# carolina complete health™

## Carolina Complete Health
## PCS Provider Orientation and Meet & Greet

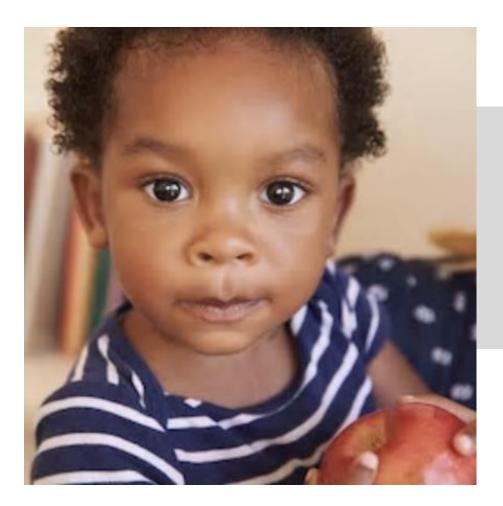*Transforming the health of the community one person at a time*

# Agenda

- Overview of Carolina Complete Health

- Clinical Coverage Policy and Care Management

- Requesting PCS Services and the Assessment Process

- EVV with HHAeXchange

- Q&A

- Contact Information

# Panelists

**Julie Ghurtskaia,** Vice President, Population Health, Carolina Complete Health

**Veronica Piper**, Director, Medical Management, Carolina Complete Health

**Monique Smith,** Director, Utilization Management, Carolina Complete Health

**Monica Hamer,** Manager, Care Management, Carolina Complete Health

**Quionda Duke**, Manager, Utilization Management, Carolina Complete Health

**Robert Breig,** IT Director, EVV Product Support, Carolina Complete Health

**Hardy Eason,** IT Program Manager, EVV Product Support, Carolina Complete Health

**Madeline Marlatt,** Client Success Manager, HHAeXchange

**Kelly Phillips,** Vice President, Business Operations and Finance, Carolina Complete Health Network

**Jesse Hardin,** Head of Stakeholder Excellence, Carolina Complete Health Network

**Samantha Wilson,** Sr. Provider Relations and Support Coordinator, Carolina Complete Health Network

# Our Mission



*To transform the health of our community, one person at a time.*

Confidential and Proprietary Information

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# North Carolina's Only Physician and Clinician-Led Medicaid Plan

A joint venture between Centene Corporation, the North Carolina Medical Society (NCMS), the North Carolina Community Health Center Association (NCCHCA) and the individual practitioner shareholders in the CCH Network to collaborate on a patient-focused, provider-led approach to Medicaid Transformation.

**A first-of-its-kind partnership**
Carolina Complete Health is the result of a collaboration between the North Carolina Medical Society, the North Carolina Community Health Center Association, and Centene Corporation.

**Provider-led**
We give doctors and FQHCs (Federally Qualified Health Centers) a voice in key policymaking. We believe providers are essential to Medicaid Transformation and are committed to helping providers remain strong and viable, especially important during the pandemic.
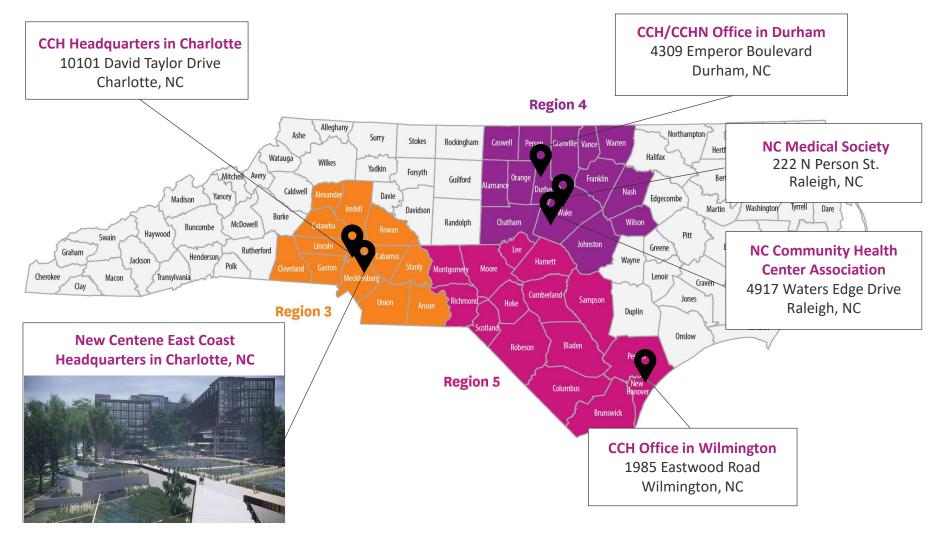
**Patient-centered**
Carolina Complete Health helps patients get the care they need, when they need it, through local, regional and community-based resources.

