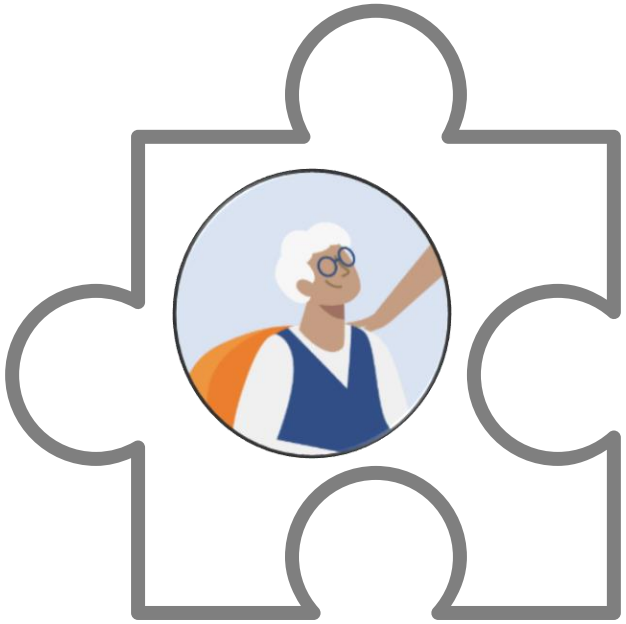
© 2024 HHAeXchange

Highmark Wholecare Placements

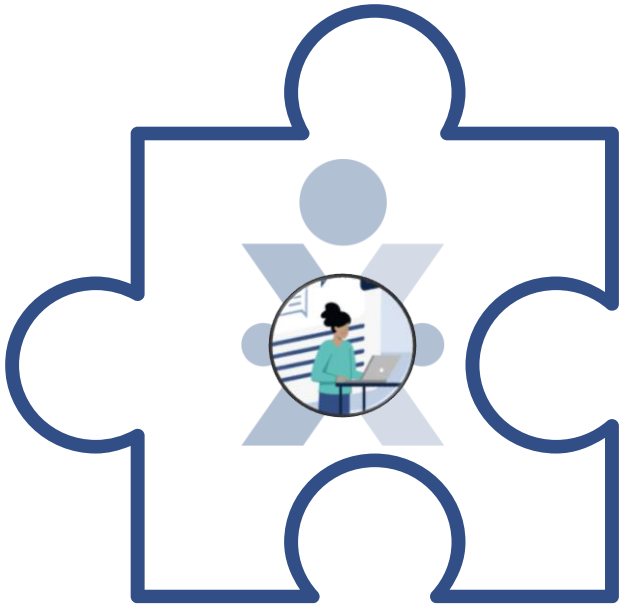
© 2024 HHAeXchange

What is a Placement?

