ADW_TBIW_PC PROGRAMS
FREQUENTLY ASKED QUESTIONS

FAQ#	DATE	TOPIC	QUESTION	RESPONSE
1	2/5/2021	EVV	Our agency has not yet received a welcome packet or other materials from HHAX. How do we get this information?	Please contact HHAX to confirm that you have submitted your provider survey. The information in the survey is what triggers the welcome packet and other enrollment information to be sent to the agency contact person identified in your survey.
2	2/5/2021	EVV	How do we register for HHAX webinars?	Information regarding HHAX webinars will be sent to each agency's contact person. You may also obtain this information through the Provider Information Center on HHAX's website: https://hhaexchange.com/wv/
3	2/5/2021	EVV	Can HHA slides from today's presentation be shared?	All training materials are available under the Training tab on HHAX's website: https://hhaexchange.com/wv/ The slides from this presentation were also emailed to agencies.
4	2/5/2021	EVV	After EVV goes live will we bill through Gainwell or through HHAX?	HHA's EVV system will go live on 3/1/2021 but providers will continue to submit claims through Gainwell using their current billing processes. The claiming function of HHAX's system will be phased in at a later date.

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5	2/5/2021	EVV	Will billing with the employee NPI numbers be required on March 1st or will it be delayed?	Effective 3/1/2021, NPI numbers are to be included on claims for services provided by workers that are required to use EVV. During the month of March, claims submitted will be processed and paid (if there are no other issues with the claim) but Gainwell will issue a warning regarding the missing NPI number. Once the EVV system is in full operation, the warning will be eliminated and claims without the required NPI number will be denied.
6	2/5/2021	EVV	How will T1001 and T1002 be billed for the RN without the NPI?	T1001 and T1002 are not in scope for EVV. Nurses providing these services are not required to have NPI numbers or use EVV. Claims for these services will be submitted using the agency's current billing process.
7	2/5/2021	EVV	Since EVV is not going to be implemented for Case Management at this time -do we still need to complete the LMS training and attend the webinars next week or can we wait until closer to the time for this to be implemented for CM?	Case Management agencies are welcome to complete the training now but the trainings will also be offered in advance of EVV for Case Management going live. Agencies will be notified at least 3 months prior to the go-live date for Case Managers being required to use EVV.
8	2/5/2021	EVV	It has been said that Live-in home care workers do not need NPI numbers. How will that affect billing if we need to put an NPI number when completing billing?	When submitting claims for services provided by live-in workers, agencies will add a "UK" modifier to the service code on the claim. This will distinguish the live-in worker claims from claims for workers that do not live with the member. Claims with the UK modifier will not require the worker's NPI number. But, if the agency does include the worker's NPI number on a claim with the UK modifier, it will not prevent the claim from being paid.

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9	2/5/2021	EVV	Will we be billing CM and direct-care workers that use the EVV system through HHA and then the workers that live in the member's home and services that don't require EVV will be billed through Gainwell?	After HHAX's EVV system goes live on March 1st, agencies will continue to submit all claims for services to Gainwell using the agencies' current billing process. At a later date, HHAX's system will create the claims for services that are entered by direct-care workers and Case Managers in the EVV system. Agencies will be informed in advance and provided additional training on the claiming function in HHAX's system.
10	2/5/2021	EVV	Will NPI numbers for Case Management services be required in Gainwell on March 1 as well?	Case Management services will not be required to be entered in HHAX's system until it is safe for Case Managers to resume face-to-face home visits with members. Effective 3/1/2021, claims submitted to Gainwell for Case Management services will be required to include the Case Manager's NPI number .
11	2/5/2021	EVV	Is there equipment we need (FOB etc.)or will there just be a phone number for the workers to call in to?	There are several methods for caregivers to clock in/out of EVV if using the HHA free EVV tools. Caregivers can use the member's landline to clock in/out via telephony. Using this method, the caregiver will call into the phone number assigned by HHAX to the agency. Caregivers may also use the Caregiver Mobile App as a GPS method of clocking in/out, or they can use a FOB device. Information will be forthcoming regarding the FOB, but telephony and the mobile app are the preferred methods.

