Our Webinar Will Begin Shortly

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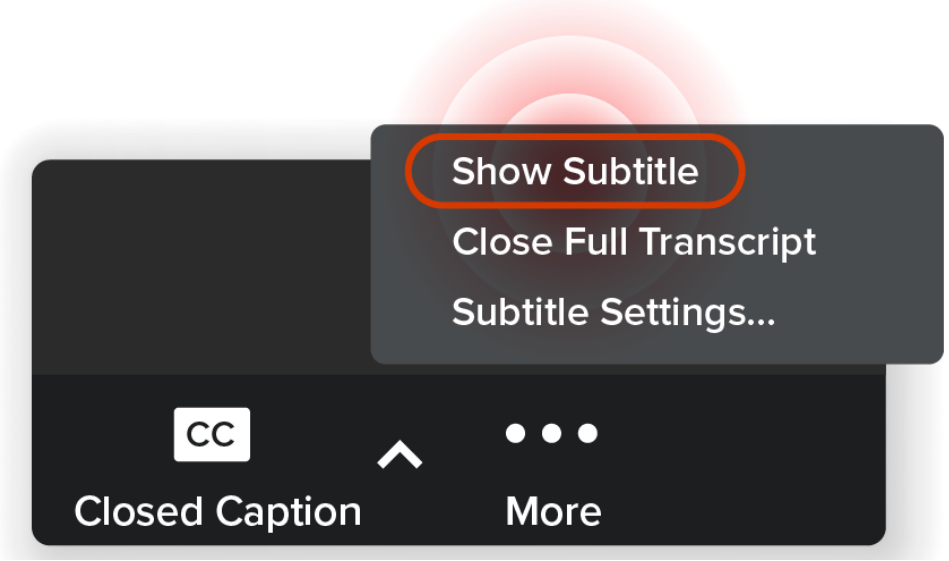

Humana Healthy Horizons in Virginia Information Session

2025

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Presenters

Joely Porter

Director Provider Services and Engagement

Amber Locke

Project Manager

Jennifer O'Neill

Payer Program Manager

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Agenda

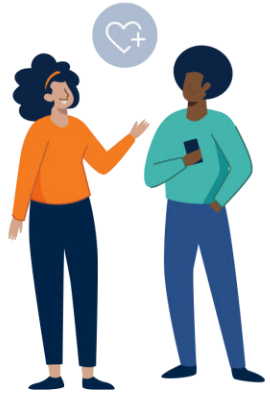
- Introduction to HHAeXchange
- Humana Virginia EVV Implementation
- Milestones for EVV Mastery
- Next Steps & Provider Resources
- Q & A

Introduction to HHAeXchange

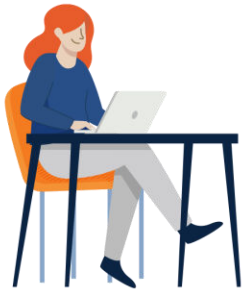
Our Mission

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

AS THE LEADER IN HOMECARE TECHNOLOGY, WE AIM TO:

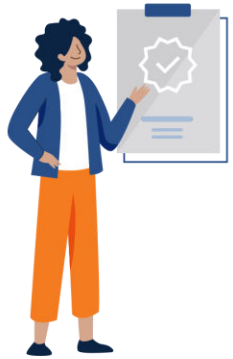


Engage families with clear information about their loved ones' care



Helps providers streamline their operations & grow their business

Empower caregivers as active members of the care team



Enable payers to ensure their members' needs are met

HHAeXchange's National Footprint

180
CONNECTED HEALTH PLANS

31
STATE EVV CONTRACTS

30K+
CONNECTED AGENCIES

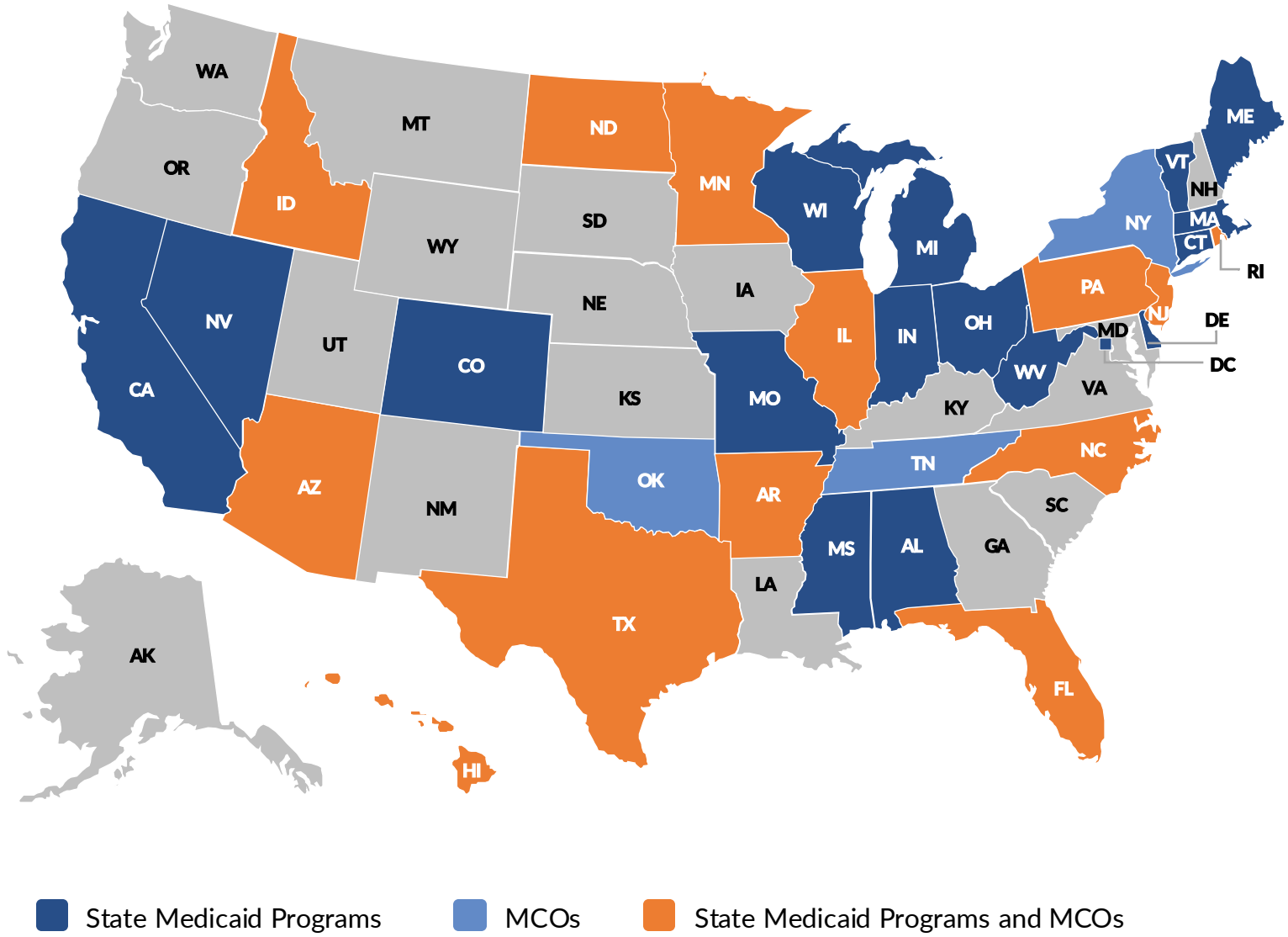
3.6M
COVERED LIVES

485M
ANNUAL VISIT CONFIRMATIONS

$45B
ANNUAL PAYMENTS MANAGED

2.7M
CAREGIVERS

4.44
CUSTOMER SATISFACTION SCORE



Humana Healthy Horizons in Virginia EVV Implementation

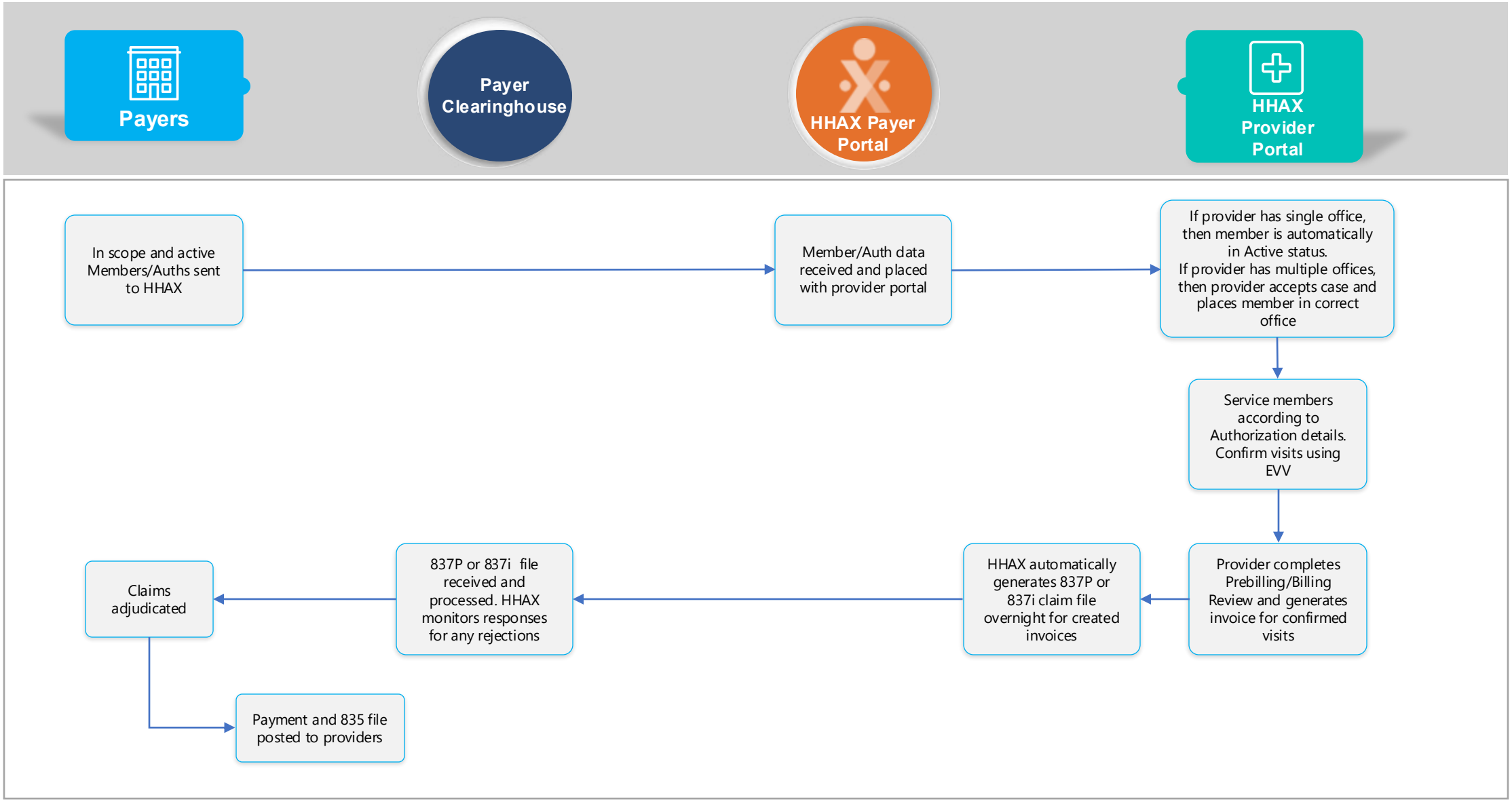
Approved Services

Effective 7/1/25

For full list of Service Codes in Scope visit the HHAeXchange Info Center Page

- Speech Language
- Physical Therapy
- Occupational Therapy
- Consumer Directed Personal Assistance/Attendant Care
- Skilled Nursing/Home Health Aide
- Respite Care
- Personal Care
- Companion Services

End to End Process



Milestones for EVV Mastery

Orientation & Onboarding Readiness

Wednesday May 21, 2025 @ 12:00 PM

What to Expect

- Attend implementation kickoff/townhall session.
- Understand onboarding roles and responsibilities.
- Submit the Provider Onboarding Form.
- Register for upcoming training sessions.

Congratulations!

By attending today's informational session, you have already completed this phase

Milestone 1: System Setup & Data Setup Essentials

Wednesday June 18, 2025 @ 11:00 AM

What to Expect

- Gain access to the HHAeXchange platform.
- Set up agency settings, user accounts, and permissions.
- Configure caregiver and patient profiles.

Register for Training Here!

https://info.hhaexchange.com/humana-in-virginia-milestone-1-system-and-data-setup-training

Milestone 2: Scheduling & Visit Capture

Tuesday July 8, 2025 @ 11:00 AM

What to Expect

- Create recurring and single schedules for patients.
- Assign caregivers to scheduled visits.
- Train caregivers on approved EVV capture methods (Mobile App, IVR).

Register for Training Here!

https://info.hhaexchange.com/humana-healthy-horizons-in-virginia-milestone-2-training-registration

Milestone 3: Visit Verification & Visit Maintenance

Tuesday August, 5 2025 @ 11:00 AM

What to Expect

- Review visit records in Visit Maintenance.
- Identify and correct common exceptions.
- Manually create or edit visits when needed.
- Confirm visits for billing.