HHAeXchange
Payer Portal



HHAeXchange
Member Profile

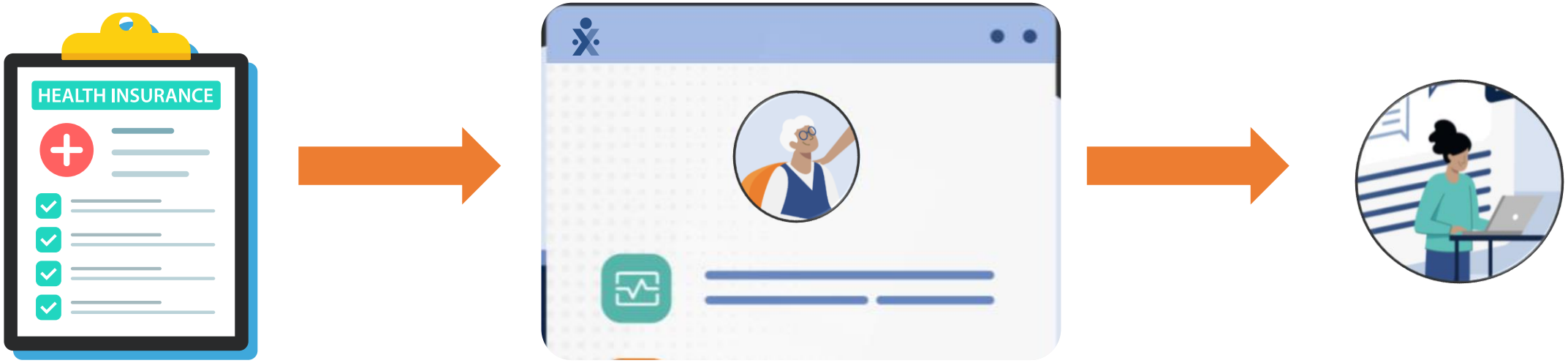


HHAeXchange
Provider Portal

© 2024 HHAeXchange

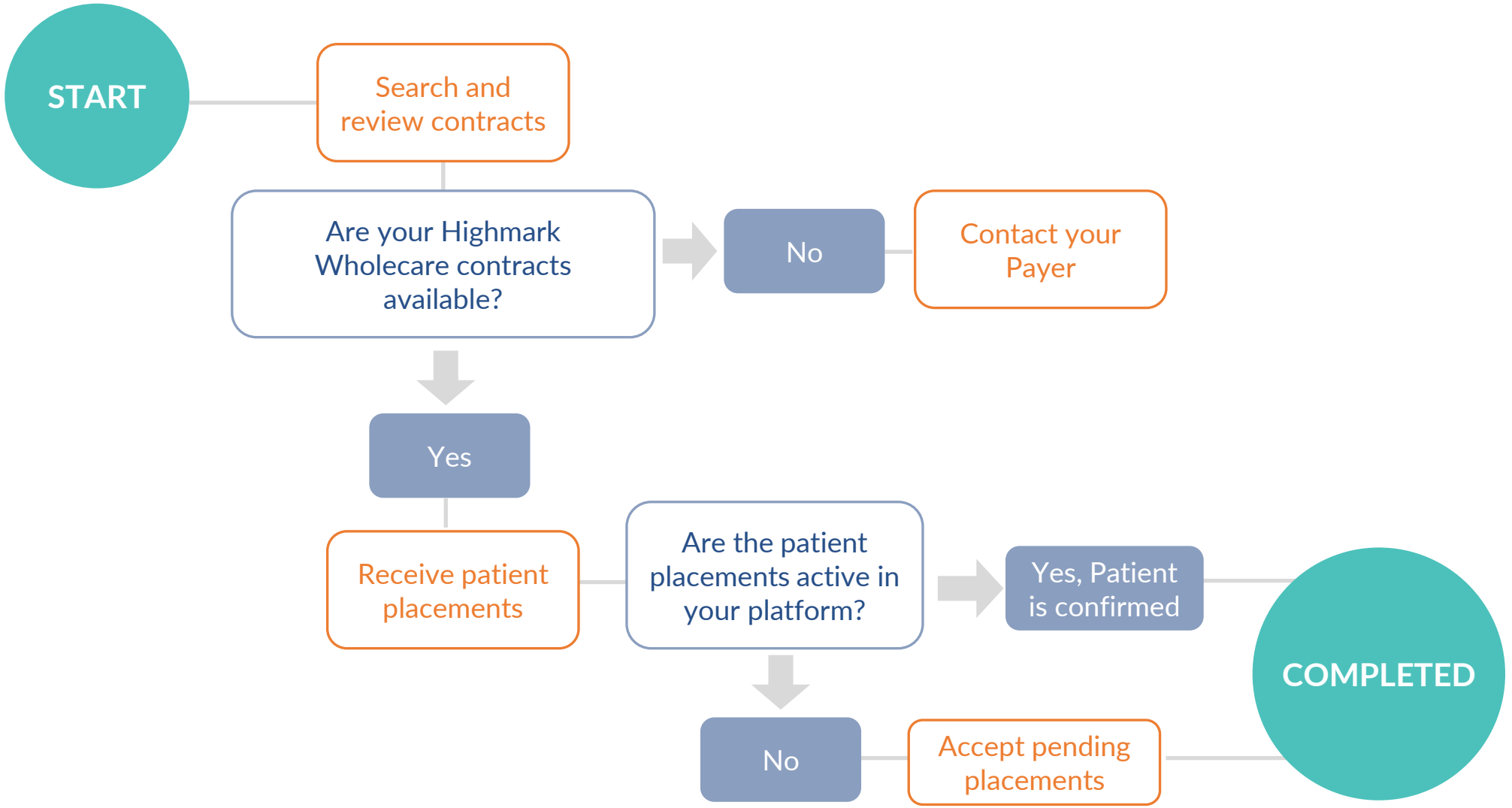
Payer-Managed Placement

Payer sends Agency the patient in HHAeXchange.



© 2024 HHAeXchange

Payer-Managed Patient Placement Workflow



© 2024 HHAeXchange

How to review confirmed placements

1. Select 'Accepted with No Master Week' on home screen.

2. Click on patients name to review placement details.

