



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)



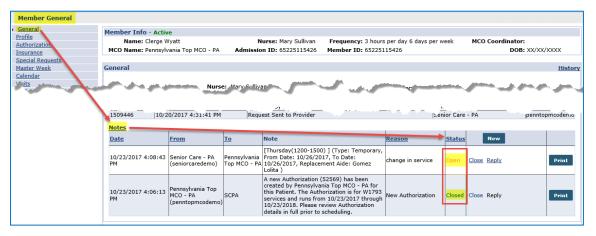
# Member Notes - Review / Reply / Close

➤ Home Page → Notes (Open Notes only)



➤ Member → General Page → Notes

(Open and Closed Notes)

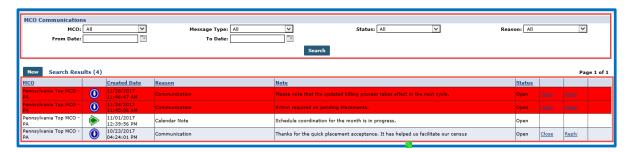




## MCO Communications – Review/Create

#### Search/Review

From Action → Communications

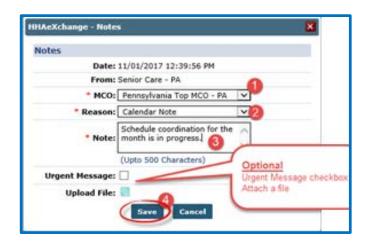


Inbound Note

> = Outbound Note

= Attachment

Create ( New )
Reason
(by MCO)





# 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)

