Florida: Milestone 3 Training

Payer Data & Scheduling

August 2024

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Milestone 3 : FL AHCA Agenda

- Map to EVV Mastery
- How to review confirmed placements
- How to run a patient report
- How to update patient information
- How to verify auths/orders
- How to add Diagnosis Code
- How to schedule visits
- Next Steps
- Questions

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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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Florida AHCA Payer Contract

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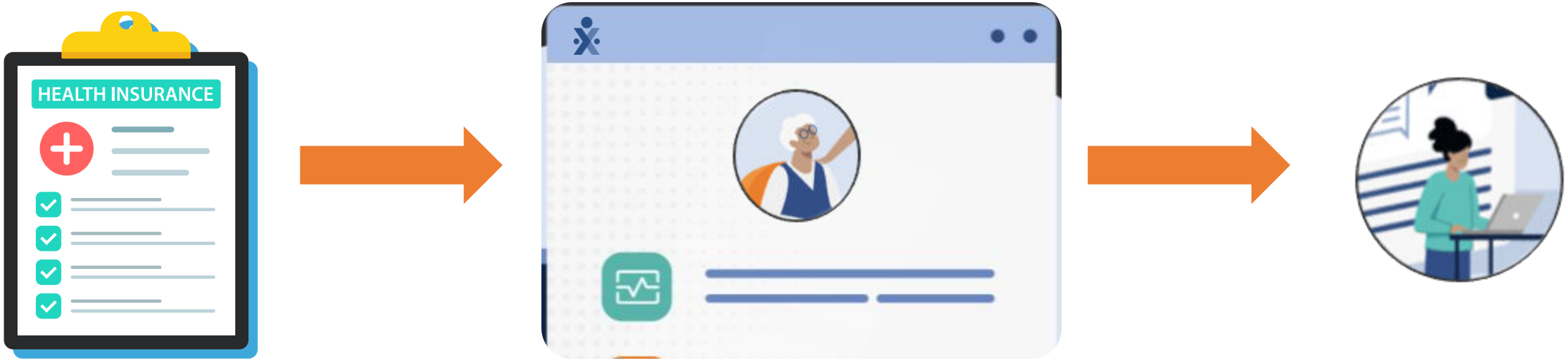
Payer-Managed Placement

Payer sends Agency the patient in HHAeXchange.



