Michigan: Milestone 2 Training

Payer Contracts

August 2024

Milestone 2 : Agenda

> MI Payer Contract Update

> Patient Placement Workflows

> How to search for contracts

> Provider Managed Patient Placement

> Payer Managed Patient Placement

> How to run List of Patients – ENT report

> Map To EVV Mastery

MI Payer Contracts
Update

Payer/Linked Contract Status

Waiver Program	Payer Data Available	Prepare caregivers and schedules (CMS EVV Compliance / Provider Go Live)	Begin Collecting EVV (no later than)
CHCP* 9 Payers *Medicaid Health Plans (MHPs)	8/19/2024	8/27/2024	9/16/2024
MI Choice 20 Payers	9/9/2024	9/16/2024	10/7/2024
Behavioral Health 46 Payers	9/9/2024	9/16/2024	10/7/2024
MI Health Link 6 Payers	9/9/2024	9/16/2024	10/7/2024

Provider Training
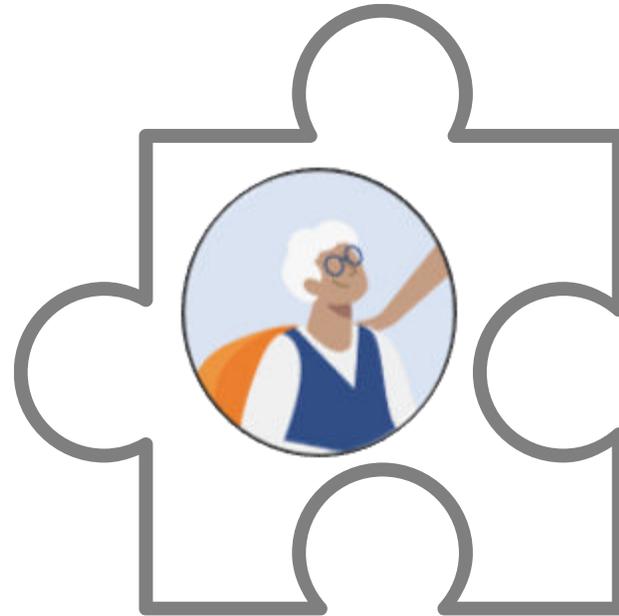# Patient Placement Workflow

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.

What is a Placement?
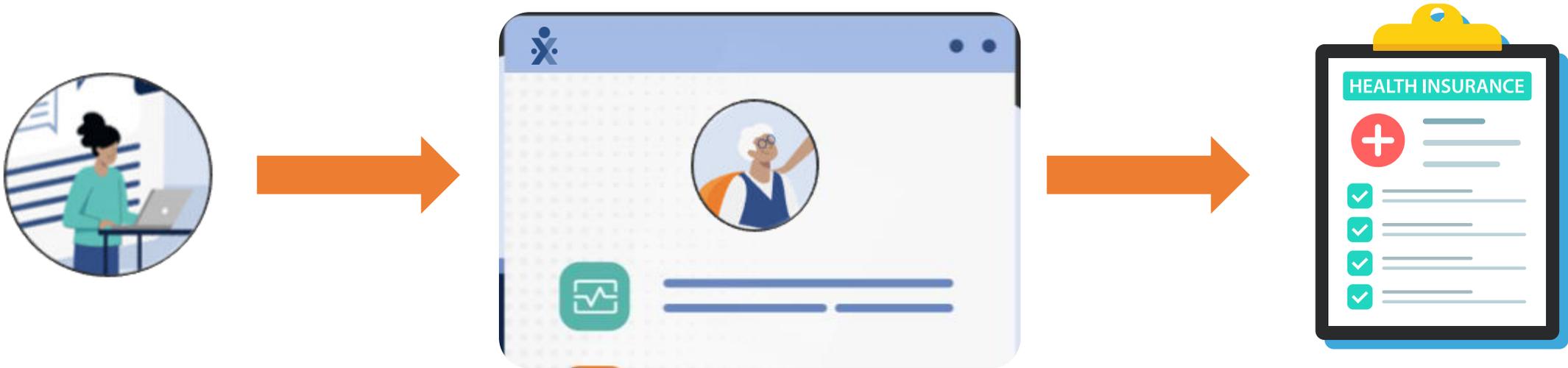

HHAeXchange
Payer Portal

HHAeXchange
Member Profile

HHAeXchange
Provider Portal

Provider-Managed Placement

Agency sends the Payer the member in HHAeXchange.

