

Texas PRODUCT PULSE

March 13, 2024

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Housekeeping

- This webinar is being recorded, we will share the recording and slides after the session
- Your camera and mics are turned off
- Q&A at the end, please submit your questions in the Q&A box
- Post session survey— we would love your feedback!





Agenda

- Introduction
- Welcome from Steve Vaccaro, President
- Product News & Updates
- Where to Go When You Need Help
- Q&A



Meet the Speakers



Abhik Mitra

Director of Product &
Customer Marketing,
HHAeXchange



Steve Vaccaro

President,
HHAeXchange



Dan Potocki

Sr. Director of Product
Management,
HHAeXchange



John Pandolfi

Vice President, Client
Success
HHAeXchange



SINCE JAN 1, 2024

- Total Service Providers - 229K
- Alternative Device Visits - 57K
- IVR Visits - 54K
- Mobile Visits - 80K
- Acceptance Rate - 97%+

Texas

The story so far...

Challenge

- Significant hurdles in managing client EVV systems
- Not efficiently staying on top of administrative and regulatory changes

Solution

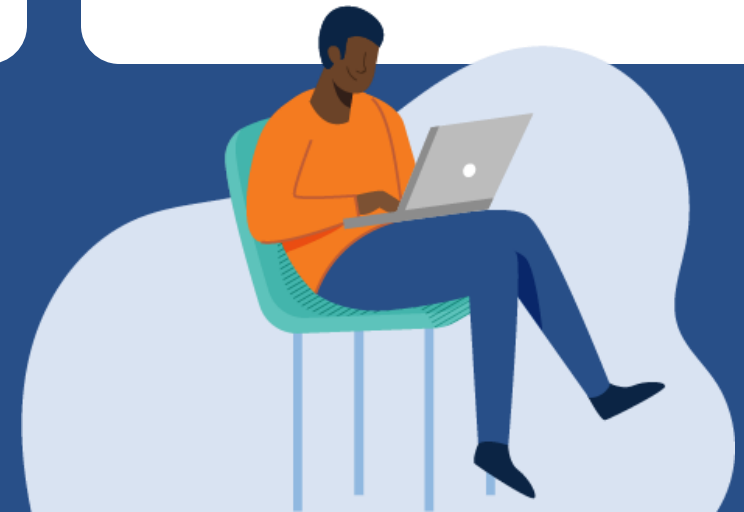
- Implemented HHAEExchange to improve compliance and increase the agency's operational efficiency – getting the team out of the weeds and more focused on providing quality care and consistently maintaining high standards

Results

- Improvements in payment consistency
- Reduction in billing errors
- Increased operational efficiency
- Empowered to make data-driven decisions

“With HHAEExchange, we are not just checking boxes for compliance; we're elevating the quality of care. It's about integrating excellence into our DNA.”

– Anne Danna, Founder





We are dialed into your feedback...

- **Where can we continue to improve?**
 - Initial integration challenges
 - The LMS training videos being updated real-time
 - Transitioning clients to a different software platform
 - Billing

- **What's working?**
 - Training, Support resources, including a help page
 - Delivering Forms (e.g. 2067)
 - Verification Management & Exclusion Lists
 - Mobile Updates





Welcome!



