



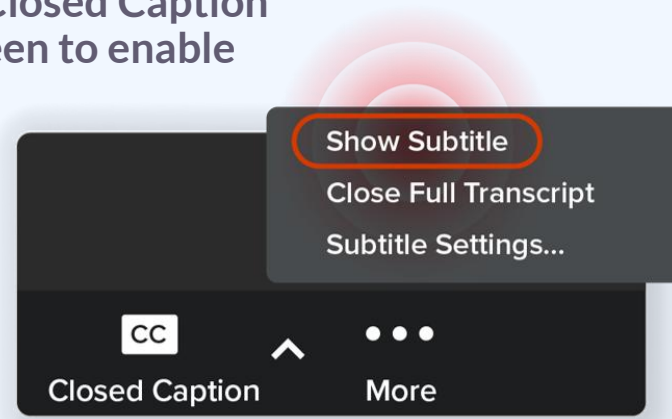
**Our Webinar Will
Begin Shortly**



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Fidelis Care: e-Billing in HHAeXchange Info Session

July 2026

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speakers



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Ashley Cho

Role: Sr Training Specialist

Tenure: 5 years

Areas of Expertise: Billing and Revenue Cycle



Anna Rinskaya

Role: Manager, Provider Relations

Tenure: 2 years



agenda

- What's Changing with Fidelis
- EVV Overview
- What This Means for Your Agency
- Current Tools in HHAEExchange
- Upcoming Training Opportunities
- Q&A



Overview

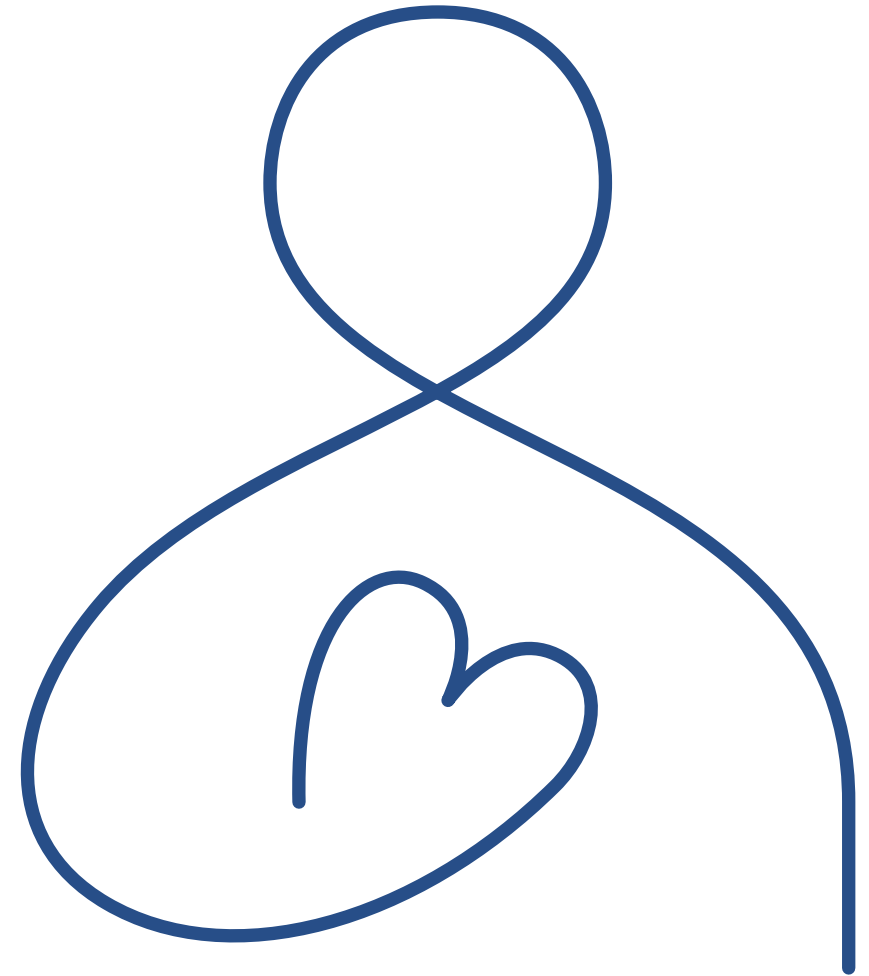


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Fidelis Care NY is implementing a new billing mandate requiring providers to submit visits and claims through HHAeXchange. This session will explain the implementation timeline, the impact of soft and hard billing edits, and the operational steps your agency should take now to ensure claims continue to be paid without interruption.

Who should take this training?