3. Review authorization details and then close.

EVV Foundations Forest

How to accept pending placements

1. Start on your Homescreen.
2. Under the placements tab click on Pending.
3. Select Admission ID.
4. Select Office, Assign default as Coordinator, and Accept.

If your provider portal is configured with multiple offices, you will receive your member placements as pending.

How to update patient information

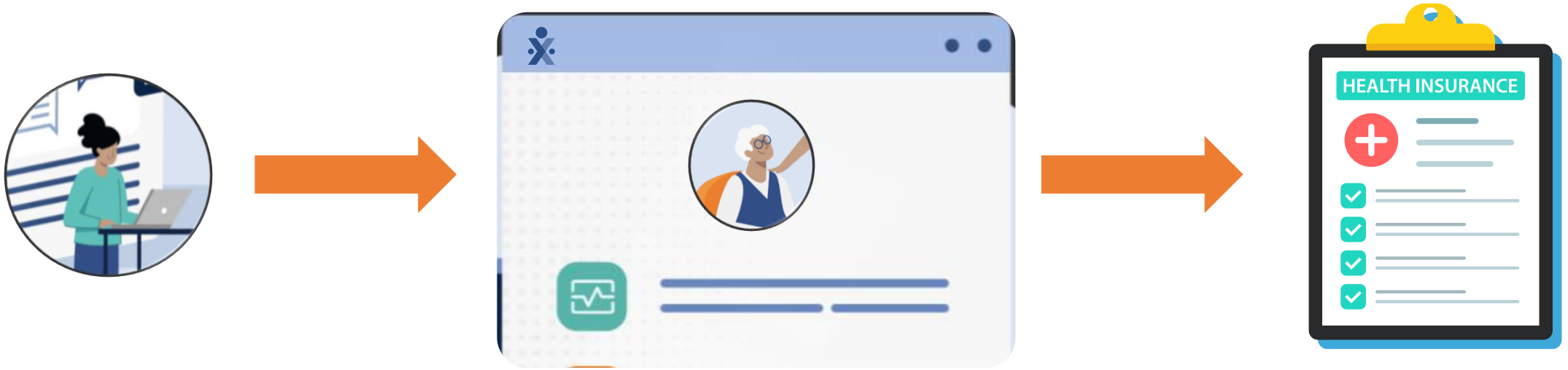
1. Review patient information.

