Frequently Asked Questions – MS Home Health Services

The following are a list of Frequently Asked Questions (FAQs) can be used by System Users for the Mississippi Division of Medicaid (MS DOM) EVV Implementation for **Home Health Care Services Providers**

For any additional information regarding this implementation, please visit Mississippi's State Info Hub for resources, trainings, and communications.

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Disclaimer: Please note that some PDFs and Guides may include extra features and system functionalities that apply to Enterprise Providers who utilize a paid version of the software.

Program

What is HHAeXchange's role in Mississippi?

HHAeXchange is contracted with MS DOM as the EVV Solution. Through HHAeXchange, the State is providing you with a Free EVV solution to manage members, schedule, confirm EVV compliant visits, and bill claims. Each provider will have one portal that will allow them to manage EVV across all members they service in the state.

What steps do I need to take to successfully begin implementing HHAeXchange?

All information regarding EVV compliance is published on the Mississippi EVV Information Center. As a Provider in Mississippi, take the following steps:

- Complete the Mississippi Provider Set Up:
  - MS DOM Provider Portal Set Up Form
- Follow the directions outlined in the MS DOM Welcome Packet for Phase 2 EVV Providers.
  - MS DOM EVV Welcome Packet
  - EDI Provider EVV Welcome Packet
- Complete your Learning Management System Coursework
  - Sing up for HHAeXchange University
  - Third-Party EVV (API) Integration Training

Where can I find additional information from Mississippi on EVV?

Mississippi DOM maintains a EVV-specific webpage that Providers can review for updated program information (MS DOM EVV). Visit the HHAeXchange Mississippi EVV Information Center to access all Mississippi EVV information.

Agency & Office Administration

I need to add or deactivate a staff member and need a new user ID. Who should I contact?

Users with the ADMIN Role at your Agency can create New Users in the HHAeXchange system. These credentials must not be shared amongst staff at your agency. Refer to the Creating New HHAeXchange Users Job Aid for instructions.

What should I do if my password doesn't work?

To troubleshoot common password issues, request the user to check the following:

- Is the Login name entered correct?
- Is [Caps Lock] selected?

If these troubleshooting tips do not work, the Super User can reset passwords for other users as follows:

1. Locate the user (***Admin > User Management > User Search>Search***)

2. Click on the Action Icon, and select **Change or Reset Password** on the *Update User Account* Page (top right corner of the screen)

If I forget my password, will I get locked out after too many attempts?

The system allows up to 4 attempts at login. Thereafter, the User needs to contact the Agency Administrator (Admin Role) to unlock or reset their password.

How can I enable or disable permissions?

Only a "Admin" has the rights to enable/disable permissions for a role. To change permissions, the Super User is to follow the steps below:

1. Locate the user (***Admin > User Management > Edit Role***)
2. Select the **Section** (and optionally the user's **Role**) for the permission, then click **Search**.
3. Grant or remove individual permissions using the checkboxes and **Save**.

Refer the Super User to the HHAX Admin Functions Process Guide for further details.

I enabled or disabled a permission(s), but nothing happened?

If a permission has been changed, instruct the user to exit their active session and log in again to the system to see the effect of the permission change.

What are the different user Roles in HHAX?

HHAeXchange offers three user roles: **Admin**, **Coordinator**, and **Billing**. The **Admin** role provides full access to all functionality in HHAeXchange and is typically assigned to agency directors, administrators, or office managers. The **Coordinator** role is designed to support scheduling, case management, and caregiver management workflows, and does not include access to the Admin or Billing modules. The **Billing** role provides the permissions needed to complete billing workflows in HHAeXchange.

How can I make sure my Offices are set up properly?

It is imperative that you have your offices and agency profile edited accordingly in order to bill out of HHAeXchange. You can review the Administration in HHAeXchange video for additional content and learning. Please ensure that your Agency TAX ID, NPI and Secondary Identifier (Provider Medicaid ID) is set up properly for Billing purposes. You can confirm your MESA identifiers in your MESA Provider Portal, or by emailing EVV@Medicaid.MS.Gov.

Patient and Placement Info – Home Health Workflow

I don't have a prior Patient Authorization, what do I have to do in the system?

Home Health Providers will follow an "auto placement" process in which you (The Agency) will create your active Patients, Add your Payer Contract, Add your Diagnoses Code and rates.

- **Please Note:** Where applicable by DOM policy, PA is still required and it will come from the UM/QIO if a PA is issued.

I cannot find any of my patients? Do I need to create them?

Home Health Providers will follow an "auto placement" process in which you (The Agency) will create your active Patients, Add your Payer Contract, Add your Diagnoses Code and rates.

- **Please Note:** Where applicable by DOM policy, PA is still required and it will come from the UM/QIO if a PA is issued.

How do I add a Physician for a Patient?