Agency Administrators, Office Managers, Scheduling Coordinators, and Billing Managers in New York



➤ Objectives of Today's Webinar

You will be able to:

- **Understand** Fidelis Care NY's billing implementation timeline.
- **Identify** the operational changes your agency should make now to prepare for billing through HHAeXchange.
- **Leave** today's session with a clear roadmap to prepare your agency before billing enforcement begins.





What's Changing with Fidelis



➤ What's Changing with Fidelis Care

and Why It Matters

New Service Code
Updates



Soft Edits Begin
August 1, 2026



Hard Edits Begin
November 1, 2026

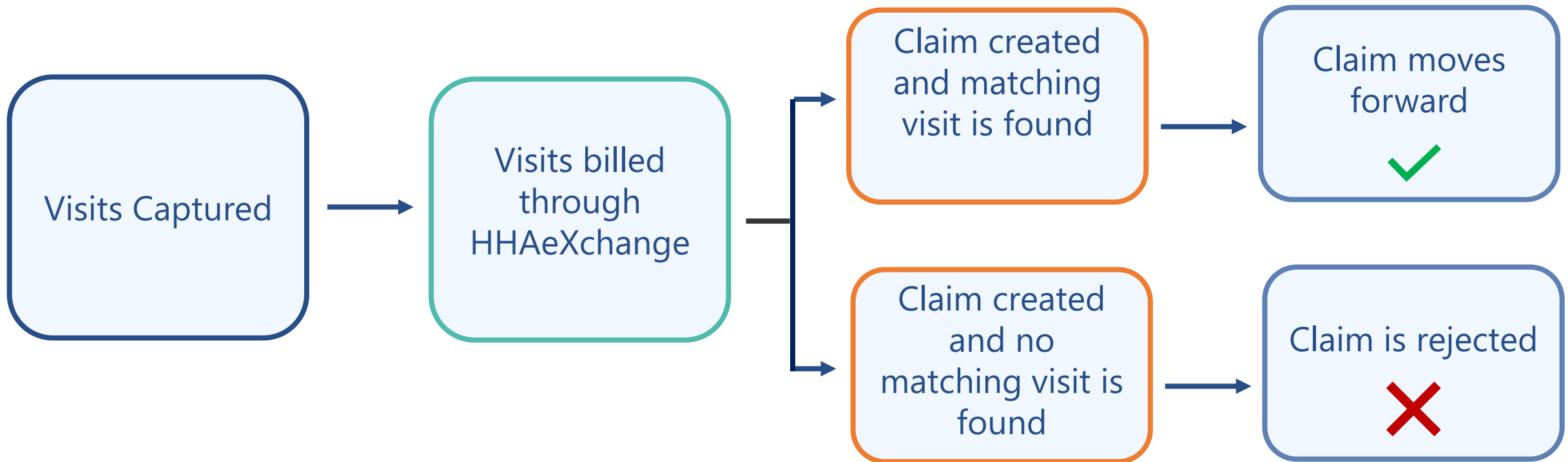


The goal is to be ready before enforcement begins.



➤ How Claims Will be Tracked

 **Reminder:** Starting 11/1, Every claim must match a completed visit in HHAeXchange before it can be paid.





EVV Overview



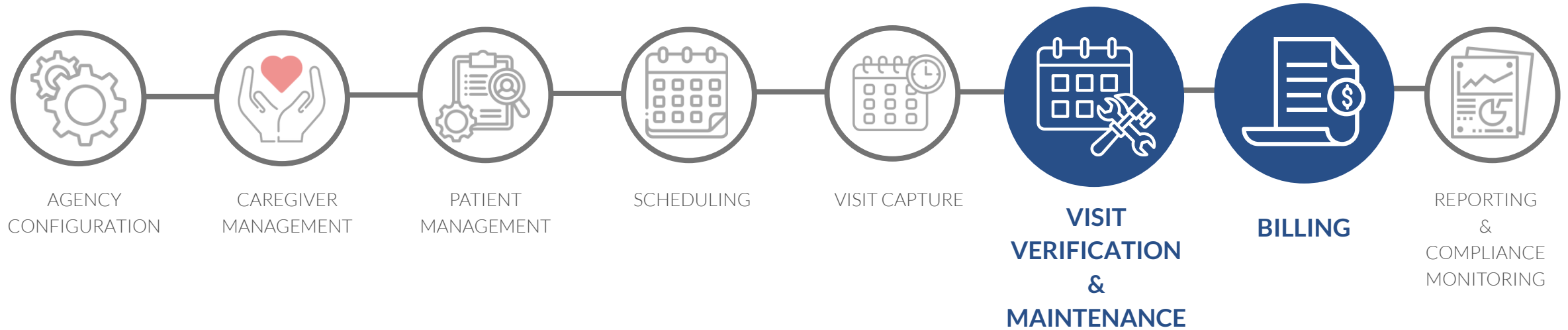
What is Electronic Visit Verification?