2. Edit profile if needed.

Note: *Editing demographic information or adding address or home phone numbers will not synch back to PA Highmark Wholecare.*

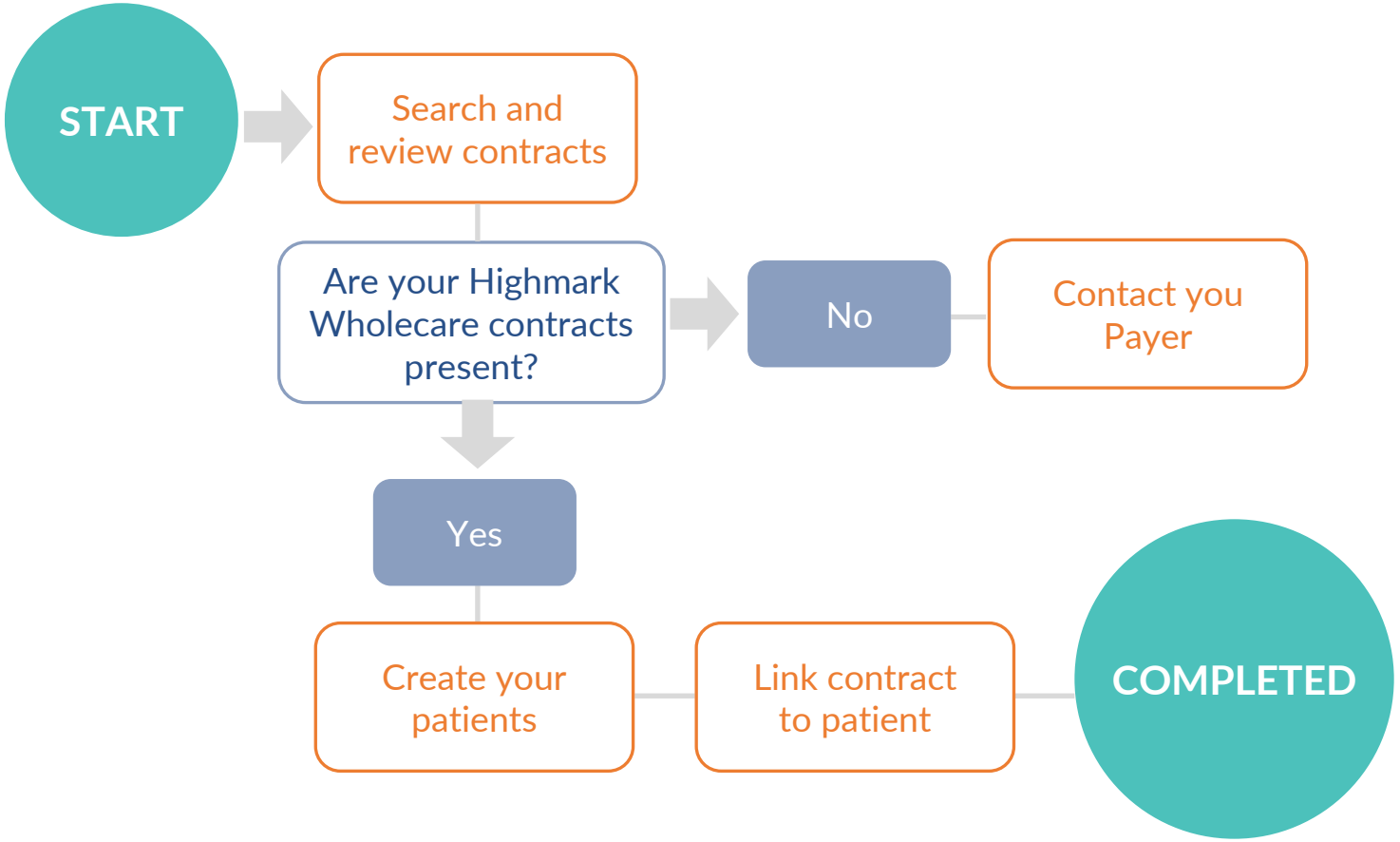
Provider-Managed Placement

Agency sends the Payer the member in HHAeXchange.



© 2024 HHAeXchange

Provider-Managed Patient Placement Workflow



© 2024 HHAeXchange

How to create members

1. On the member menu, select new member.

2. Fill out the required demographic information, select the member's accepted services, and enter the address & phone number used for EVV.