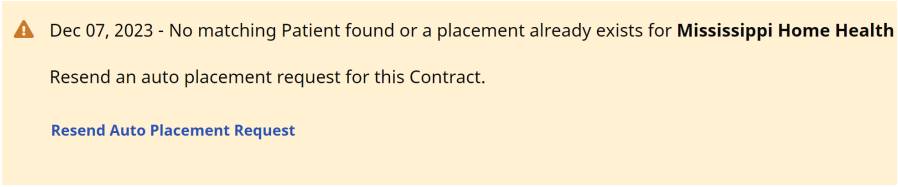
Home Health Providers must add physician information to HHAeXchange and assign the physician to each member prior to billing.

- Physician Setup

Third-Party Providers can complete physician setup and assign to member via API. Please contact EDI support for information and API setup.

I created my Patient but I am receiving a Placement rejection notice? What do I do?

Providers may notice that if they review their Patients > Contract Tab a message that the placement has rejected (see below).



Providers must verify that the information they submitted for the patient matches the following information:

- First and Last Name
- DOB
- Medicaid ID

Once you review that the information is correct, you can select the option to "Resend Auto Placement Request" to MS DOM to successfully place your patient with the MS DOM Home Health Contract.

Caregiver Management

Do we have to enter in our Caregivers or do they get loaded by the State?

Caregivers can be either manually entered **(Caregiver > New Caregiver),** or by using the Caregiver Bulk Import.

Is there a way to add all my Caregivers by uploading an excel/csv file instead of adding them one by one

Yes, use the Caregiver Bulk Import Process Guide for instructions on how to import multiple records into HHAX.

- **Please Note:** There is a minimum count of Caregivers of fifty (50) to utilize the Caregiver Bulk Import. If your agency has fifty (50) or less Caregivers, you will enter them manually.

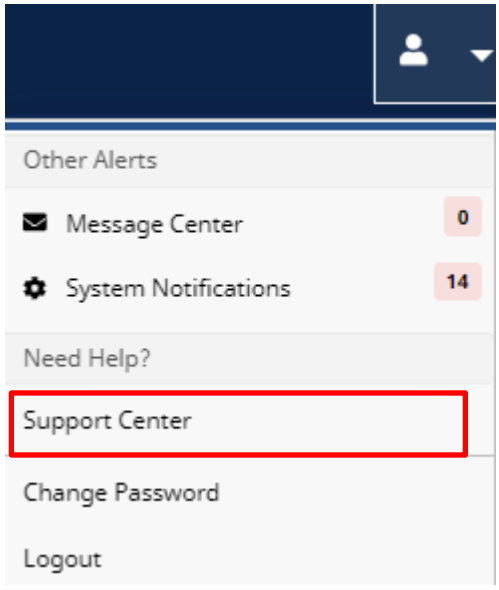
Is there a minimum number of caregivers I can submit in a Caregiver Bulk Import?

Providers are encouraged to manually enter Caregiver information if they have a census of 50 caregivers or less. If your agency has 50+ Caregivers that require entered in the HHAX system, please submit a ticket via our Client Support Portal.

Where can I access Training Support and Resources for my agency and caregivers?

Once you have logged into your HHAX Provider Portal, you can click on the top right far left corner of your screen, with the people icon and select the Support Center Tab. (See Image Below)

The Support Center tab holds all process guides, videos, and PDFs detailing the functionalities of our system



Will providers be able to assign more then 1 caregiver to a client?

Yes, you can assign multiple caregivers to a member.

Communications

Can providers communicate via HHAX with MS DOM directly?
Yes. Providers can utilize the Linked Communications function within their HHAX Provider Portal to send MS DOM a message. Please note there are specific reasons to reach out to the state for via the HHAX system. You can review the Member Notes and Linked Communication training here as well.

EDI/Third Party EVV Vendor

If I have my own EVV solution, what steps do I need to complete to be ready for the EVV mandate?
To integrate between your 3rd Party Agency Management System and HHAX, Providers using a third party EVV system are required to comply with both the business requirements and technical specifications listed below; also accessed via the HHAX website. The first step is to review the content of the packet and initiate contact with HHAX to begin the integration process. Technical Specification document: HHAeXchange EVV API Technical Specifications MS Visit the Mississippi EVV Information Center EDI Providers can also review the EDI Onboarding Webinar for more information on how to successfully integrate with our system. Please note that EDI providers will submit Caregiver Bulk Import requests via their interface. For claims submissions, Home Health providers will have to add their Attending Physicians Information in HHAX under the Patient's Profile > Physicians.

Do providers have a deadline for sending their EDI date to HHAX?
Yes. Providers must be sending begin to send data to HHAX beginning 12/11/2023.