Payer-Managed Placement

Payer sends Agency the member in HHAeXchange.
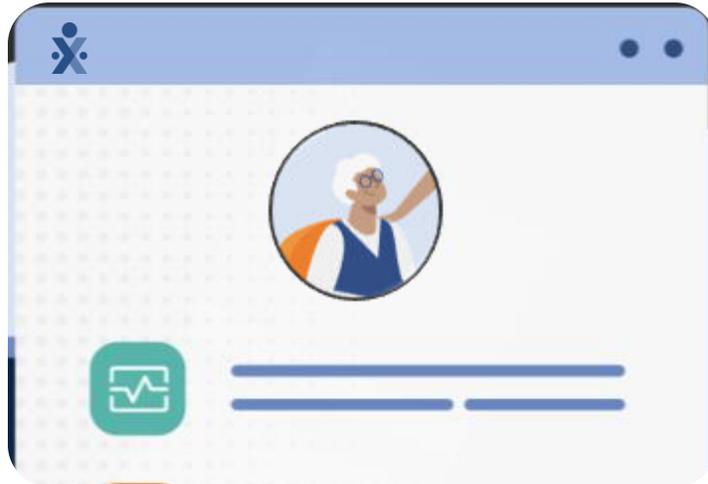
Payer /Linked Contract Status

Waiver Program	Placement Workflow
CHCP 9 Payers *Medicaid Health Plans (MHPs)	**Provider Managed**
MI Choice 20 Payers	**Payer Managed**
Behavioral Health 46 Payers	**Payer Managed**
MI Health Link 6 Payers	**Payer Managed**

How to search for a payer

1. Select the admin tab 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.

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Provider Managed Patient Placement Workflow

Provider-Managed Patient Placement Workflow

CHCP Starting on 8/19/2024

START → Search and review contracts

Are your CHCP contracts present? → No → Contact State of MI EVV Mailbox

Yes → Create your patients → Link contract to patient → COMPLETED
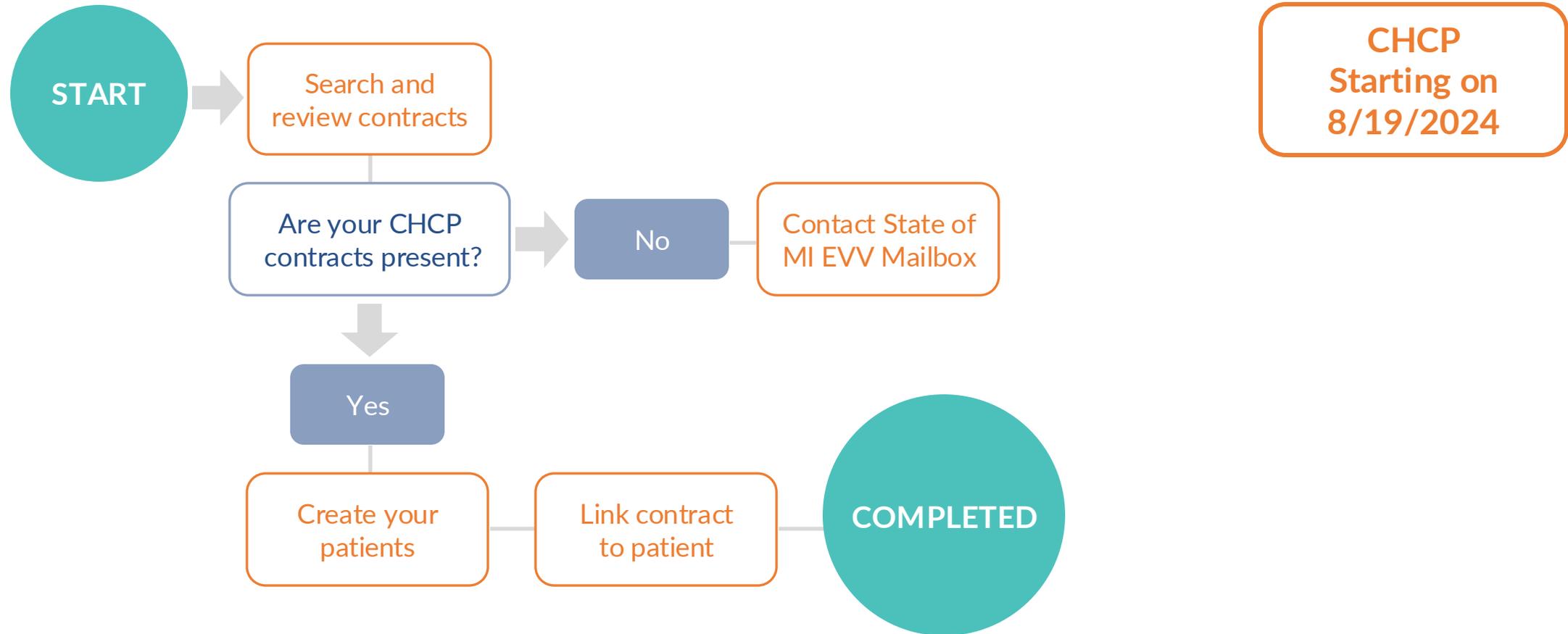
How to create members

