



**Live well**

## **PCA Agency training -billing through HHAx**

Readiness for July 1, 2021, Compliance date

**aetna**<sup>®</sup>

June 14, 2021

## Audience for Today's training

All participating PCA Providers who will bill for PCA services:

- Aetna Better Health of New Jersey
- Aetna Assure Premier Plus (HMO D-SNP)

# Agenda

- Cures Act and State Mandates
- Demo of EVV provider portal by HHAx
- Authorization Management
- Billing Process
- Open Discussion

# Questions during webex?

Please use the chat box to ask questions during this meeting. We will read them out and answer them later in the agenda.

# Cures Act Mandated EVV

Section 12006 of the 21st Century Cures Act requires states to implement an EVV system for Medicaid-funded Personal Care Services (PCS) by January 1, 2019 and for Home Health Care Services (HHCS) by January 1, 2023. Federal legislation delayed penalties for PCS implementation until January 1, 2020.

The six data elements required to be collected to meet the CURES Act EVV Requirement



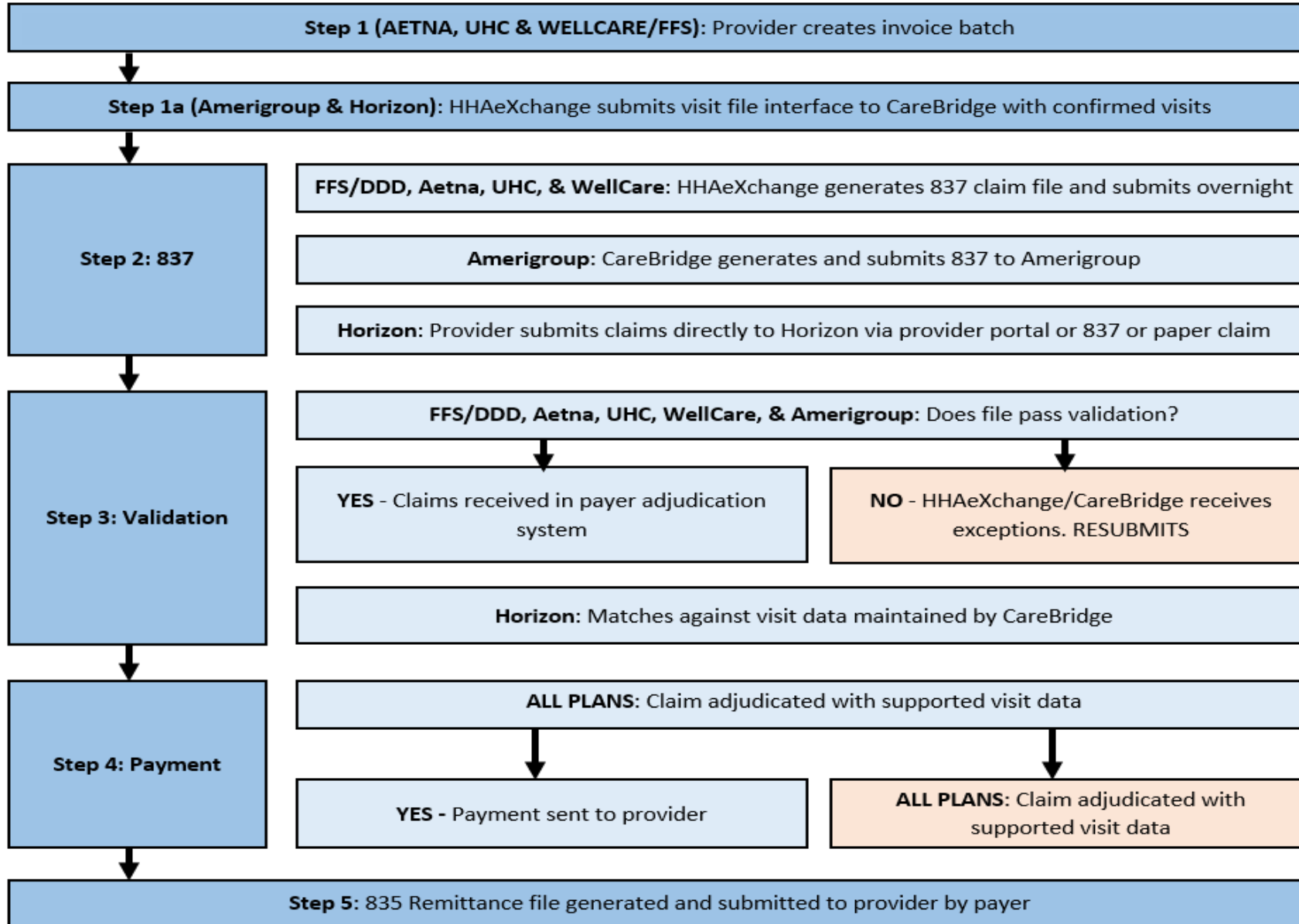
GFE extended deadline to 1/1/2021 for PCS. Providers are expected to use the system for scheduling, confirming visits, and billing starting 12/8/20 to be ready for the Jan 1 mandate.