EVV confirms service delivery through electronic clock-in and clock-out capture.

> EVV Tracker



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> Six Elements of a Cures Compliant Visit



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Who

Patient



Who

Caregiver



What

Type of
Service



Where

Location
of Service



When

Date of
Service



When

Time of
Service



➤ What Makes a Visit Non-Compliant?



WHAT IT MEANS

A visit is non-compliant when required EVV data is missing, incorrect, or does not align with the scheduled visit.



HOW IT'S IDENTIFIED

In HHAEExchange, non-compliant visits are flagged as **EVV Exceptions** for review and correction.



WHY IT MATTERS

- Non-compliant visits can:
- Delay billing
- Trigger additional review
- Require manual corrections
- Increase audit risk



COMMON EVV EXCEPTIONS:

✗ No EVV captured 📍 Location mismatch ⌚ Missing clock-in/out 🔗 Not linked to schedule ➡ Manual confirmation used

> From Risk to Control



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What creates EVV risk:

- Gaps in setup, scheduling, or caregiver readiness
- Misalignment between visits, services, and authorizations
- Inconsistent EVV capture across similar visits

What reduces EVV risk:

- Intentional setup before visits begin
- Consistent scheduling and service alignment
- Clear standards for how EVV is captured and reviewed



What This Means for Your Agency

> Poll Time!



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Which option best describes your agency today?



We use HHAeXchange to capture EVV visits.



We have access to HHAeXchange but have not started using it for EVV.



We have not completed our HHAeXchange onboarding.



We use a third-party EVV system (EDI provider).



Your Next Step

Prepare for Billing



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Who is this for?

Providers already capturing EVV visits in HHAeXchange.

Recommended Resources



Visit Maintenance Exception Guide

- Identify and resolve EVV exceptions.
- Review visit details for accuracy



Scan to View

Visit Maintenance Exception Guide

[HHAeXchange+ Visit Maintenance Exception Guide](#)



Billing & Claims Readiness Checklist

- Verify visits are billing ready
- Review billing configuration
- Perform pre-billing tasks
- Access additional resources



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Checklist

[Billing Readiness Checklist](#)



Billing Webinar

- End-to-end billing workflow
- Explore billing best practices



Scan to Watch

Getting Ready for HHAeXchange+ Video

[Watch the Video](#)



Your Next Step

Start using HHAeXchange for EVV capture



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Who is this for?

Providers with access to HHAeXchange but haven't begun using it to capture visits.

Recommended Resources



Teach Me Tuesdays Webinars

- Learn the fundamentals
- Watch live demos
- Ask questions during session



Scan to Register Webinars

[Teach Me Tuesdays](#)



Daily Office Hours

- Receive answers to your questions
- Drop in as often as needed, no formal agenda



Scan to Register Office Hours

[Office Hours](#)



On-Demand eLearning

- Complete foundational training at your pace
- Revisit courses any time as reference



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[HHAeXchange University](#)



Your Next Step

Complete Your Onboarding



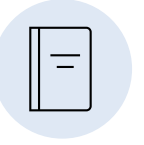
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Who is this for?

Providers who have not completed the HHAeXchange onboarding process.

Recommended Resources



Onboarding Form

- For **NEW** providers that need access to an HHAeXchange portal.



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Portal Questionnaire

[Fidelis Care Provider Portal Questionnaire](#)



Fidelis Care Info Center

- Stay up to date with the latest Fidelis Care billing requirements, important deadlines, training resources, and implementation guidance.



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Info Center

[Fidelis Care Info Center](#)



Your Next Step

Complete Your EDI Integration



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Who is this for?

Providers who use a third-party EVV system to submit visits.

⚠ Important: EDI integrations can take **two weeks or longer** to complete. Submit your onboarding request as early as possible to avoid delays.

Recommended Resources



Getting Started with EDI

- For **EDI** providers that need to integrate their 3rd party vendor to their HHAeXchange portal.



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Getting Started Resources

[Getting Started with EDI](#)



Fidelis Care Info Center

- Stay up to date with the latest Fidelis Care billing requirements, important deadlines, training resources, and implementation guidance.



