Today’s Speaker: Desmond Martinez

About Desmond

• Director of Business Development at HHAeXchange
• Responsible for customer relationship management and operations
• 15+ years in the homecare/healthcare industry
Agenda

• What’s Happening in Homecare
• About HHAeXchange
• Platform Demonstration
• Success Stories
• Q & A
What’s Happening in Homecare
Homecare Technology Evolution

The evolution of healthcare models and regulation will require Providers to adopt technology to keep pace.
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, 2020.

The following six data elements must be captured and verified through EVV to satisfy the Cures Act:

- Type of Service Performed
- Individual Receiving the Service
- Date of the Service
- Location of the Service Delivery
- Individual Providing the Service
- Time the Service Begins and Ends
## State EVV Models

<table>
<thead>
<tr>
<th>Open Model</th>
<th>Closed Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>• State sets minimum EVV requirements</td>
<td>• State stipulates EVV vendor</td>
</tr>
<tr>
<td>• Provider can choose the EVV system that best meets their needs</td>
<td>• Agency providers MUST implement that specific vendor’s solution</td>
</tr>
<tr>
<td>• State implements a vendor-agnostic aggregator solution</td>
<td></td>
</tr>
</tbody>
</table>

Massachusetts is an Open Model State
HHAeXchange Mission & Purpose

To provide **simpler** and **better outcomes** for clients who represent some of the most vulnerable and fragile members of our society.

**HHAeXchange** connects the dots among payers, providers and clients. We’re **minimizing risk** and **simplifying processes** across our homecare client environments.

Our Promise:

**Enable the most effective homecare ecosystem every day**
HHAeXchange as a Partner

3,800+ Homecare Agencies

$8.3B Billed Annually

410,000 Patients Monthly

396,000 Caregivers Monthly

79M Visit Confirmations

33,000 Back-Office Users
Homecare Management Platform

Electronic Visit Verification
- Real-Time Clock-in / Clock Out Dashboard
- Telephony in 30+ Languages
- Caregiver Mobile App in 7+ Languages
- FOB Device
- Bluetooth Beacon Device
- Electronic Timesheet Entry

Scheduling
- Patient & Authorization Management
- Case & Schedule Coordination
- Plan of Care Documentation
- Caregiver Availability / Skillset Matching
- Caregiver Mobile Case Broadcasting / Acceptance
- Real-Time Caregiver Communication

Billing
- Pre-Billing Claims Scrubbing
- eBilling (837) / eRemittance (835)
- Consumer Directed / Private Pay
- Accounts Receivable
- Collections Management

Compliance
- Patient Eligibility Checking
- Caregiver Exclusion List Checking
- Caregiver Medical / Training Compliance
- Visit Confirmation Compliance
- Plan of Care / 485 Adherence
- Emergency Preparedness

Human Resources
- Payroll Integration
- Overtime Management
- PTO / Holiday Tracking
- Travel Time / Expense Management
- Online Applicant Portal

Value Based Care
- Care Pathways
- Real-Time Observations
- Patient Risk Alerting
- Clinical Documentation / Assessments
- On-Demand Reporting
EVV Methods

- Telephony
  - 30+ Languages
- Caregiver Mobile App
  - Free on iOS + Android
- FOB Device
- Bluetooth Beacon
Caregiver Mobile App

- **Multi-Language Support**
  Available in **English, Spanish, French, Russian, Chinese, Korean** and **Creole** the Caregiver Mobile App can be configured to meet the needs of your caregivers.

- **Mobile Case Acceptance**
  Allow caregivers to **accept new cases or shifts directly from the mobile app**, without ever having to call the office.

- **Inbound/Outbound Communication**
  Homecare Agencies and Caregivers can **communicate in real-time** leveraging the App’s messaging functionality.

- **Offline Capabilities**
  When a caregiver is in an area with no cell service, they can **perform their EVV as normal**, and send / receive messages when back online.

- **Dynamic Care Plan**
  Check patient specific POC and other duties performed during patient servicing, including **collecting patient signature**.

- **Directions**
  Allow **GPS to easily navigate** Caregivers to their next case location.

- **Multimedia Visit Notes**
  **Log comprehensive visit notes** with Images, Audio Recordings or Text.

- **Care Pathways**
  **Proactive Chronic Care Management**
  Observations and Alerts across patient census.
Caregiver Matching & Mobile Case Broadcasting

• Caregiver Availability / Smart Map
  • Match caregivers and patients based on availability, language, preferences, skills, and caregivers current service location or home address

• Broadcast Cases directly to Caregivers
  • Coordinators can broadcast single or permanent shift cases to all caregivers who meet the case criteria
  • Caregivers can “raise their hand” with the click of a button
  • Scheduling is completed within minutes
  • Caregivers can take on more cases, fill in the gaps in their schedule and earn extra income
Platform Demonstration

• Patient Intake

• Scheduling & Calendar Management

• Smart Map & Case Broadcasting

• Visit Dashboard & EVV

• Pre-Billing, Compliance & Exceptions
Mrs. G’s Homecare Services

30 minutes
to process Weekly Payroll

99.9%
First Pass Claim Acceptance Rate

92%
of Caregivers communicate daily via the HHAX Mobile App

<10 minutes
to fill Missed and Open Shifts

“It used to take us about a week to process payroll, with HHAeXchange we’re down to 30 minutes.”
– Sasha Guillaume, CEO & Co-Founder
“With the federal EVV mandate coming, we needed to find a one-stop shop solution. I upgraded to HHAeXchange Enterprise because I wanted all of our data and billing in one place. I feel HHAeXchange has made us completely prepared for the EVV mandate and it’s helped give us a much more efficient way of managing the business.”

– Shona Eakin, CEO
Questions?

info@hhaexchange.com

855-400-4429