Florida: Milestone 2 Training

Payer Contracts

August 2024

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Team Introductions

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Milestone 2 : Agenda

- Map To EVV Mastery: Milestone 2
- How to search Payer/update billing rates
- How to validate office configuration
- How to input Caregiver mobile ID
- How to locate time & attendance pin
- How to locate IVR phone number
- Demo
- How to prepare your caregivers
- Next steps & resources

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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*

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

Merge Member Training: Sept 23

Provider Go Live: Oct 1, 2024

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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.

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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		

Get Moving Mountain

How to search for a payer and update billing rates

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

2. Here you can use the filters to pull a specific payer or select search to pull all payers.

3. Edit billing rates. Select payer setup>search payer> select payer> billing rates. Only edit the billing rate.

Get Moving Mountain

How to Validate office configuration

1. Select admin menu> office setup>search office

2. Select office, verify TIN, NPI, and Medicaid ID under secondary identifier.

HHAeXchange Demo

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Caregiver Training
Enable EVV Access

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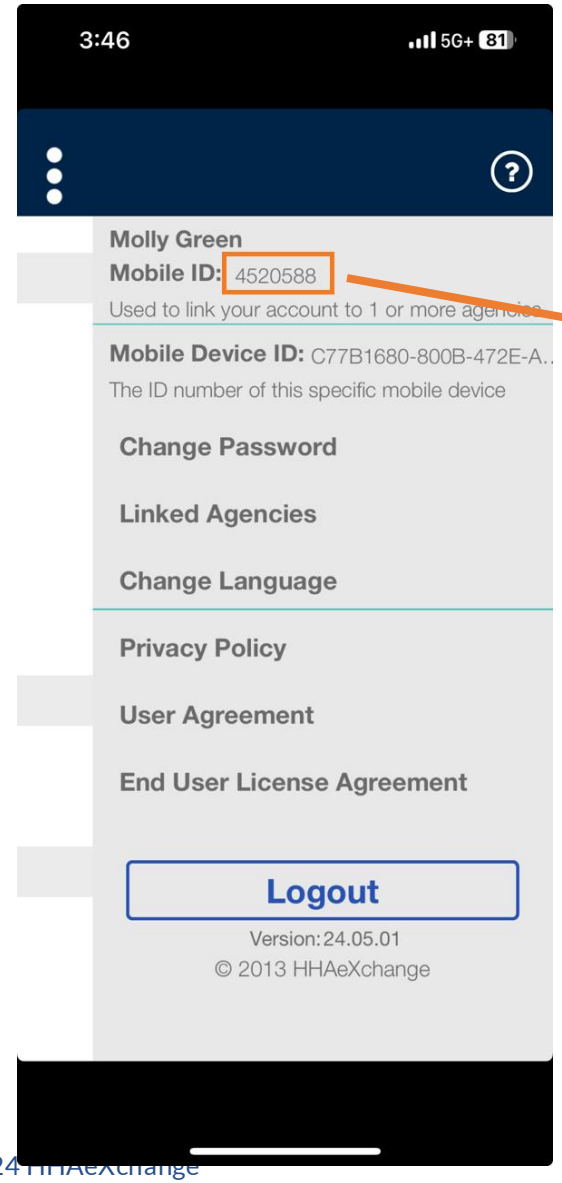
Get Moving Mountain