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Info Center

[Fidelis Care Info Center](#)



On-Demand eLearning

- Complete foundational training at your pace
- Revisit courses any time as reference



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On-Demand eLearning



Current Tools in HHAeXchange



NEW: NY EVV Compliance Info Hub



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Homecare providers: here is your go-to source for the most up-to-date regulatory summaries, how-to guides, training videos, payer-specific information, and FAQs



ProvidersPayersCaregiversResourcesCompanyRequest a Demo



New York EVV Compliance Info Center

TABLE OF CONTENTS^
OVERVIEW
PROVIDER TRAINING & RESOURCES
EVV COMPLIANCE REPORTING
NY PAYERS

Overview

What Is the NYS DOH EVV Mandate?

The New York State Department of Health (DOH) mandate is a new requirement for all health plans operating in New York to report on their Electronic Visit Verification (EVV) compliance data.

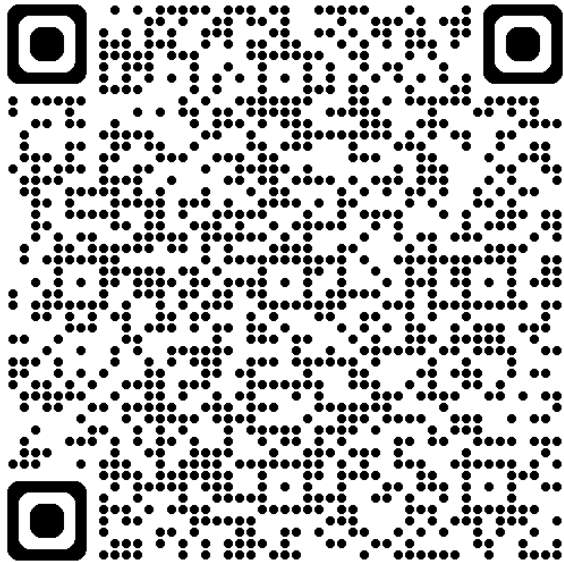
It's a major shift in homecare compliance requirements aimed at reducing fraud, waste, and abuse.

If you are a home care provider delivering services to members of a New York-contracted health plan, this mandate sets new expectations for how visits are captured, verified, and reported.

As part of this mandate, health plans must submit quarterly reports on EVV compliance across their provider networks.

[NY EVV Compliance Info Hub](#)

› Billing Readiness Guide



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Getting Started: Billing & Claims Readiness Checklist

Use this checklist to prepare visits, billing data, and workflows for accurate and timely claims submission.



1. Confirm Visits Are Billing-Ready



Purpose: Ensures only verified and compliant visits flow into billing, reducing claim rejections and rework.

- ☐ Open the **Patient Calendar**
- ☐ Review visits in **Visit Maintenance / Prebilling**
- ☐ Confirm visits are in **Verified** or **Approved** status
- ☐ Ensure all **EVV requirements** are met (no unresolved EVV exceptions)
- ☐ Confirm **visit date, time, and duration** are **accurate**
- ☐ Validate visits are marked as **Billable**



2. Billing Configuration Validation



Purpose: Confirms billing setup aligns with payer rules and prevents avoidable claim errors.

- ☐ Correct **payer** and **Primary Bill To** are assigned
- ☐ Service codes align with **payer** and **contract requirements**
- ☐ Pay Code **matches** the scheduled service
- ☐ **Rates** and **units** are **configured correctly**
- ☐ Authorizations are **active** and **cover billed services**

1



Upcoming Training Opportunities



➤ What Happens After Today

Stay connected – watch for email communications and follow HHAeXchange for upcoming training opportunities.

Upcoming Webinars & Events

- **Daily Office Hours** — [Register Here](#) (offered daily @ 11 AM ET)
- **Teach Me Tuesday: Billing** — [Register Here](#) (July 21 @ 2 PM ET)
- **Teach Me Tuesday: Rebilling** - [Register Here](#) (August 4 @ 2 PM ET)
- **Billing Best Practices** (*Registration Coming Soon*)
- **Rebilling Best Practices** (*Registration Coming Soon*)

> Questions?

Fidelis Care Support

- Questions regarding billing requirements, provider participation, payer policies
- Contact your **Fidelis Care MLTC Provider Engagement Account Manager**
- Call the **Provider Call Center: 1-888-FIDELIS (1-888-343-3537)**
- Find your Provider Engagement representative:
<https://www.fideliscare.org/Contact-PR>

HHAEExchange Support

- Contact HHAEExchange for questions related to onboarding, EVV, billing workflows, technical support, or system functionality.

Resource:

-  Support@HHAEExchange.com



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Questions?

thank you