Highmark Wholecare: Milestone 1 Training

Portal Access

October 2024

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Milestone 1 : Agenda

- Map To EVV Mastery: Milestone 1
- How to log into HHAeXchange
- How to reset your password
- How to set up new users
- How to create caregiver profiles
- Demo
- Enable EVV Access
- How to run 'List of Caregiver' report
- Caregiver EVV Readiness
- 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 1: Portal Access *(New Providers)* : *Oct 1*

Milestone: EDI Onboarding : Oct 3

EVV Foundations Forest

Milestone 2 & 3: Payer Contract, Payer Data and Scheduling: Oct 9

Milestone 4: EVV Management: Oct 16

Begin Billing Bay

Milestone 5: Billing in HHAX Oct 23

Provider Go Live: Nov 1

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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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Get Moving Mountain

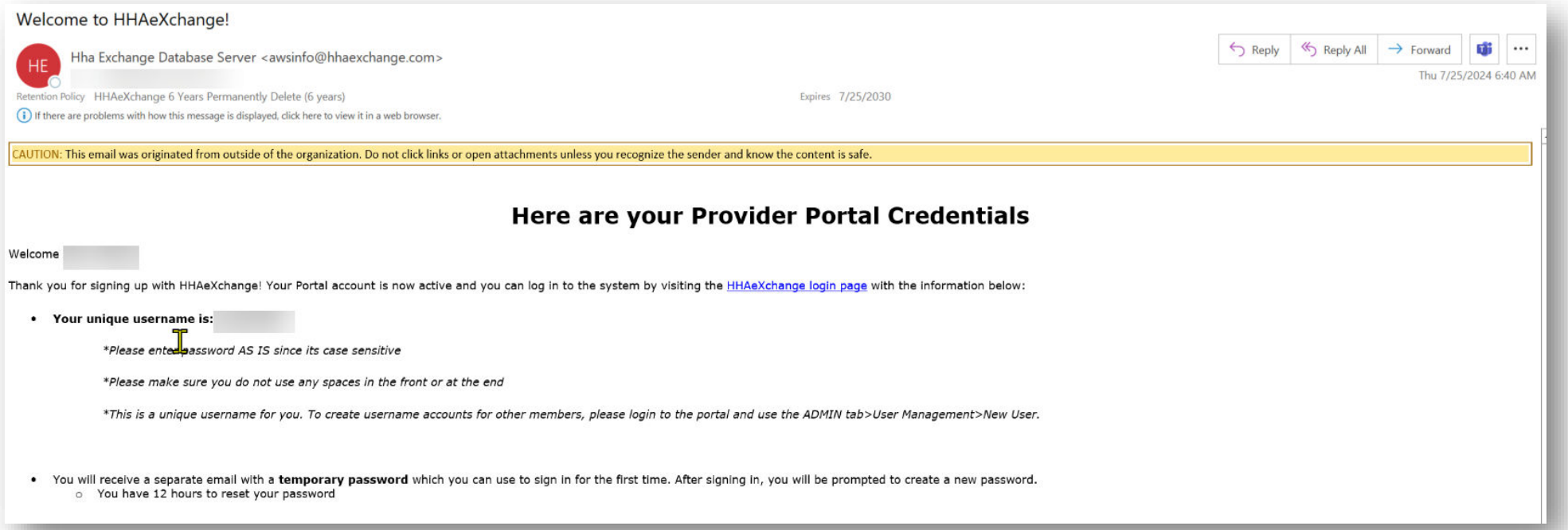
How to Log-In

The person who completed the EVV onboarding form will receive the initial login credentials.

<u>To Log-In</u>

1. Go to hhaexchange.com.
2. Select "Login."
3. Enter your username and password.
4. Select "Log in."

Initial Login : Primary User



Welcome to HHAeXchange!

HE Hha Exchange Database Server <awsinfo@hhaexchange.com>

Reply | Reply All | Forward

Thu 7/25/2024 6:40 AM

Retention Policy HHAeXchange 6 Years Permanently Delete (6 years) Expires 7/25/2030

If there are problems with how this message is displayed, click here to view it in a web browser.

CAUTION: This email was originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Here are your Provider Portal Credentials

Welcome

Thank you for signing up with HHAeXchange! Your Portal account is now active and you can log in to the system by visiting the HHAeXchange login page with the information below:

- **Your unique username is:**

  Please enter password AS IS since its case sensitive

  Please make sure you do not use any spaces in the front or at the end

  This is a unique username for you. To create username accounts for other members, please login to the portal and use the ADMIN tab>User Management>New User.