HHAeXchange's National Footprint



50+
MCO CLIENTS



9
STATE EVV CONTRACTS



12,000+
HOMECARE AGENCIES



1M+
MEMBERS SERVICED



227M
ANNUAL VISIT CONFIRMATIONS



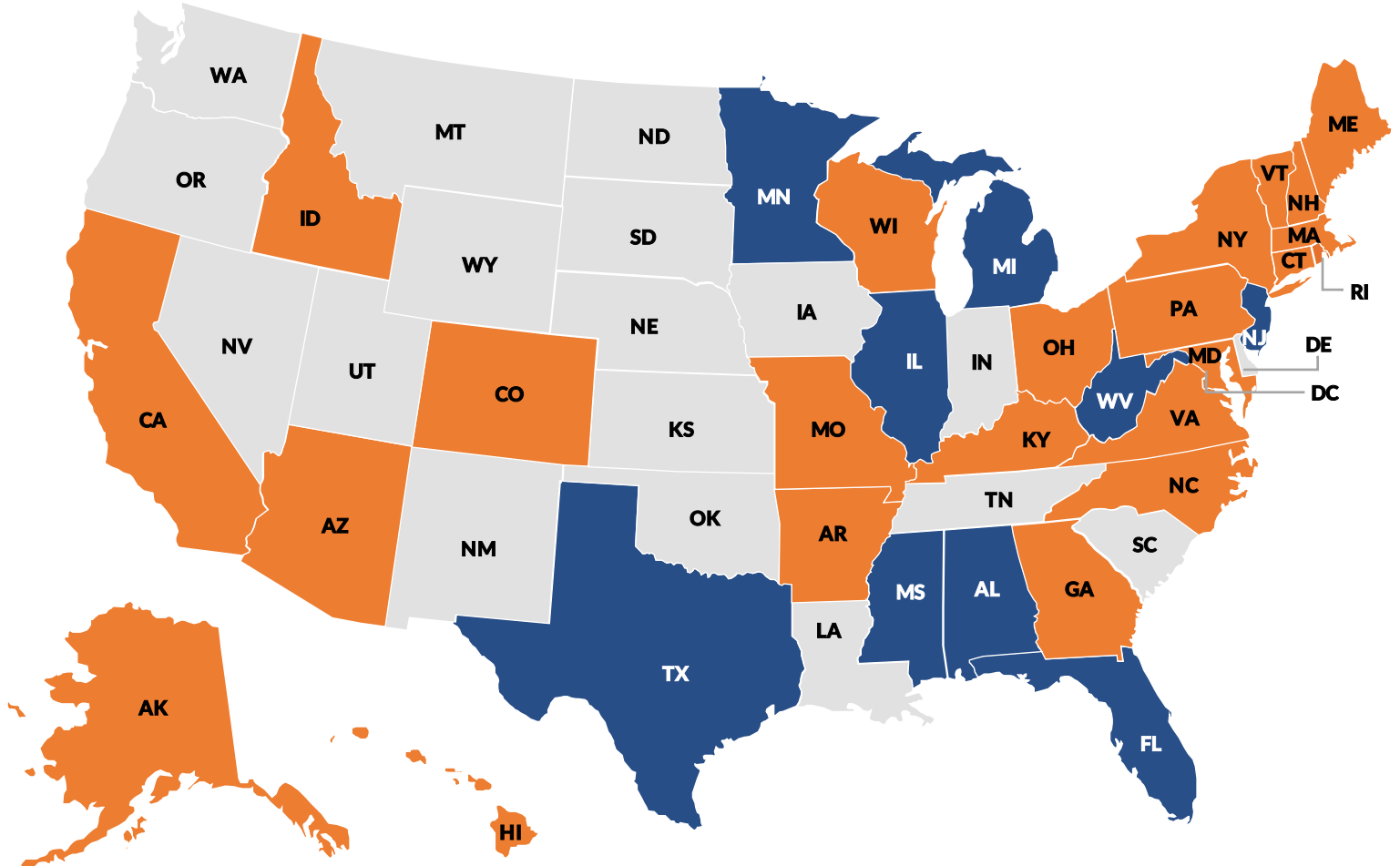
\$26.2B
ANNUAL PAYMENTS MANAGED



1M+
CAREGIVERS WORKING



176,196
BACK-OFFICE USERS




■ HHAeXchange Footprint
■ HHAeXchange State EVV Contracts

The 21st Century Cures Act



Passed by Congress in December 2016, the 21st Century Cures Act requires that providers of Personal Care Services confirm visits via Electronic Visit Verification (EVV) by January 1, 2021.

The six data elements required to be collected to meet the Cures Act EVV requirement:

 Type of Service Performed

 Location of the Service

 Individual Receiving the Service

 Individual Providing the Service

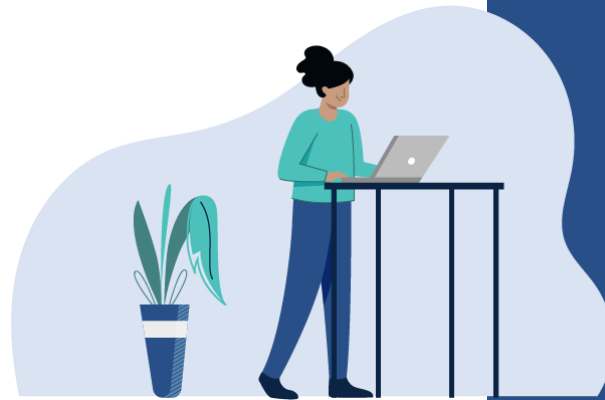
 Date of the Service

 Time the Service Begins and Ends



Our Approach: Compliance with Confidence

- Ensure compliance with requirements
- Provide a pathway to streamline and simplify agency workflows
- Be covered regardless of your preferred EVV method from telephony/landline, GPS-enabled mobile devices, and alternative devices



State Funded HHAeXchange Portal

No Cost Features

Electronic Visit Verification

- Real-Time GPS Clock-in / Clock Out Dashboard
- Telephony in English & Spanish
- Service Provider Mobile App in 20+ Languages
- Alternative Device Available only with permission from HHSC