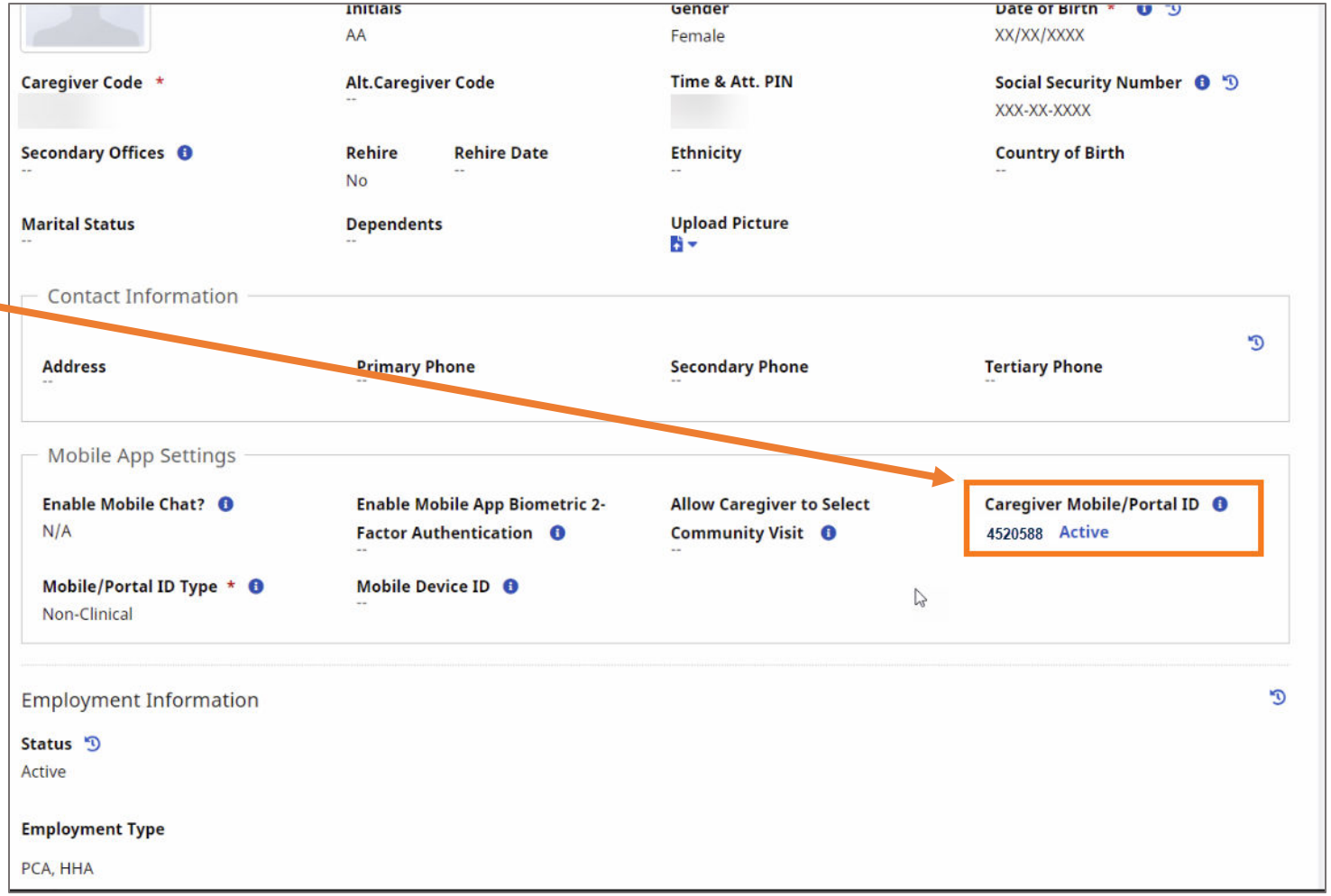
How to Input Caregiver Mobile ID.

1. Caregiver downloads the mobile app.
2. Caregivers enters demographics/registers in the mobile app.
3. Caregiver receives Mobile ID.

Note: *Caregivers will need to communicate to you that code to input in caregivers' profile. This is to allow linking of mobile app and provider portal.*

Mobile ID





- Link the caregiver's mobile profile with the caregiver profile.

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Get Moving Mountain

How to locate time & attendance pin

1. Locate caregiver profile.
2. Demographics section
3. Locate time & attendance pin, give this to your caregivers.

Note: *Caregivers will need this when calling in and out of IVR to record EVV clock in and out.*

Get Moving Mountain

How to locate IVR phone number

1. Select Admin menu> Agency Profile
2. Locate number under " IVR phone #"

Note: *Caregivers will need this number to call when clocking in out to document EVV.*

HHAeXchange Demo

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How to Prepare Your Caregivers

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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.