- You will receive a separate email with a **temporary password** which you can use to sign in for the first time. After signing in, you will be prompted to create a new password.
  - You have 12 hours to reset your password

- If you have not done so already fill out the onboarding form: Pennsylvania Home Health HHAeXchange Provider Enrollment Form

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How to Reset your Password

1. Click "Forgot Password" on the login screen, enter your username and email, then select "Send Email."

2. Check your email for a reset link and follow the instructions to create a new password match our Password requirements.

3. Return to the login screen and log in with your new password.

Get Moving Mountain

How to Create New Users

1. Go to **Admin > User Management > New User**. Create a username & enter last name, first name, email, and select the role.

2. Associate an office with the user by selecting the correct office in the office setup section and clicking save.

3. The user will receive an email to create a password and can log in.

Get Moving Mountain

How to Create Caregiver Profile

1. Go to the **Caregivers** menu and select **New Caregiver**.

2. Select the **Caregiver Type** as employee, fill in the required demographic fields, and set the correct **Employment Type**.

3. To finish add the address, set the **Notification Preferences** and select **Save**.

Note: EDI/Integrating provider will import caregiver records from their third-party EVV vendor into HHAeXchange.

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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Caregiver Training
Enable EVV Access

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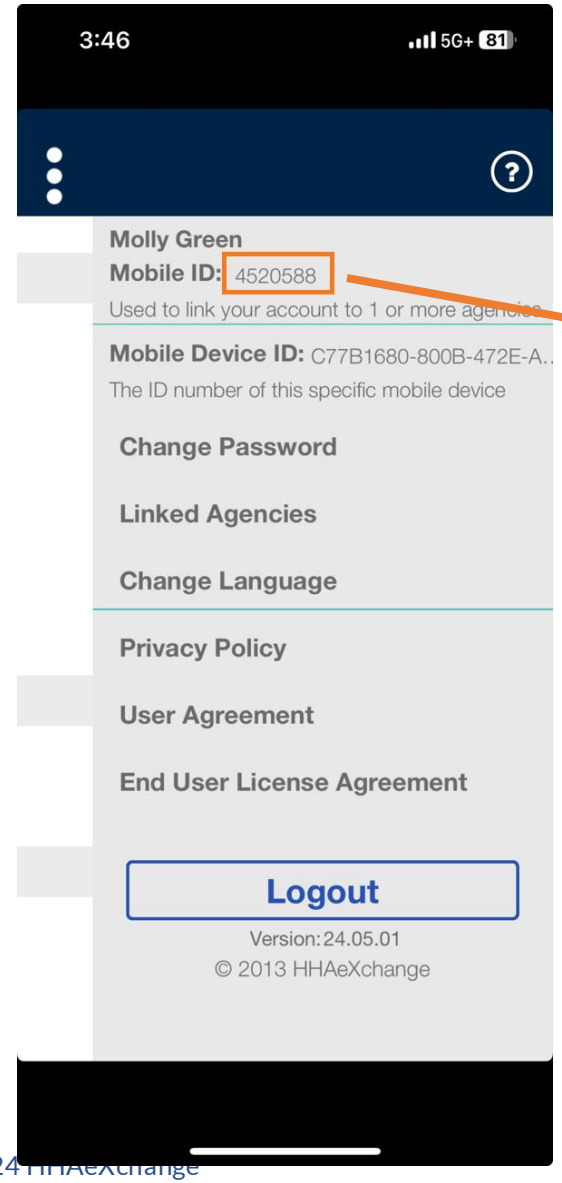
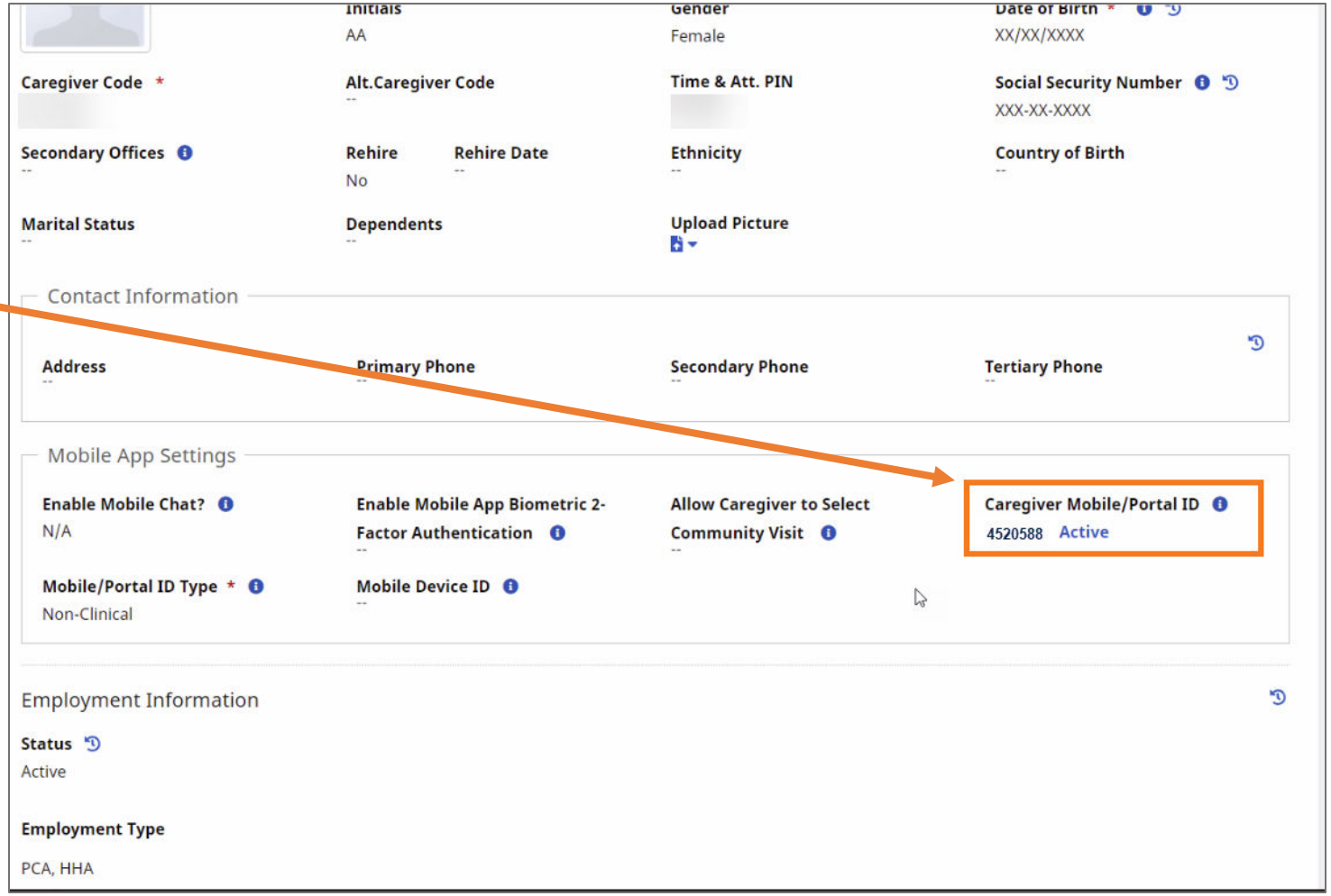
How to Input Caregiver Mobile ID.