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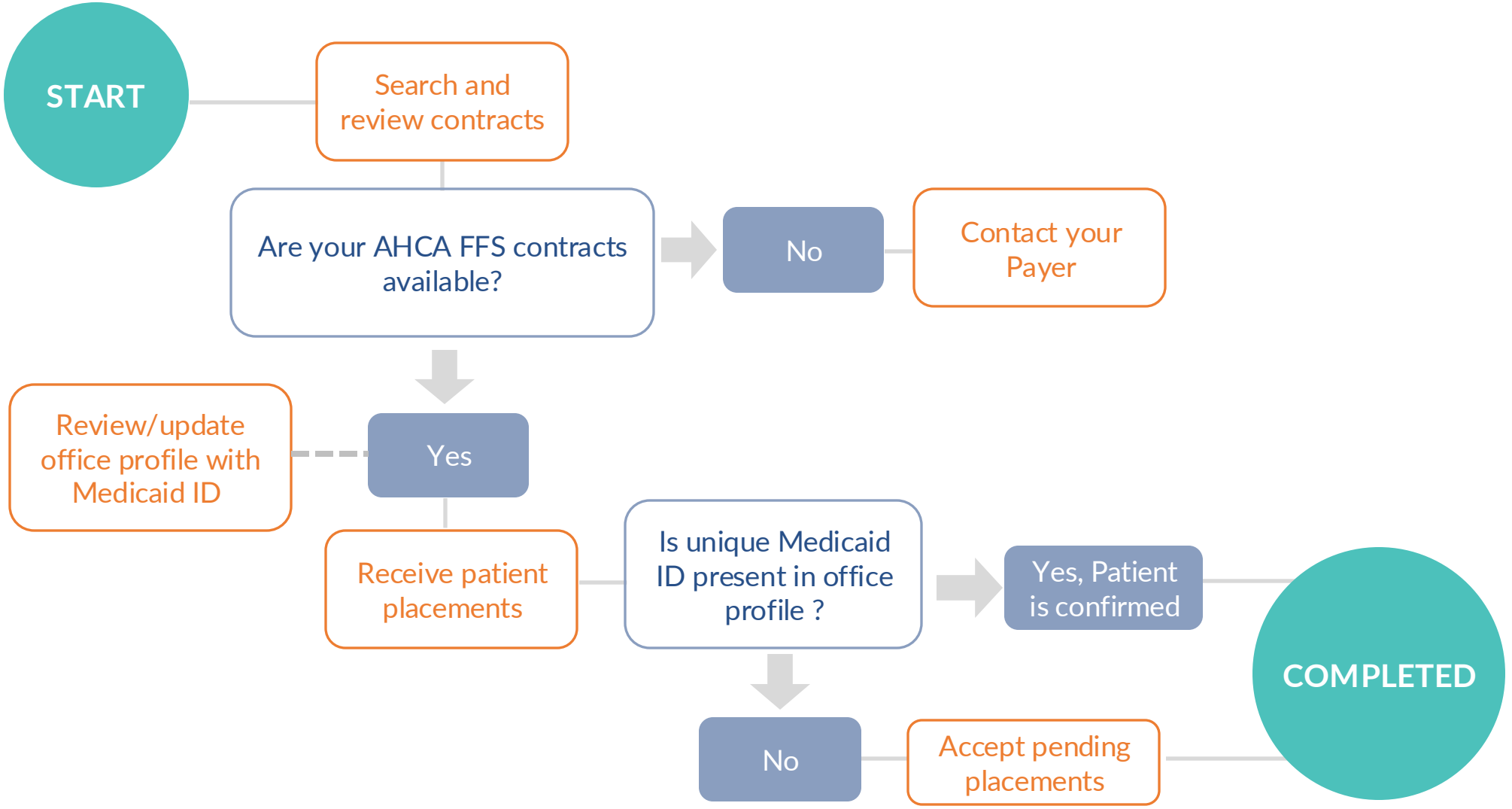
Payer-Managed Patient Placement Workflow



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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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Review Placements

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EVV Foundations Forest

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.

Note: *Ensure your office setup configuration is correct.*

How to update patient information

1.Review patient information.

2. If needing to add a secondary address or phone number, you can by clicking on edit.

3. The caregiver employment type must match member discipline to be scheduled.

Note: *Editing demographic information or adding address or home phone numbers will not synch back to FL AHCA.*

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.

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 diagnosis code

1. Search for patient.
2. Click on Auths/Orders tab (left side)
3. Click on ellipsis under actions column, click on view/edit. Click on add, under billing diagnosis code.
4. Ensure you are making it a primary

Note: *Diagnosis code can be added under the Contract/Insurance Tab.*

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		

HHAeXchange Demo

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Scheduling

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EVV Foundations Forest

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.*

EVV Foundations Forest

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.*

Provider Training

Scheduling DEMO

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Key Takeaways

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Key takeaways

- Editing demographic information or adding address or home phone numbers will not synch back to FL AHCA
- Diagnosis code can be added under the Contract/Insurance Tab.
- When scheduling, if the caregiver employment type does not match the patient discipline, the caregiver cannot be scheduled.
- When creating a master week, you must update the schedule to the patient calendar to initiate the roll over.
- Ensure your office setup configuration is correct, TIN/NPI and Medicaid ID.

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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.

HHAeXchange Florida Info Hub
Florida Information Center | HHAeXchange

FL Medicaid Web Portal Website
Florida Medicaid Web Portal.

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How To Resources: Milestone 3

Knowledge Base: Training Videos

Scheduling

- How to Create an Individual Visit
- How to Create a Master Week

Review Placements:

- How to Review Placements
- How to run a Patient Report
- How to Edit Patient Information
- How to Verify Auths/Orders
- How to add a Diagnosis Code in Authorization

Guides:

Billing Diagnosis Guide

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Questions?

Register for
Milestone 4

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