Once providers enter schedules in their 3rd party system, will it need to be re-entered in HHA or will this crossover automatically once we enter schedule?
If you are using a 3rd party EVV system then you will have to integrate with HHAX's system to send that data over. More information on EDI onboarding can be found on the State Info Hub under EDI Process.

Scheduling and Visits

Do we have to use the calendar for scheduling?
Scheduling is optional for Mississippi providers ○ Providers can schedule a single visit or can utilize the HHAX Master Week to create a rolling schedule ○ Scheduled services that are not performed should be marked as a Missed Visit with the appropriate reason and action taken.

What happens if you schedule a visit and an employee does not make it there on time for whatever reason? Do we manually adjust?
You can manually adjust the schedule time if they clocked in or clocked out outside of the window.

If there is an employee who is not computer or tech savvy are they allowed to use another method to clock in/out?
There are 2 options for EVV data collection. The mobile app is the preferred method. If the mobile app cannot be used, the member may authorize the DCW to use their home phone or mobile phone to clock in/out using IVR telephony.

What are skilled versus non-skilled visits?
Skilled visits involved care provided by a Licensed Medical Professional. Non-skilled visits involved assistance with daily routines, grooming, and support.

Are paper timesheets required for services confirmed manually?
For Home Health, providers must maintain currently required documentation (clinical notes, summaries, etc.) to substantiate the provision of services on manually entered visits, IVR visits and mobile app visits.

Claims & Billing

Is claims submission optional or mandated through HHAX?
Claims Submission out of HHAeXchange began December 11, 2023. We are aware of technical issues for Home Health providers. If you are a Home Health provider, MESA will remain partially available until all issues are resolved. We will continue to provide updates to providers regarding all known issues.

When billing, the diagnosis codes were available in LTSS, where will these codes be available?
Providers are required to obtain and manage diagnosis codes for each member.

Will MESA still be available for Home Health Providers?

In instances where data is missing that is required for EVV capture or claims submission, providers will continue to have temporary access to the MESA system for claims submission.

Once all implementation issues are resolved, hard edits will be implemented in MESA to ensure that claims are submitted appropriately through the EVV.

Are visits where Medicaid is the secondary payer subject to EVV?

Yes. Visits where Medicaid is primary or secondary payer is subject to EVV. Additional information on secondary billing can be found on our Knowledge Base at Secondary Billing.

EDI providers can submit secondary billing via API. Please review the MS API Guide for additional information on submitting secondary claims.

EVV Methods: Mobile App and IVR

Which app am I downloading as a Caregiver/Agency?

The HHAeXchange+ Mobile App is available on the Apple Store and Google Store for download. Please note, download the app titled "HHAeXchange+". It will be the first result you get on your search.

If the caregiver is using the mobile app, what happens when they are in an area where the data does not work? Will the app use their data plan once they are back in a service area?

The HHAeXchange+ app will not require direct care staff to use their personal data plans. HHAeXchange mobile app has a feature called offline mode which allows caregivers to clock in and out via GPS coordinates for instances like this. Initial Setup must be completed in an area with connection (i.e. free wifi, etc.). Once completed, clock-in and out can be done in offline mode. The clocks will then be loaded successfully once they get back in range for cellular connection or Wifi.

How do I reset mobile app password for my caregivers?

A caregiver can reset their own password directly from the login screen using the "Forgot Password?" link.

What if the caregiver does not have Wi-Fi connection or internet access?

Caregivers can turn on Offline Mode. With this feature enabled, Caregivers can Clock IN/OUT successfully while offline. Review this process with the Caregiver Mobile App Process Guide. (Offline Mode p. 62) Additional information can be found on the Support Center by entering "Offline Mode" on the Search Bar icon.

How do I find my IVR line as a provider?
Once you have logged into your HHAX Provider Portal, click on the "Admin" tab at the Menu Bar and then on "Agency Profile" to view the IVR Line. If your IVR line is not populating, please submit a ticket via the Client Support Portal and include the following information: Your Agency Name, TAX ID, and email address. You can find additional information on setting up and using offline mode at Offline Mode Setup and Offline Mode Worker Guide.

Does telephone option require the use of client's landline? What if client does not have a landline?
The call must be made from the member's phone number on file. This can be a landline phone or mobile phone.

Support

Where can I get support?
For questions or help with HHAeXchange, please contact the Client Support Team: • HHAeXchange Client Support Portal • Phone: 1-855-400-4429 Visit your Mississippi EVV Provider Information Center to access all information related to this implementation.

Will the HHAX Support Desk be available 24 hours?
The HHAX Support Desk operates from 7:30 a.m. -7:30 p.m. EST, Monday-Friday. Please submit a request through or Client Support Portal for all requests.

LMS

Where/How can I access the Learning Management System?
The HHAeXchange Learning Management System can be accessed through the link below: Sing up for HHAeXchange University Third-Party EVV (API) Integration Training