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.*

Get Moving Mountain

How to Validate Caregiver Data

1. Go to **Reports**> **Caregivers**> **List of caregivers ENT**.

2. Select the office information, choose which columns appear in the report, and select print Excel.

3. The report will be downloaded; open it and select the **Detail Data** tab to view the caregiver roster.

Enable EVV Access 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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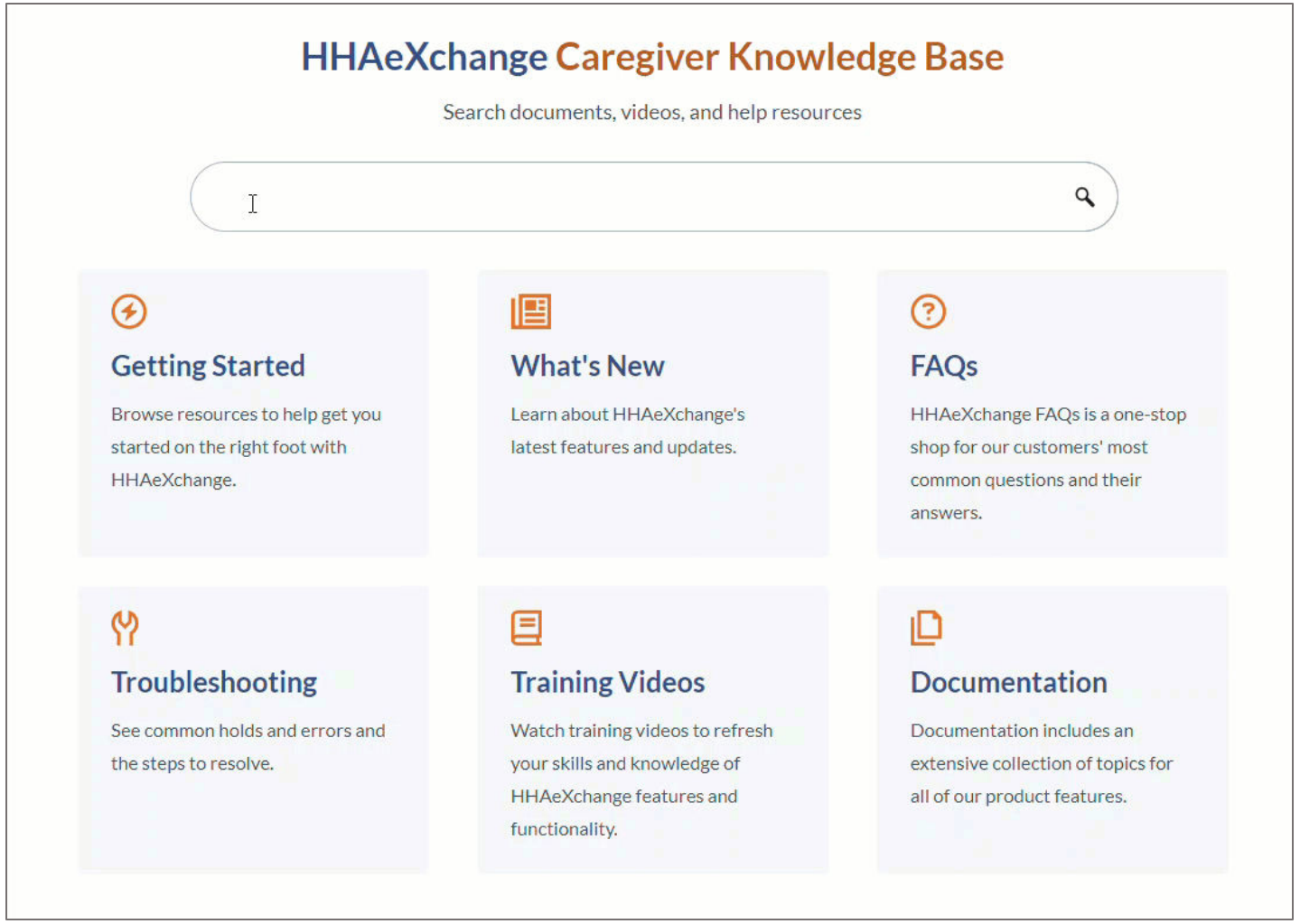
Caregiver Training Resources