Register for Training Here!

https://info.hhaexchange.com/humana-healthy-horizons-in-virginia-milestone-3-training-registration

Milestone 4: Billing

Wednesday August 13, 2025 @ 11:00 AM

What to Expect

- Review pre-billing errors.
- Submit claims to payers.

Register for Training Here!

https://info.hhaexchange.com/humana-healthy-horizons-in-virginia-milestone-4-training-registration-

Milestone 5: Reporting and Compliance Monitoring

Thursday September 11, 2025 @ 11:00 AM

What to Expect

- Locate and run EVV compliance reports
- Identify visit trends leading to billing rejections or compliance risks.
- Review common post-billing reports for claim rejections
- Demonstrate how to correct visit data and resubmit (rebill) clean claims.

Register for Training Here!

https://info.hhaexchange.com/humana-healthy-horizons-in-virginia-milestone-5-training-registration-0

Milestones for EDI Mastery

EDI Onboarding

Tuesday June 24, 2025 @ 11:00 AM

What to Expect

- Log in to HHAeXchange Portal
- Setup & Manage User Accounts
- Work with 3rd Party Vendor for integration Setup and documentation

Register for Training Soon!

- Training registration will be posted on the State Info Hub soon! Please make sure you bookmark this page.

EDI Post Integration

Thursday August 21, 2025 @ 11:00 AM

What to Expect

- View Imported Data In HHAeXchange.
- Learn how to address Data Errors. Working with your third party vendor.
- Get information for EDI Provider Resource and Support.

Register for Training Here!

- Training registration will be posted on the State Info Hub soon! Please make sure you bookmark this page.

State Info Hub (EDI Process)

https://www.hhaexchange.com/info-hub/humana-virginia

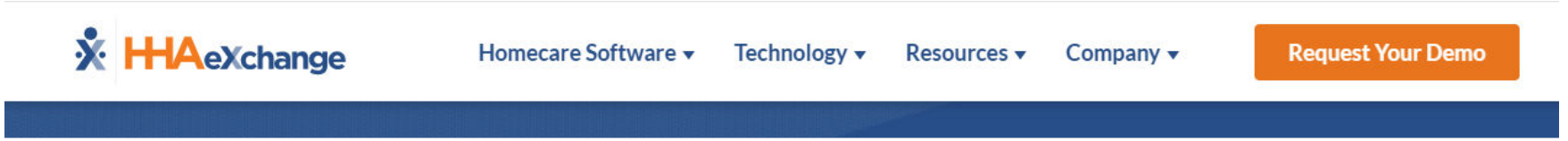


TABLE OF CONTENTS

- OVERVIEW
- TRAINING
- EDI PROCESS
- SERVICES IN SCOPE
- FAQ
- CONTACT

IMPORTANT DATES

HUMANA HEALTHY HORIZONS IN VIRGINIA GO-LIVE

July 1, 2025

EDI Overview

Thank you for your participation in working with HHAeXchange on the Electronic Data Interchange (EDI) project for your agency. Below you will find information about the general requirements and steps to take to successfully integrate your Agency Management System with HHAeXchange.

HHAeXchange coordinates directly with Humana Healthy Horizons in Virginia to ensure members and, if desired, authorizations are passed directly into the HHAeXchange system. Once this data is in the HHAeXchange system, a unique member key is created which HHAeXchange will pass to your Agency Management System to ensure seamless processing of member information between the systems. HHAeXchange will also give you a unique Provider Agency ID to include in all files used in the EDI processes.

In order to integrate between your Agency Management System and HHAeXchange, you will need to create the EDI files corresponding to the HHAeXchange specifications found in the following documentation (links below):

- HHAeXchange Provider Integration Visit Import Guide v5
- HHAeXchange EDI Export Interface Guide v5

EDI Provider Resources

EDI Provider Rebilling Job Aid: This job aid provides guidance to the various rebilling scenarios for EDI Providers. This aid can also be found in the provider portal resources page in the HHAeXchange support center.

Next Steps & Provider Resources

Next Steps

Don't Have an HHAeXchange Portal?

Complete the HHAeXchange EVV Provider Setup Form

Complete Setup Today

Take Milestone 1 Training

Register for System Setup & Data Setup

Wednesday June 18, 2025 @ 11:00 AM

State Info Hub

Provider Information Center

- To ensure you stay up to date on all the information for this project, please visit our State Info Hub
- The State Info Hub will be your primary source of information throughout this implementation
- https://www.hhaexchange.com/info-hub/humana-virginia

Q & A

State Info Hub

Milestone 1 Training

Thank You!