# MCO claims payment summary

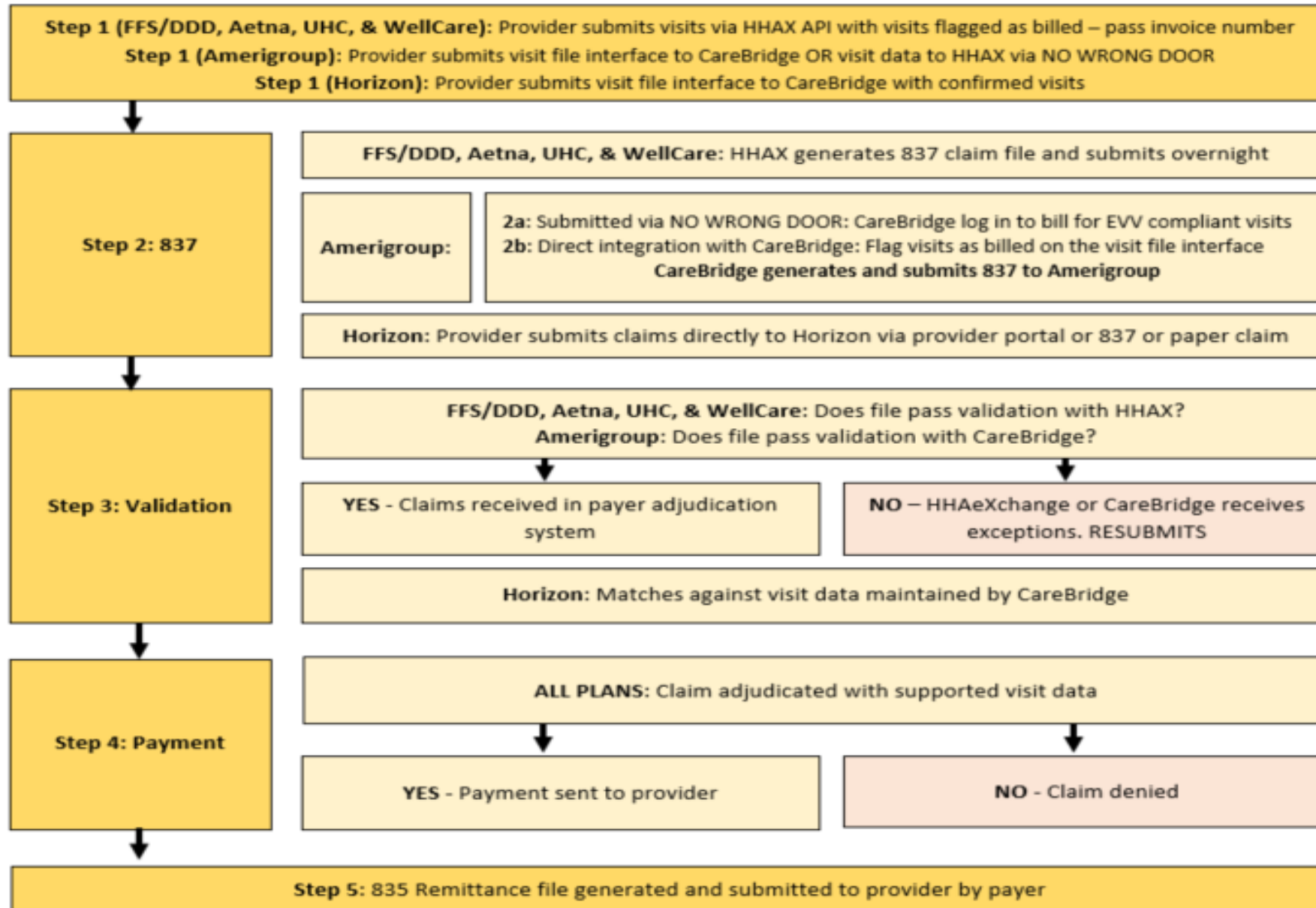
## Phase 2 (all claims after July 1)