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# A Commitment to North Carolina



**CCH Headquarters in Charlotte**
10101 David Taylor Drive
Charlotte, NC

**CCH/CCHN Office in Durham**
4309 Emperor Boulevard
Durham, NC

**NC Medical Society**
222 N Person St.
Raleigh, NC

**NC Community Health Center Association**
4917 Waters Edge Drive
Raleigh, NC

**New Centene East Coast Headquarters in Charlotte, NC**

**CCH Office in Wilmington**
1985 Eastwood Road
Wilmington, NC

Region 3
Region 4
Region 5

# Helpful Resources

- [View and Subscribe to Provider Communications](#)
- [Quick Reference Guide (QRG) Form (PDF)](#)
- [Manuals, Forms, and Guides](#)
- [Clinical Policies](#)
- [Provider Portal](#)
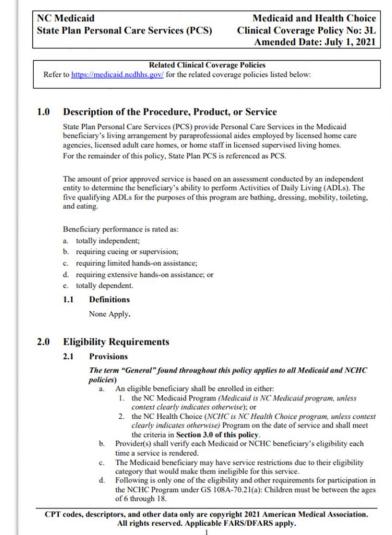- [Pre-Auth Tool](#)

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# PCS Clinical Policy

MEDICAID CLINICAL COVERAGE POLICY NO: 3L

# Clinical Coverage Policy

- CCH attested to Medicaid Clinical Coverage Policy No: 3L

- [Full policy](#)



**NC Medicaid**
**State Plan Personal Care Services (PCS)**

**Medicaid and Health Choice**
**Clinical Coverage Policy No: 3L**
**Amended Date: July 1, 2021**

**Related Clinical Coverage Policies**
Refer to https://medicaid.ncdhhs.gov/ for the related coverage policies listed below:

**1.0 Description of the Procedure, Product, or Service**

State Plan Personal Care Services (PCS) provide Personal Care Services in the Medicaid beneficiary's living arrangement by paraprofessional aides employed by licensed home care agencies, licensed adult care homes, or home staff in licensed supervised living homes. For the remainder of this policy, State Plan PCS is referenced as PCS.

The amount of prior approved service is based on an assessment conducted by an independent entity to determine the beneficiary's ability to perform Activities of Daily Living (ADLs). The five qualifying ADLs for the purposes of this program are bathing, dressing, mobility, toileting, and eating.

Beneficiary performance is rated as:
a. totally independent;
b. requiring cueing or supervision;
c. requiring limited hands-on assistance;
d. requiring extensive hands-on assistance; or
e. totally dependent.

**1.1 Definitions**

None Apply.

**2.0 Eligibility Requirements**

**2.1 Provisions**

*The term "General" found throughout this policy applies to all Medicaid and NCHC policies)*

a. An eligible beneficiary shall be enrolled in either:
   1. the NC Medicaid Program *(Medicaid is NC Medicaid program, unless context clearly indicates otherwise)*; or
   2. the NC Health Choice *(NCHC is NC Health Choice program, unless context clearly indicates otherwise)* Program on the date of service and shall meet the criteria in **Section 3.0 of this policy**.
b. Provider(s) shall verify each Medicaid or NCHC beneficiary's eligibility each time a service is rendered.
c. The Medicaid beneficiary may have service restrictions due to their eligibility category that would make them ineligible for this service.
d. Following is only one of the eligibility and other requirements for participation in the NCHC Program under GS 108A-70.21(a): Children must be between the ages of 6 through 18.

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# Care Management

# Care Management

*Carolina Complete Health provides Care Management for our members receiving LTSS*

*Carolina Complete Health*
*Care Management Department*
*1-833-552-3876*

# Requesting PCS Services and Assessment Process

# How to Request PCS Services

- The Primary Care Provider or attending physician should complete the 3051 referral form and fax to CCH Care Management.

- **This form is to be returned to CCH via fax at 833-238-7689**

- A CCH Care Manager completes assessment within 30 days of receipt of 3051

- Authorization created to include list of purchased tasks. Ex: Bathing, Dressing, Transport, Shopping, etc.

