



HHAeXchange Lunch-and-Learn Webinar *Communications and Notes*

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Today's Agenda: *Communications*

Types of Communications / Notes

Brief Review: Member Notes

Focus: MCO Communications

- Reviewing Communication Notes
- Replying to Communications
- Closing Communications

Communications – Overview (Types)

- **Automated Notes**
(HHAX System Generated Notes, such as *Authorization* and *Status Change*)
- **Member Notes**
(Communication between Provider and MCO related to a Member)
- **MCO Communications**
(Communications between Provider and MCO *not* related to a Member)

Member Notes - Review / Reply / Close

- Home Page → Notes (*Open Notes only*)

Home

Member Team: All | Coordinator: All | Search

Save

Notes Page 1 of 1 |

Close/From	Coordinators	Created Date	Member Name	Reason	Note	Reply	Print
<input checked="" type="checkbox"/> Senior Care - PA (seniorcaredemo)		10/23/2017 03:32:53 PM	Berni, Amelia	Authorization Edit	Request for 1 additional hour per week	Reply	Print
<input type="checkbox"/> Pennsylvania Top MCO - PA	N/A	10/23/2017 04:24:01 PM	N/A	Communication	Thanks for the quick placement acceptance. It has helped us facilitate our census	Reply	Print
<input type="checkbox"/> Senior Care - PA (seniorcaredemo)		10/23/2017 04:08:43 PM	Clerge Wyatt	change in service	[Thursday(1200-1500)] (Type: Temporary, From Date: 10/26/2017, To Date: 10/26/2017, Replacement Aide: Gomez Lolita)	Reply II	Print
<input type="checkbox"/> Senior Care - PA (seniorcaredemo)		10/23/2017 03:32:53 PM	Berni, Amelia	Change in Condition	Patient seems disoriented. Please reevaluate patient's care and authorization hours	Reply H	Print

Save

- Member → General Page → Notes (*Open and Closed Notes*)

Member General

General Profile Authorization Insurance Special Requests Master Week Calendar Visits

Member Info - Active

Name: Clerge Wyatt Nurse: Mary Sullivan Frequency: 3 hours per day 6 days per week MCO Coordinator: MCO Name: Pennsylvania Top MCO - PA Admission ID: 65225115426 Member ID: 65225115426 DOB: XX/XX/XXXX

General History

Nurse: Mary Sullivan

1509446 | 10/20/2017 4:31:41 PM | Request Sent to Provider | Senior Care - PA | penntopmcode...

Notes

Date	From	To	Note	Reason	Status	New	Print
10/23/2017 4:08:43 PM	Senior Care - PA (seniorcaredemo)	Pennsylvania Top MCO - PA	[Thursday(1200-1500)] (Type: Temporary, From Date: 10/26/2017, To Date: 10/26/2017, Replacement Aide: Gomez Lolita)	change in service	Open	Close Reply	Print
10/23/2017 4:06:13 PM	Pennsylvania Top MCO - PA (penntopmcode)	SCPA	A new Authorization (52569) has been created by Pennsylvania Top MCO - PA for this Patient. The Authorization is for W1793 services and runs from 10/23/2017 through 10/23/2018. Please review Authorization details in full prior to scheduling.	New Authorization	Closed	Close Reply	Print

MCO Communications – Review/Create

Search/Review

- From Action → Communications

MCO Communications

MCO: All Message Type: All Status: All Reason: All

From Date: To Date: Search

New Search Results (4) Page 1 of 1

MCO	Created Date	Reason	Note	Status			
Pennsylvania Top MCO - PA	11/28/2017 11:46:47 AM	Communication	Please note that the updated billing process takes effect in the next cycle.	Open	Close	Reply	
Pennsylvania Top MCO - PA	11/28/2017 12:49:06 PM	Communication	Action required on pending Placements.	Open	Close	Reply	
Pennsylvania Top MCO - PA	11/01/2017 12:39:56 PM	Calendar Note	Schedule coordination for the month is in progress.	Open			
Pennsylvania Top MCO - PA	10/23/2017 04:24:01 PM	Communication	Thanks for the quick placement acceptance. It has helped us facilitate our census	Open	Close	Reply	

 = Inbound Note

 = Outbound Note

 = Attachment

Create (**New**)

Reason
(by MCO)

HHAcExchange - Notes

Notes

Date: 11/01/2017 12:39:56 PM


From: Senior Care - PA

* MCO: Pennsylvania Top MCO - PA

* Reason: Calendar Note

* Note: Schedule coordination for the month is in progress.
(Upto 500 Characters)

Urgent Message:

Upload File: 

Save Cancel

Optional
Urgent Message checkbox
Attach a file

Frequently Asked Questions (FAQs)

Q: How do I Request to Add a New User to HHAeXchange?

A: Complete the *User Request Form* (Provider Info Center – FORMS Page)

Q: How do I accept a Member Placement if sent “Confirmed”?

A: During CoC, all placements sent as “Confirmed” – No Action Needed!

Q: Who do I contact if I am Missing Members or Authorizations?

A: HHAeXchange uploads data received from MCO files on a daily basis. If data is missing, contact MCOs using the *Communications* function in the HHAeXchange Portal (*Action > MCO Communications*)

Q: How can I register for Webinars or access Training materials?

A: Access the online Training section (Provider Info Center – TRAINING Page)