Scheduling

- Member Management
- Case & Schedule Coordination
- Plan of Care Documentation
- Fixed, Variable and Unscheduled Service Types

Billing

- Pre-Billing Claims Scrubbing
- eBilling (837) Claim Creation

Compliance

- Visit Confirmation Compliance
- EVV Aggregation Compliance

Reporting

- Select EVV Reports



Product Spotlight

What's New in HHAeXchange



Product Demonstration

New features available now

- **Forms***
 - Including 3052, 2067, 3054 (S), Attendant Orientation and Supervisory, and PHC/PAS Individual Evaluation and Service Plan
- **Service Provider Exclusion & Verification Lists***
- **Suggested Start & End Times for Daily/Weekly Variable Scheduling**
- **Out of Range EVV Linking from the Call Dashboard**

**Only available in HHAExchange Enterprise*





Resources

Where to go When You Need a Hand



In Case You Missed It

Billing Resources for Texas Providers



- **Let's Bill in HHAeXchange**
- **6 Essential Claim Submission Steps**
- **How to Use the EVV Transaction Manager**
- **EVV Transaction Manager Hold & Resolutions Guide**
- **Rebilling Guide**

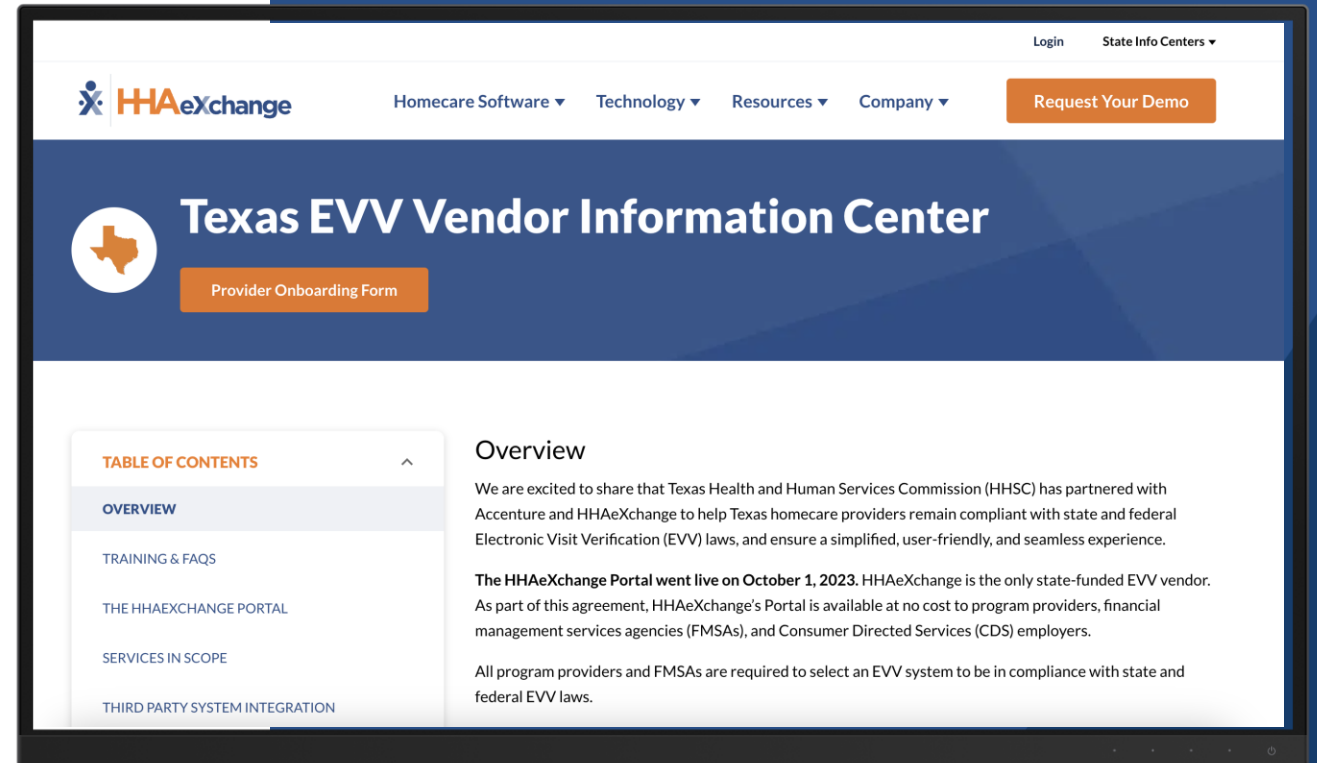




Where to Go When You Need a Hand

Stay up-to-date on resources, key dates, and state-specific information in the Texas EVV Vendor Information Center