# PCS Assessment Process

Care Management received 3051 form from the PCP or Attending Physician

→

CCH Care Manager conducts initial assessment within 30 days

↓

CCH UM builds the authorization to include list of purchased tasks to be performned by PCS attendant

←

Member choses which agency they want to work with

↓

Once the annual assessment is complete and the authorization is approved, it is sent to the agency

→

The PCS agency can also view authorizations on the Provider Portal

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# Continuation of Care

- To avoid any gaps in services, members coming to CCH with PCS will receive a continuation of services authorization for 90 days.

- During this time, CCH will work to complete the following.

  - Obtain 3051

  - Complete initial assessment

  - Authorize PCS for 12 months

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# Secure Provider Portal

## HOW TO VIEW AUTHORIZATIONS

# Secure Provider Portal

**Secure Provider Portal**:

- Prior Authorizations
- Claims submissions & status
- Payment history
- ...and more!

https://provider.carolinacompletehealth.com/

*Or simply use the 'Login' button on the upper right hand corner of our Provider website*

*Registration is free and easy - contact us to get started! Networkrelations@cch-network.com*

# How to View Authorizations: *Portal*

# How to <u>View</u> Authorizations: *Portal*

# How to <u>View</u> Authorizations: *Portal*

# EVV with HHAeXchange

# What is HHAeXchange?

HHAeXchange is the premiere Homecare Management Software company for the Medicaid LTSS population. We are the leaders in connecting payers and homecare agencies to enable more collaboration, communication, and workflow efficiencies. Through the use of the HHAeXchange portal, our goal is to make working with the PHPs easy and efficient.

## How We're Helping the PHPs Meet the Cures Act Mandate

- Industry-leading scheduling and billing platform for back-office users and EVV confirmations
- Easy-to-use point-of-care visit confirmation tools for caregivers

## What does the HHAeXchange Portal provide to homecare agencies?

- Electronic case placement and authorization transfer
- Efficient schedule and visit management
- Free EVV solution for time & attendance and duty tracking
- Electronic billing

# HHAeXchange EVV Checklist

## All Providers:
- ❑ Have you completed a survey to initiate your portal creation? If so, have you been able to access your HHAX provider portal?
- ❑ Have you created username and passwords for all your agency staff to enable them to log in to the Provider Portal?
- ❑ Have you completed all your training via the Learning Management System (LMS)?

## Providers using Free HHAX:
- **Member Management**
  - ❑ Have you reviewed all your member and Authorization data in your Provider Portal?
- **Scheduling and Confirming Visits**
  - ❑ Have you started to enter all your caregivers and create visits using the Master Week functionality for your patients?
  - ❑ Have you provided your caregivers with the resources they need to download the HHAeXchange Mobile App and use the IVR Phone Line?
  - ❑ Have you confirmed visits through EVV or manual confirmation?
- **Billing**
  - ❑ Have you reviewed any Prebilling exceptions and resolved prior to invoicing visit?
  - ❑ Have you invoiced visits by creating an Invoice Batch, and completed the billing process by creating a Claims Batch?

## EDI Providers (Using 3rd Party EVV):
- ❑ Have you reached out to your third party EVV vendor to provide them with the specifications and documents needed?
- ❑ Have you reached out to EDI Integration at EDISupport@hhaexchange.com?
- ❑ Have you trained all your staff on additions to your current workflows (e.g. reviewing and resolving billing exceptions in HHAX)?

# Provider Resources

**General Support**: NCSupport@hhaexchange.com
**EDI Support**: EDISupport@hhaexchange.com
- Provider Name
- Provider TAX ID
- Background on the Issue/Concern
- Questions/Statement on the help needed

**Phone:** 866-242-2465

**Provider Portal Resource Page:**
- Access from Provider Portal Support Center

**Training Links:**
- PHP Pre-Go Live Webinar
- Billing Refresher Training
- Upcoming Training -  HHAX Rebilling: Register Here

**Provider Information Center and FAQ:**
  https://hhaexchange.com/nc/

HHAeXchange

# Important Reminder

- ***CLAIMS PAYMENT IMPACT:*** *All in-home personal care services claims with service date 9/1/2021 and forward must be submitted to CCH through HHAeXchange EVV system for payment otherwise payment will be denied per state mandate.*

# Open Forum Q&A

# Contact Us!

| Care Management | Phone: 1-833-552-3876<br>Fax: 1-833-238-7689 |
|---|---|
| HHAeXchange | General Support: NCSupport@hhaexchange.com<br>EDI Support: EDISupport@hhaexchange.com |
| CCHN Provider Relations and Support | NetworkRelations@cch-network.com |