3. Select Save to create the member profile.

Note: *Integrating Providers will import their member data into HHAeXchange and should not perform this data entry.*

EVV Foundations Forest

How to place a member with Payer

1. In the member profile, click on the payers tab.

2. Select add contract, choose the contract, start date and select save.

3. The following are required to successfully place a member
   - First Name & Last Name
   - SSN
   - Date of Birth
   - Medicaid ID

How to add diagnosis code

1. Click on Payers/Insurance tab (left side).

2. Click on ellipsis under actions column, click on Patient diagnosis code override & click add.

3. Ensure you are making it a primary.

How to run a patient report

1. Navigate to Report Menu, click on List of Patients (Ent).

2. Select the filters that you would like to view & select print excel.

3. Review and validate address and phone numbers where EVV is to be captured.

Provider Training

Placements Demo

© 2024 HHAeXchange

Scheduling

© 2024 HHAeXchange

How to verify auths/orders

1. Search for patient.

2. Click on Auths/Orders tab (left side).

3. Review the auth details, service code, discipline, from – to date.

How to add a Physician

1. Search for patient.
2. Click on Profile tab (left side) > edit.
3. Click Add Physician.
4. Add Physician details & click save.

Note: *Ensure you are entering the required fields including the Physician's NPI before saving.*

How to schedule a single visit

1. Select the calendar date.
2. Select new non-skilled visit.
3. Add the scheduled time, caregiver, primary bill to, service code and select save.

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

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.

Note: *When creating a master week, you must update the schedule to the member calendar to initiate the roll over.*

Unscheduled Visit Introduction

- The caregiver must be assigned to the member to perform unscheduled visits.
- The visits are generated automatically if it meets these requirements:

  Mobile App: Call in/out is in range of the member's home & service code is selected.

  IVR Line: Call comes from the member's landline.

- If the visit is not generated automatically, please review the Call Dashboard.