Payer	Claims submission Portal for services after July 1, 2021
<b>Aetna</b> <b>FFS Medicaid</b> <b>United HealthCare</b> <b>WellCare</b>	All EVV mandated services will be submitted and billed through <b>HHAeXchange</b> as of 7/1/2021
<b>Amerigroup</b>	All EVV mandated services will be submitted and billed through <b>CareBridge</b> as of 7/1/2021
<b>Horizon</b>	All EVV mandated services to be billed directly to Horizon. <b>No Change to claims submission</b> - Refer to Section 9.3 – Electronic Billing Guide in the <a href="#">Provider Manual</a>

# Claim Submission Process: Providers using HHAeXchange

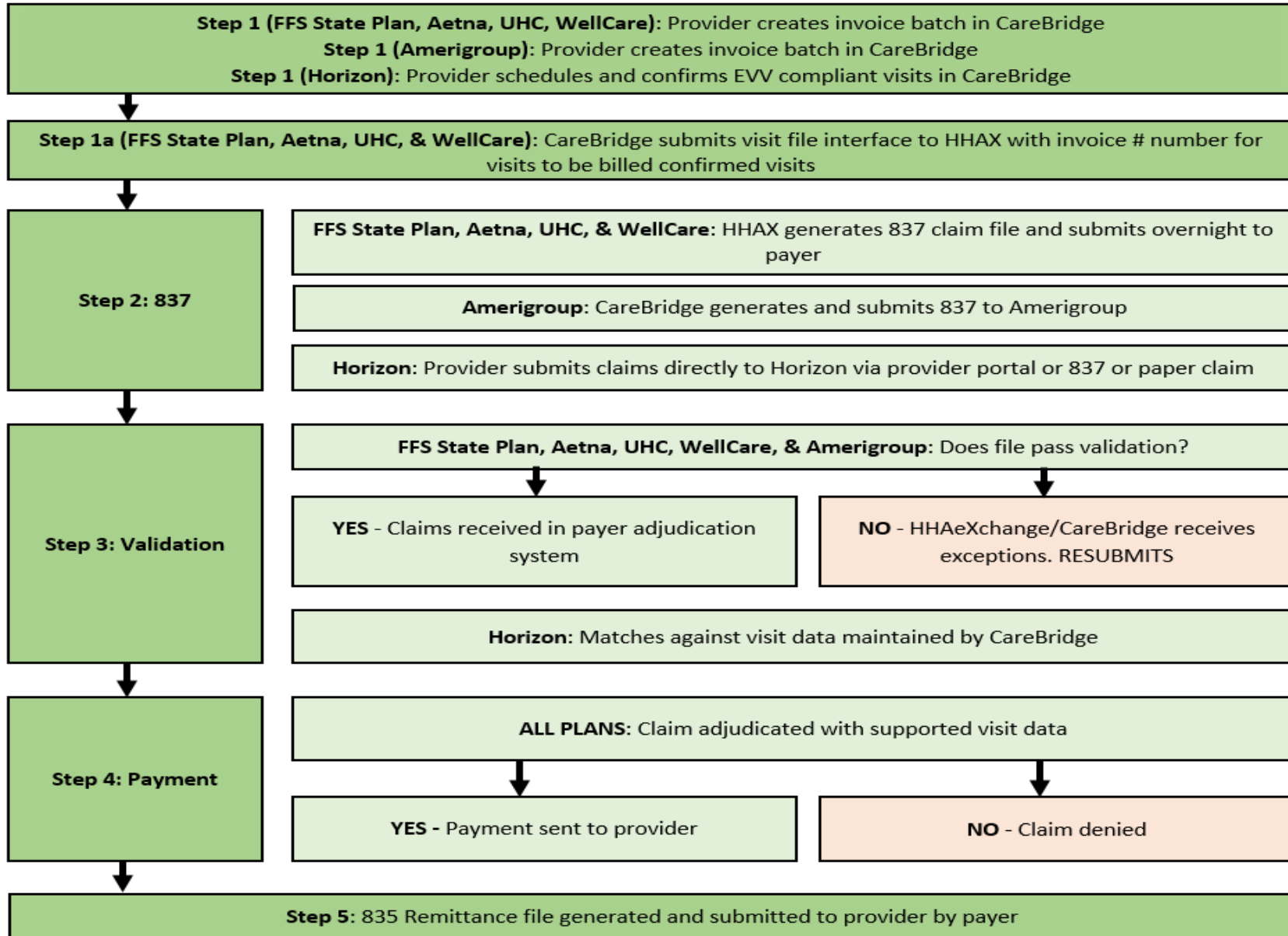


# Claim Submission Process: Providers using Third Party





# Claim Submission Process: Providers using CareBridge



# HHH portal demo and how to bill

# Authorization Management

There are no new prior authorization requirements for EVV. Providers just need to obtain prior authorization the same way they do now. As a reminder, refer to

<https://www.aetnabetterhealth.com/newjersey/providers/resources/priorauth>

ABHNJ will continue to transmit prior authorization decisions to providers and we will now also send this information to HHAX.