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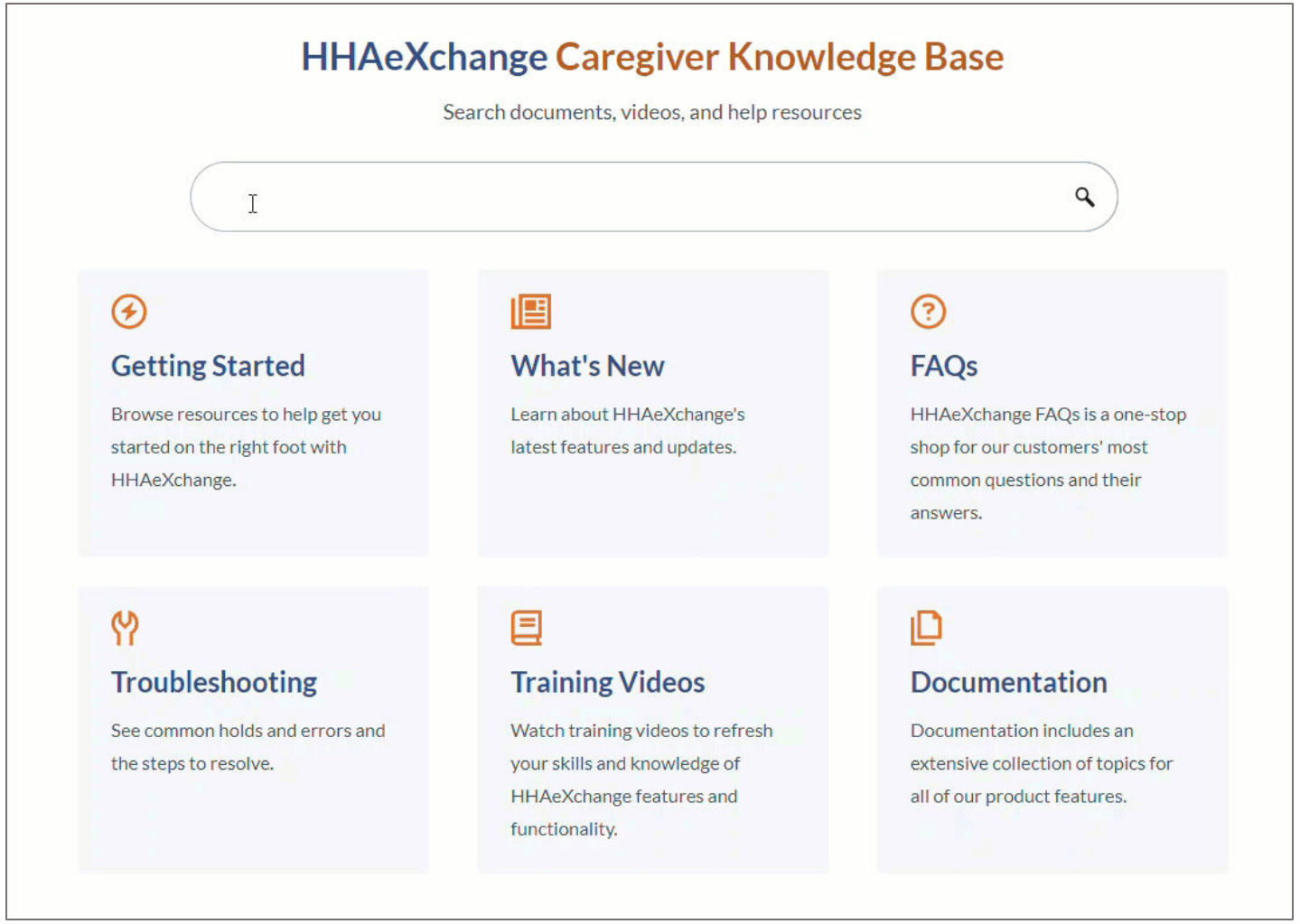
Caregiver Training Resources