- Caregiver Knowledge Base
  - Documentation
  - Videos
  - FAQs



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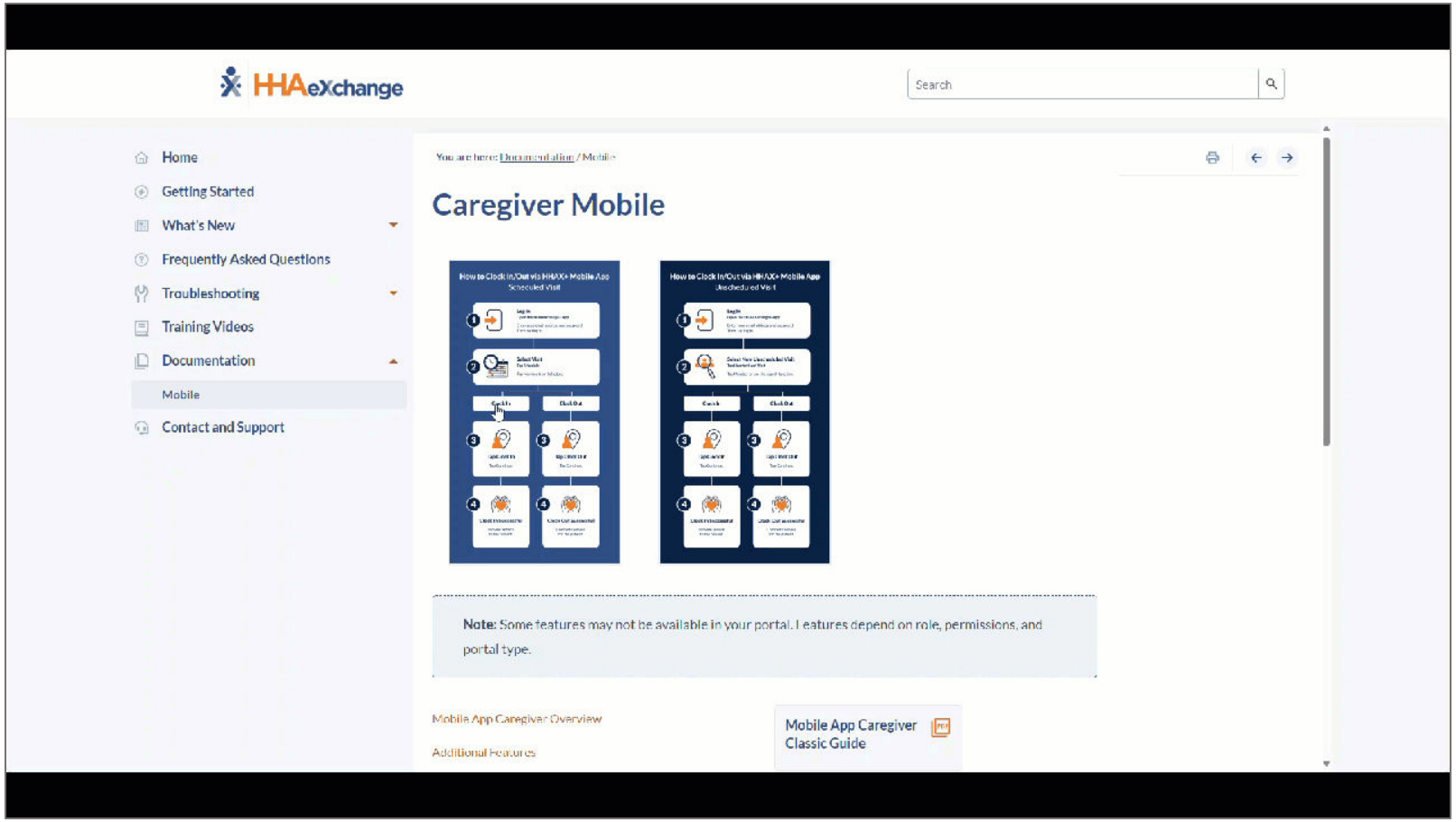
Caregiver Training Resources

- 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: 11/1

Start collecting EVV. Go Live!

Tues & Fri in Nov

Attend open hours training to answer your questions.

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Key Takeaways

- Initial user credentials will be sent to the person that completed the EVV onboarding form.
- Check your email for a reset link and follow the instructions to create a new password that matches our password requirements.
- When creating a new user, associate an office with the user by selecting the correct office in the office setup section and clicking save.
- EDI/Integrating provider will import caregiver records from their third-party EVV vendor into HHAeXchange.

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Next Steps

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Next Steps: Provider Milestones

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Provider Go Live: Nov 1, 2024

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Get Moving Mountain

Milestone 2 & 3

Payer Contracts/Data & Scheduling

How Do I Register?

- Use the QR code on this slide
- Complete the Zoom Registration Form
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone 2 & 3?

- All Providers
- Agency Administration

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.

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
Pennsylvania Info Center
Pennsylvania Information Center | HHAeXchange

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How To Resources

Knowledge Base: Training Videos

- How to Use the HHAeXchange Knowledge base
- How to Log Into HHAeXchange
- How to Reset a HHAeXchange Password
- How to Create a New User
- How to Set Up a Caregiver
- How to Run list of Caregiver Report

Caregiver Knowledge Base: Training Videos

- Get Started with the HHAeXchange Mobile App
- EVV Overview
- Clock In and Out via IVR

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Questions?

Register for Milestone 2 & 3

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