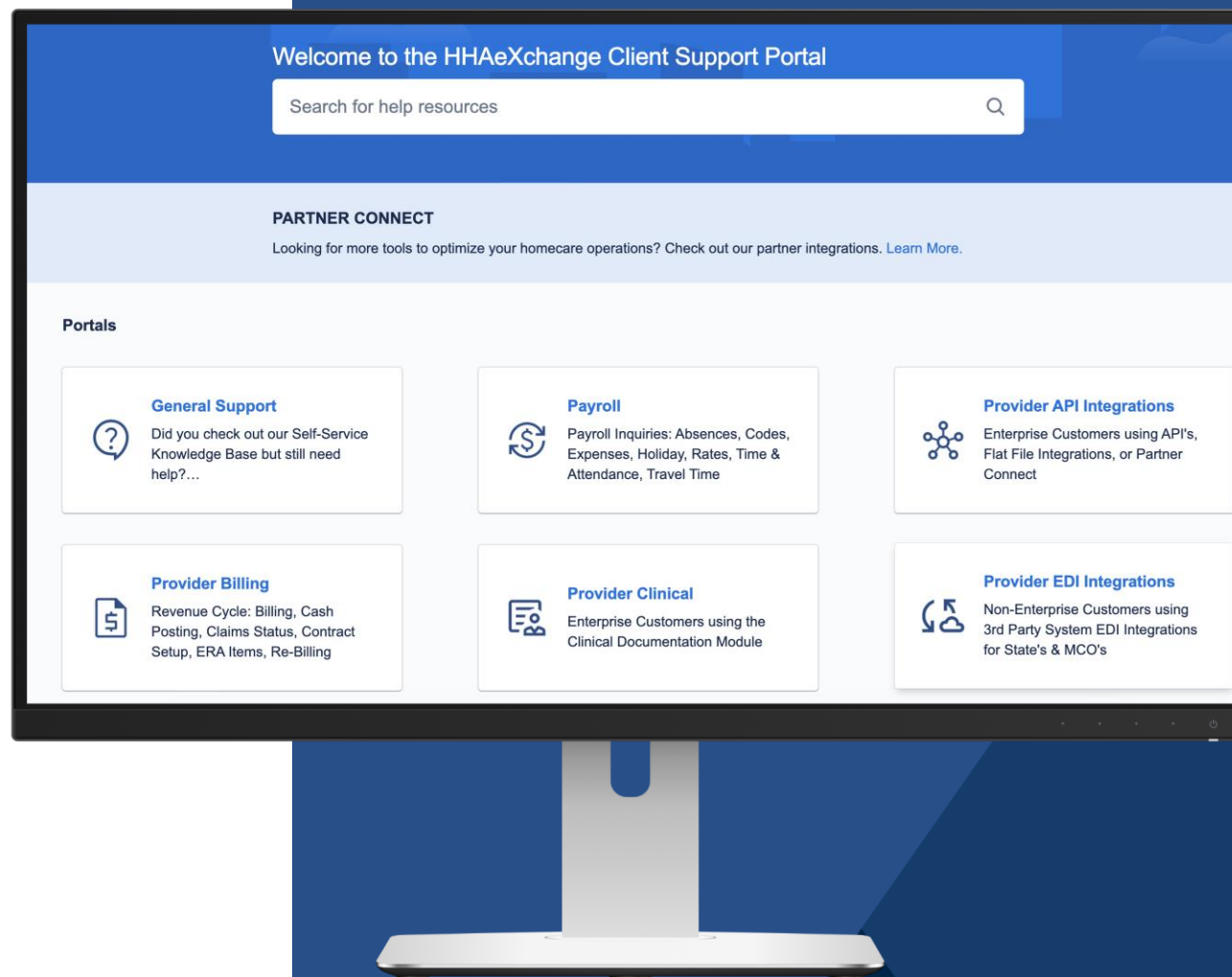
www.hhaexchange.com/info-hub/texas





Where to Go When You Need a Hand

- **HHAeXchange Texas Knowledge Base**
- **HHAeXchange Client Support Portal**
www.hhaexchange.com/supportrequest
- **Customer Newsletter**





Office Hours & Enterprise Customer Success Managers



Open Hours webinars for in-scope program providers and FMSAs are extended through Friday March 29th.

Webinars do not require pre-registration. Drop in anytime to get your questions answered!

Next Session: Wednesday, March 27 at 11:00 a.m. CT

Meet Our Enterprise CSMs



Jannel Casillas
Enterprise CSM



Matt Wilson
Enterprise CSM



Q&A



Thanks for joining us!