It is critical that providers validate and verify that authorization information in HHAX is accurate with the correct approved hours, units, service codes and dates that are expected. *If you do not do so, your claim may not process correctly.*

To confirm status of prior authorization for ABHNJ Medicaid Members, please call 1-855-232-3596.

To confirm status of prior authorization for Aetna Assure Premier Plus (HMO D-SNP) Members, please call 844-362-0934, prompt 6 and 5.

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# Clinical contacts for Prior Authorization

# Communications Policy

Please communicate with HHAX on EVV issues via the Communication Notes module.

Providers may check the status of a claim by accessing ABHNJ's provider portal.

<https://www.aetnabetterhealth.com/newjersey/providers/portal>

For claims issues, please contact ABHNJ's Claims Inquiry Claims Research (CICR) Department at **1-855-232-3536**.

# Billing

ABHNJ uses the state mandated codes for PCA services:

Service	Unit of Service	Procedure Code
Personal Care Assistance_15M	15 Minutes	T1019
Personal Care Assistance Group	15 Minutes	T1019_HQ
Personal Care Assistance_PD	Per Diem	T1020
Personal Care Assistance (Self Directed) Individual	15 Minutes	T1019_SE
Personal Care Assistance (Self Directed) Individual - Agency	15 Minutes	T1019_SE_UI
Personal Care Assistance Group (Self Directed) Group	15 Minutes	S5125_SE_HQ
Personal Care Assistance (Self Directed) Group - Agency	15 Minutes	S5125_SE_U3
MLTSS Home Based Supportive Care	15 Minutes	S5130
MLTSS Home Based Supportive Care - Self Directed	15 minutes	S5130_HQ
MLTSS In Home Respite	15 Minutes	T1005
DDD Individual Supports	15 minutes	H2016HI
DDD Individual Supports	15 minutes	H2016HI22
DDD Individual Supports	15 minutes	H2016HIU8
DDD In Home Respite	15 minutes	T1005HI
DDD In Home Respite	15 minutes	T1005HIU8
DDD Community Based Supports	15 minutes	H2021HI
DDD Community Based Supports	15 minutes	H2021HI22
DDD Community Based Supports	15 minutes	H2021HI52

## ***Verifying Member Eligibility***

All providers must verify a member's enrollment status prior to the delivery of non-emergent, covered services. Member eligibility can be verified through one of the following ways:

Telephone Verification: Call our Member Services Department to verify eligibility at [1-855-232-3596](tel:1-855-232-3596).

Secure Website Portal:

<https://www.aetnabetterhealth.com/newjersey/providers/portal>

**Don't forget  
to verify  
eligibility**

**HHAeXchange Webinar: The Complete EVV Lifecycle of an EVV Compliant Visit for Providers using HHAX as an EVV Solution**

Monday, May 24, 2021 2:00 – 3:00 pm

**Description:** During the session, we will walk through the complete lifecycle of capturing an EVV compliant visit for providers using HHAeXchange. We will demo each module of the HHAeXchange platform: highlighting member and authorization management, scheduling, the different methods for confirming a visit, and how to successfully submit billing.

Register in advance for this webinar:

[https://us02web.zoom.us/webinar/register/WN\\_oAO1RfOvTvmrAOdeZpdSeW](https://us02web.zoom.us/webinar/register/WN_oAO1RfOvTvmrAOdeZpdSeW)

**HHAeXchange EDI Webinar: A Day in the Life of an EVV Third Party EDI Provider**

Tuesday, May 25, 2021 10:00 – 11:00 am

**Description** – An EDI provider is any provider with an alternate EVV solution (not HHAeXchange). During this session, we will address a day in the life of an EDI provider. Focusing on the activity that should occur in your platform, the integration with HHAeXchange, mitigating common rejections, and billing.

Register in advance for this webinar:

[https://us02web.zoom.us/webinar/register/WN\\_5Bhf-nMZQ1qzLO22FAzgEQ](https://us02web.zoom.us/webinar/register/WN_5Bhf-nMZQ1qzLO22FAzgEQ)

**ADDITIONAL  
TRAINING  
OPPORTUNITIES**



For plan specific questions, please contact:

Joseph Manger, ABHNJ Chief Operating Officer at  
[MangerJ@Aetna.com](mailto:MangerJ@Aetna.com)

For questions regarding the HHAX system, please  
contact: [njsupport@hhaexchange.com](mailto:njsupport@hhaexchange.com).

**Questions?**