



Meridian MICH Program

HHAeXchange System Training Webinar

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Agenda

➤ Part I: HHAeXchange System Introduction

➤ Part II: The Homecare Services Portal

- Member Management
- Broadcasting
- Authorizations
- Communications (Notes)

➤ Part III: The Non-Homecare Portal

- Member Management
- Authorizations
- Communications (Notes)

HHAeXchange System Introduction



- **HHAeXchange System Nomenclature**

- **Member** = Patient = Recipient = Consumer = Participant = Client
- **Provider** = Agency = Vendor
- **MCO** = Payer = Plan

- **Log In Process**

- www.hhaexchange.com
- Login
- Client Login

HHAeXchange System Support



- **Provider Info Center**

- <https://www.hhaexchange.com/info-hub/michigan-information-center>
- Access [HHAeXchange University](#)
- Review FAQs
- Access Homecare and Non-Homecare Provider Enrollment Forms

- **Support**

- Current HHA Users: Submit a ticket via the [HHAeXchange Support Portal](#)
- Future HHA Users: Call HHAeXchange at 1-866-576-1179



The Homecare Services Portal



Services in Scope

The Homecare Portal

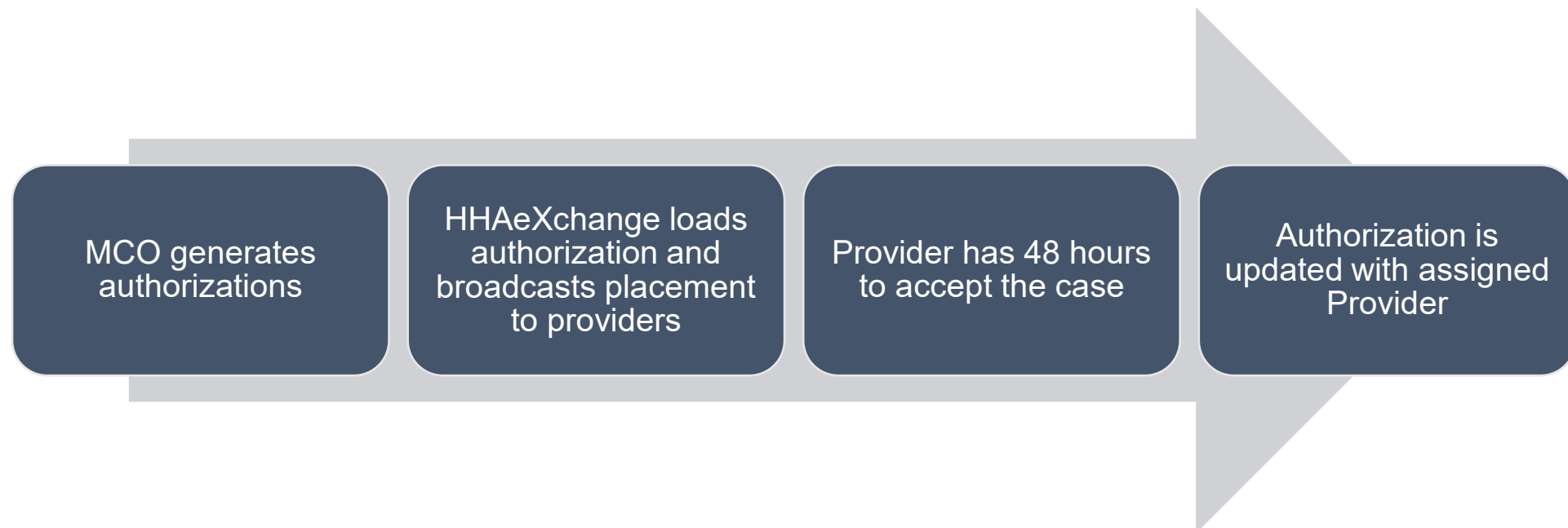
- T1019*
- H2015*
- S5150*
- T2025
- T1000
- T1002
- T1003

*Authorizations for new members will be broadcast via HHAeXchange

> What is the Homecare Services Portal?



- **Designed to accommodate Providers who offer services that must meet the Electronic Visit Verification (EVV) requirements.**
 - **MCOs issue Case Authorizations to Homecare Providers**
 - Authorization is in Provider's portal and can log service to bill for payment
 - Authorization is pending in provider's portal; provider accepts the case



Registering as a Homecare Provider



- Michigan Department of Health and Human Services (MDHHS) – HHAexchange Provider Onboarding Form
 - [Homecare Provider Enrollment](#)
- Key information needed at time of enrollment:
 - Agency Legal Name
 - Federal Tax ID
 - NPI(s)
 - EVV System
 - State-sponsored through HHAeXchange vs Alternate EVV System
 - Alternate EVV System contact (if applicable)



Homecare Portal Training



Homecare Portal - Key Job Aids

- User Management (Create Users) - [Link](#)
- Linked Broadcasting - [Link](#)
- Set up Automated E-mail Notifications - [Link](#)
- Linked Communications - [Link](#)
- Payer Guardrails - [Link](#)



The Non-Homecare Portal



Equipment & Other Services in Scope

The Non-Homecare Portal

Equipment:

- A4931
- A4932
- A9300
- B4100
- B4150
- E0160
- E0161
- E0210
- E0215
- E0242
- E0315
- E0627
- E0629
- E0745
- E1300
- E1310
- E1639
- S5162
- S5199
- T2028
- T2029
- T1999
- V5268
- V5269
- V5270
- T5999

Other Services:

- S5100 - Adult Day
- S5101 - Adult Day
- S5102 - Adult Day
- S5120 - Chore Svcs
- S5121 - Chore Svcs
- S5170 - Meals
- H0045 - Respite
- T2039 - Vehicle Mod

> What is the Non-Homecare Portal?



- **Designed to accommodate Providers who offer services which are not home-based/time-based or required to do EVV**
 - **MCOs issue Case Authorizations to Non-Homecare Providers**
 - Authorization is in Provider's portal
 - Authorization is automatically confirmed in provider's portal for viewing and logging services; provider can communicate with the MCO

Member receives approval for home delivered meals

The MCO processes the request and issues an Authorization to the Provider

Provider receives the Case Authorization and logs associated service records

Registering as a Non-Homecare Provider



- Michigan Department of Health and Human Services (MDHHS) – HHAexchange Provider Onboarding Form
 - [Non-Homecare Provider Enrollment](#)
- Key information needed at time of enrollment:
 - Agency Legal Name
 - Federal Tax ID
 - NPI(s)



Non-Homecare Portal Training

Non-Homecare Portal - Key Job Aids



- Portal User Guide - [Link](#)

Next Steps Overview – ALL Providers



- **Complete the appropriate Enrollment Form**
- **After Enrollment Form Received:**
 - HHAeXchange creates your Provider Portal
 - You will receive an email welcoming you to the portal.
 - Confirm your email address and follow additional instructions.
 - Log in to HHAeXchange with your credentials
 - Add more users to HHAeXchange from your organization



Thank You!