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.

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

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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		

Provider-Managed Patient Placement Workflow Demo

Payer Managed Patient Placement Workflow

Payer-Managed Patient Placement Workflow

START → Search and review contracts

Are your MI Choice, Behavioral Health, and/or MI Health Link contracts present? → **No** → Contact State of MI EVV Mailbox

↓ **Yes**

Receive patient placements → Are the patients confirmed? → **Yes** → **COMPLETED**

↓ **No** → Accept pending placements → **COMPLETED**

MI Choice, Behavioral Health, MI Health Link Starting on 9/9/2024
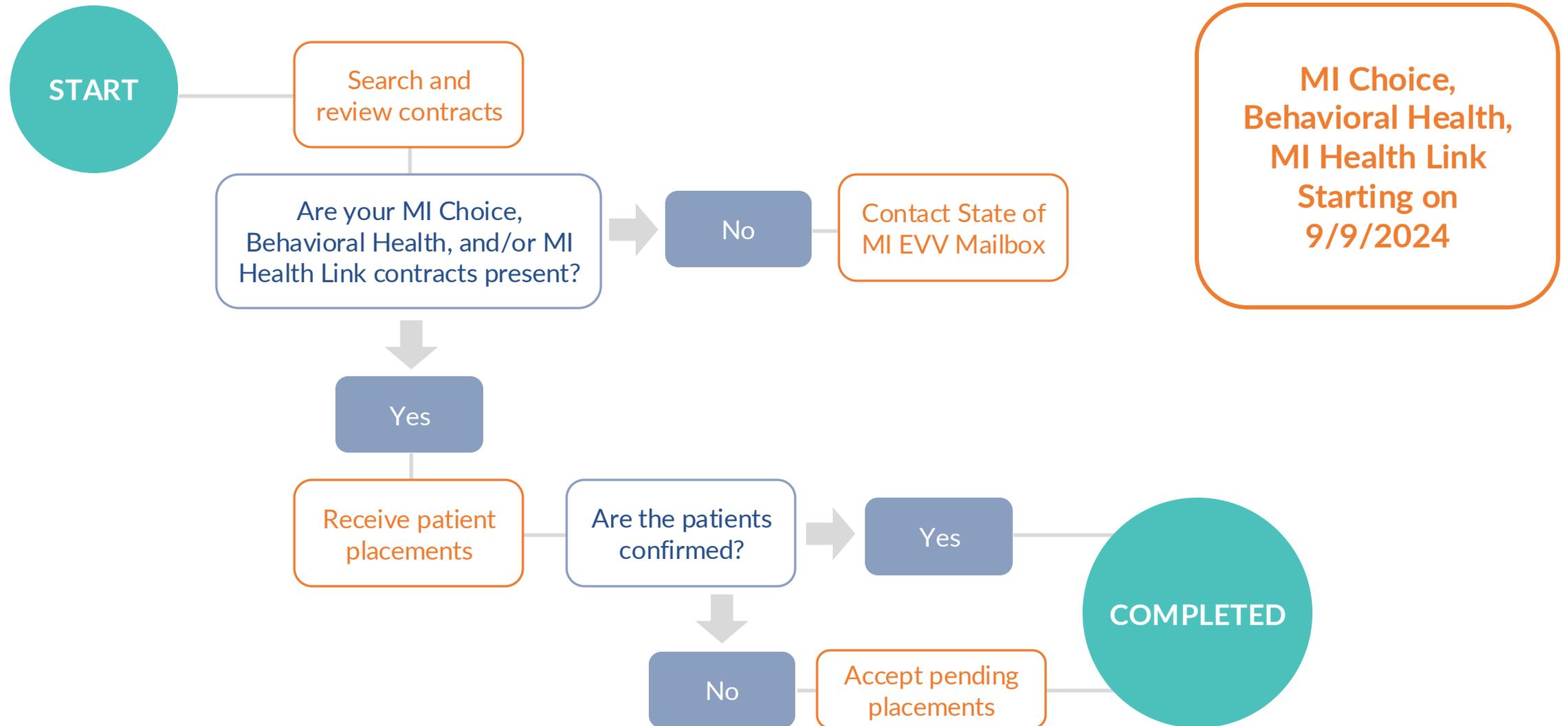
How to view confirmed placements