Provider Training

Scheduling DEMO

© 2024 HHAeXchange

How to Prepare Your Caregivers

© 2024 HHAeXchange

Preparing Caregivers

You should determine…

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

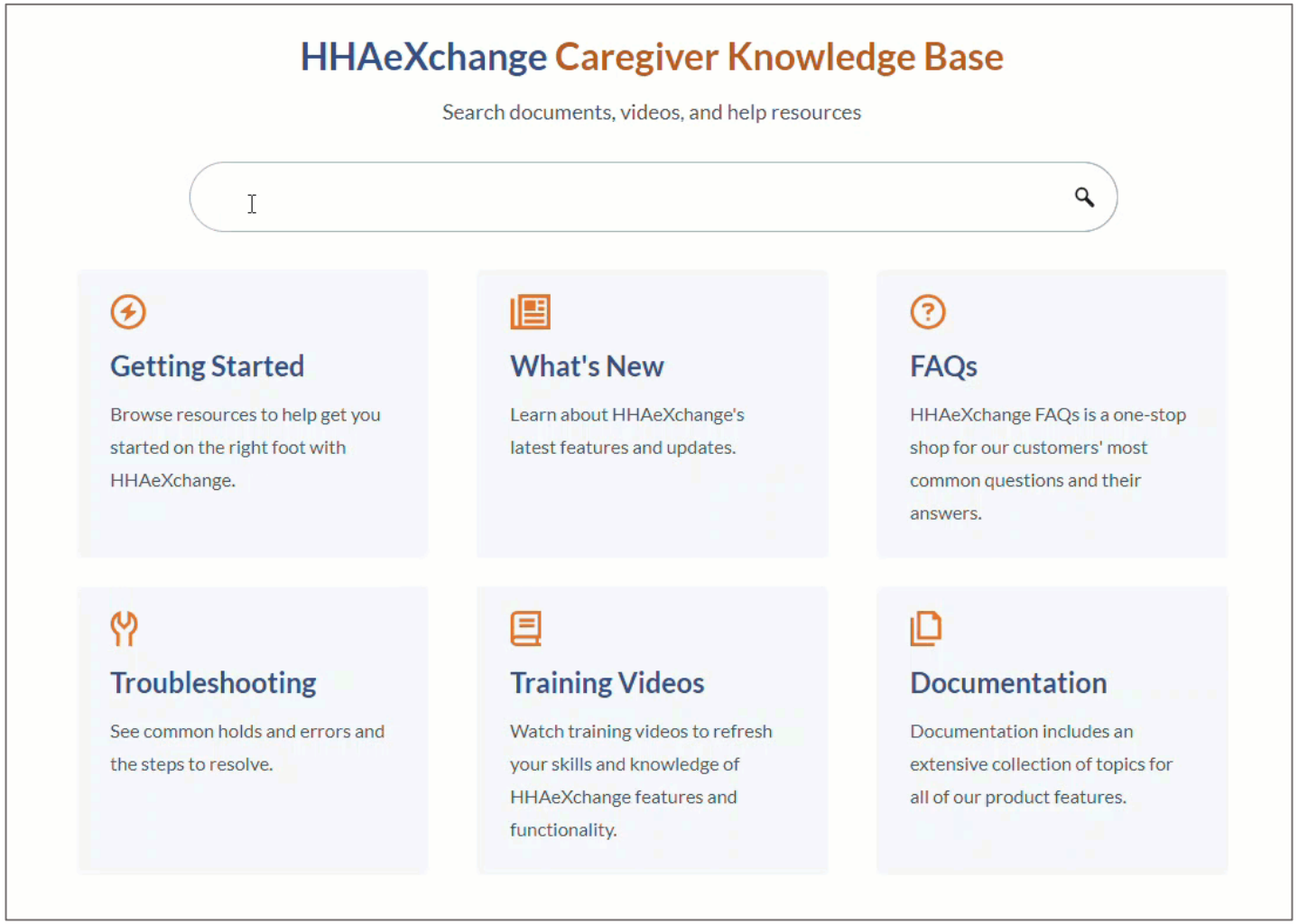
Training Caregivers

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

© 2024 HHAeXchange

Caregiver Training Resources

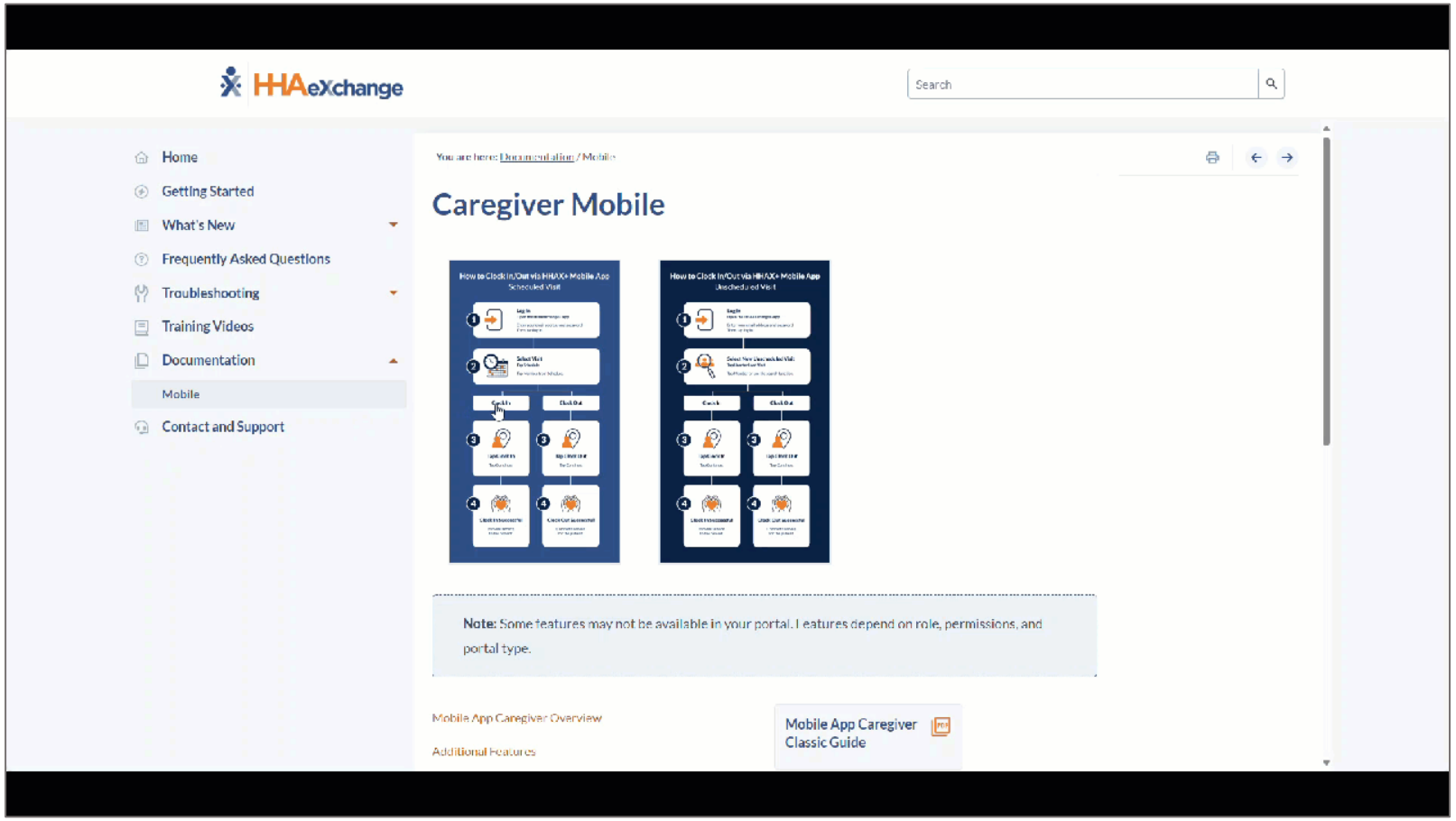
- Caregiver Knowledge Base
  - Documentation
  - Videos
  - FAQs



© 2024 HHAeXchange

Caregiver Training Resources

- Mobile Resources
  - Get Started with the HHAeXchange Mobile App
  - Clock In/Out infographic



© 2024 HHAeXchange

Caregiver Training Resources

- How-to Videos
  - EVV Overview
  - Clock In and Out via IVR

© 2024 HHAeXchange

Key Takeaways

© 2024 HHAeXchange

Key Takeaways

- Review payer contracts and Ensure Billing Rates for your Highmark Wholecare service codes are updated.
- If your provider portal is configured with multiple offices, you will receive your member placements as pending.
- *Integrating Providers will import their member data into HHAeXchange and should not perform New Member data entry.*
- When placing a member, The following are required First Name & Last Name, SSN, Date of Birth & Medicaid ID
- *Ensure you are entering the required fields including the Physician's NPI before saving.*
- When scheduling, if the caregiver employment type does not match the patient discipline, the caregiver cannot be scheduled.

© 2024 HHAeXchange

Next Steps

© 2024 HHAeXchange

Provider Milestones

Beginnings Base Camp

Onboarding Form
✓ Submitted

Information Sessions
✓ Register and Attend

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

© 2024 HHAeXchange

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

© 2024 HHAeXchange

How To Resources

Agency/Providers Knowledge Base: Training Videos

Getting Started

- Milestone 2
  - Payer-Managed Linked Contracts
  - Provider-Managed Linked Contracts
- Milestone 3
  - EVV Set Up & Readiness

Caregiver Knowledge Base

- Mobile Resources
- Get Started with the HHAeXchange Mobile App
- EVV Overview
- Clock In and Out via IVR

Third Party EVV Knowledge Base

- Pennsylvania EDI Codes

© 2024 HHAeXchange

Questions?

Register for
Milestone 4

© 2024 HHAeXchange