- Caregiver Knowledge Base
  - Documentation
  - Videos
  - FAQs



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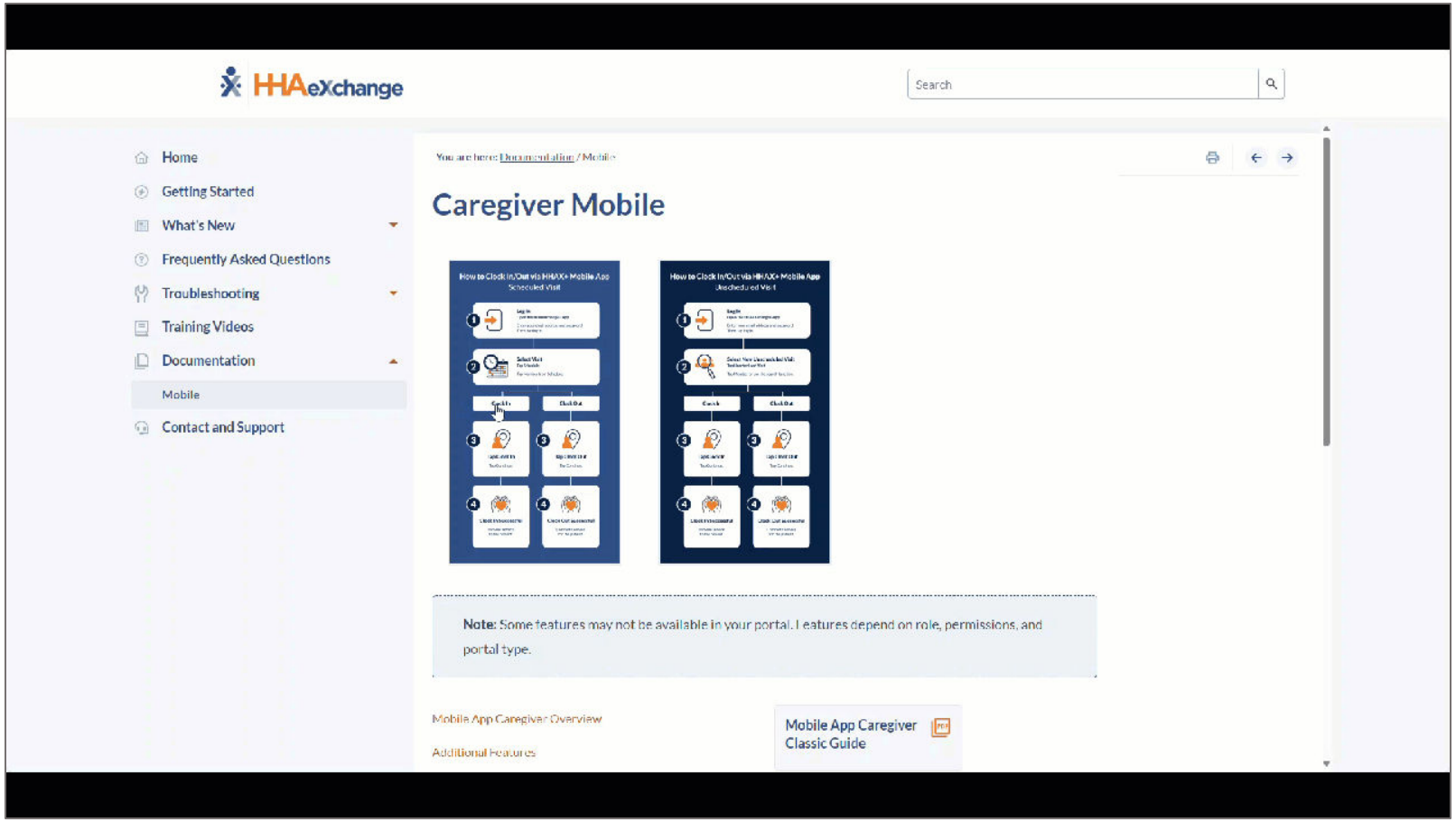
Caregiver Training Resources

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



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Caregiver Training Resources

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

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Key Takeaways

Step 1

Ensure your Caregivers are in HHAeXchange.

Enable EVV Access.

Step 2

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

Date: 10/1

Start collecting EVV. Go Live!

Tuesdays in Oct

Attend open hours training to answer your questions.

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Key Takeaways

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Key Takeaways

- Edit billing rates. Select payer setup>search payer> select payer> billing rates. Only edit the billing rate.
- Validate and verify office configuration, TIN, NPI, and Medicaid ID under secondary identifier.
- *Caregivers will need to communicate to you the mobile activation code to input in their profile. This is to allow linking of mobile app and provider portal.*
- *Caregivers will need the IVR phone number to call when clocking in out to document EVV.*

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Next Steps

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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.

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Florida Info Hub
Florida Information Center | HHAeXchange

FL Medicaid Web Portal Website
Florida Medicaid Web Portal.

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How To Resources

Knowledge Base: Training Videos

Getting Started Milestone 2

- How to search a Contract
- How to update Billing Rates
- How to Locate Time & Attendance Pin
- How to Locate IVR Phone Number
- How to Clock In & Out via IVR
- FOB

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Questions?

Register for
Milestone 3

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