1. Start on your Homescreen.

2. Under the placements tab click on the Accepted with No Masterweek tab.

3. You can view some member details by clicking on the member's name.

4. Full member profile information can be found by searching member in the member search menu.

5. If your provider portal is configured with a single office, you will receive your member placements as confirmed.

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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.

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

Payer-Managed Patient Placement Workflow Demo

How to run the patient report

This census report can assist providers in reviewing member placement data in HHAeXchange.

1. To run the report select Report> member > List of members ENT.

2. Enter in the member data fields you would like to capture on the report

3. Print and download Excel.

Member Report Demo

Key takeaways

To find your linked payers go to Admin > Payer > Search Payer and select 'Search' to pull all linked payers.

In the Patient Profile, enter the required demographic information, member's accepted services, and address & phone number used for EVV.

The following are required in the member profile to successfully place the member: First Name & Last Name, SSN, Date of Birth, Medicaid ID

Key takeaways

If your provider portal is configured with a single office, you will receive your member placements as confirmed.

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

The List of Patient ENT report can assist providers in reviewing member placement data in HHAeXchange.

Next Steps

THE MAP TO
EVV MASTERY

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition

Provider Milestones

Beginnings Base Camp

Get Ready for EVV Webinar
✓ Register and Attend

Onboarding Form
✓ Submitted

Information Sessions
✓ Register and Attend

Get Moving Mountain

YOU ARE HERE

✓ **Milestone 1: Portal Access** *(All Providers)*

✓ **Milestone: EDI Onboarding**

Milestone 2: Payer Contracts *(All Providers)*

EVV Foundations Forest

Milestone 3: EVV Setup and Readiness

Provider Go Live

Milestone 4: EVV Collection and Management

CHCP Milestones

EVV Foundations Forest

Aug 19 : Begin entering Members & Placements

Aug 27: Milestone 3 Training: Scheduling & Caregiver EVV Readiness

Sep 16: Begin Collecting EVV

Sept 18: Open Hours

Sept 24: Milestone 4 Training : EVV Management

Oct 2: Open Hours

MI Choice, Behavioral Health, MI Health Link Milestones

EVV Foundations Forest

Sept 5: Payer Data Training

Sept 9: Begin reviewing Members & Authorizations

Sept 16: Milestone 3 Training : Scheduling & Caregiver EVV Readiness

Oct 7: Begin Collecting EVV

Oct 10: Open Hours

Oct 15: Milestone 4 Training

Oct 23: Open Hours

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
Michigan Info Hub
www.hhaexchange.com/Michigan

MDHHS
EVV Website
www.Michigan.gov/EVV

How To Resources

Knowledge Base: Training Videos

Getting Started Milestone 2

- How to Search Contracts
- How to Run Patient Report
- Provider Managed Placement Workflow
  - How to Add a Patient
  - How to Associate a Contract to a Patient
- Payer Managed Placement Workflow
  - How to Search and Edit Member Information

Questions?

**Michigan Information
Center Page**