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12	2/5/2021	EVV	Has anyone been informed how to enroll direct care providers to Gainwell without the "middle man"? The spreadsheet to gainwell is my middle man	Gainwell's bulk enrollment process (spreadsheet) allows agencies to enroll existing workers in batches rather than manually enrolling workers individually in Gainwell's portal. Gainwell has provided web-based training on the process for individually enrolling workers in their portal. Agencies may contact Gainwell to request this training and related instructional materials.
13	2/5/2021	EVV	Will we be able to see in EVV what time our workers showed up and left in March when we're still billing through Gainwell in case they are being dishonest on their PALS?	Yes, HHAX's system will allow agencies to view each worker's EVV information including the time they clock in, clock out, location of service, etc. Agencies will be able to correct information in HHAX's system if it doesn't match the worker's PAL or other documentation.
14	2/5/2021	EVV	What number do the workers call for Gainwell	Workers using EVV will not be required to contact Gainwell. HHAX will provide each agency with a toll free number that workers may use to clock in/out using the member's landline. Most workers will instead use the mobile app to clock in/out through a smart phone. Use of the mobile app will not require the worker to call in to the agency's toll free number.
15	2/5/2021	EVV	I believe I heard last call to upload any new hires through the bulk upload sheets for Gainwell through 3/1. After that the portal is to be used for enrolling workers in Gainwell's system?	Gainwell plans to discontinue the bulk enrollment (spreadsheet) process on 3/1/2021. Agencies still needing to submit bulk enrollment documents after that date are to contact their Gainwell field representative to make arrangements.

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16	2/5/2021	EVV	What if our workers are not active by March 1 for billing, mine still says submitted and new not enrolled	Although HHAX's EVV system goes live on 3/1/2021, agencies will continue to use their current billing process for submitting claims. Claims for services provided by workers that are not yet enrolled in Gainwell's system will be processed and paid. During March, Gainwell's system will alert agencies when claims do not include required information such as the worker's NPI or when the worker is not enrolled. At a later date, this missing information may result in the claim being denied.
17	2/5/2021	EVV	Will workers be able to clock in and out if the member only has a cell phone in the home.	Cell phones are not able to be used for the telephony method. However, if it is a smartphone, and the member allows it, the worker could use the Mobile App on the member's phone.
18	2/5/2021	EVV	Since billing will not yet go through the HHAX system is span billing not yet being eliminated for those services subject to EVV effective March 1?	Span billing will remain available after March 1st for services that are tracked through EVV. Agencies may continue to use their current billing process, including span billing until future notice.
19	2/5/2021	EVV	For workers that use mobile app on their phones, will there be an increase in data use in case they have prepaid phone with limited minutes?	The Mobile App can be used on Wifi, so that it does not affect data usage. If the member does not have Wifi in the home there is an offline mode for the app where the worker can clock in/out, and when they return to Wifi they can transmit their timestamps.
20	2/5/2021	EVV	When do agencies begin billing with the UK service code modifier for live-in workers?	Effective 4/1/2021, agencies will begin using the UK modifier on service claims for workers that live in the member's home.

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21	2/5/2021	EVV	It would be more efficient to our agency to be able to Direct Data Entry our new workers.	New workers can currently be directly enrolled in Gainwell's portal. Workers that have been enrolled in Gainwell's portal through the bulk enrollment process or through manual portal entry will be uploaded to HHAX's system through a file exchange beginning 2/22/2021. It will not be necessary to manually enter workers in HHAX's system.
22	2/5/2021	EVV	Will we be filling out paper timesheets and doing EVV? If so, for how long? It was my understanding EVV was to replace paper timesheets.	EVV will ultimately eliminate the need for paper timesheeets. The EVV system goes live on March 1st but agencies will continue to use their current billing processes, including timesheets until all workers are enrolled in Gainwell's system and all agencies are able to fully utilize the EVV system.
23	2/5/2021	EVV	Is there a list that can be printed or issued with the different modifiers and what is the effective date of their use?	During the provider Zoom meeting on 3/5/2021, BMS will provide training on the use of the UK modifier for live-in workers. Service codes with the UK modifier will not become available until 4/1/2021.
24	2/5/2021	EVV	Will the caregivers need to know their NPI numbers or is that just for the agency to use for billing?	Agencies that obtained NPI numbers on behalf of their workers should provide the NPI number to the worker. But, the workers' NPI numbers are primarily for the agency's use when enrolling workers in Gainwell's system and for tracking purposes in HHAX's system.
25	2/5/2021	EVV	Is entering the member's schedule into EVV required?	HHAX's system does require agencies to enter the worker's schedule. The worker can clock in/out of the EVV system on dates/times that have not been scheduled but the agency will need to update the worker's schedule in the system after the visit has occurred.

ADW_TBIW_PC PROGRAMS
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26	2/5/2021	EVV	Authorizations on claims for ADW S5130 services are currently not required on actual claims presently with Gainwell as they are pulled in by Gainwell. Will we be required to have an authorization number on all claims along with the NPI number of the prior authorization or will the authorization number pull internally within the Gainwell claim processing system?	Kepro is currently creating agency-specific authorizations for ADW Personal Attendant and PC Direct-Care services. These new authorizations will replace the existing authorizations and at that time, the prior authorization number will be required on the agencies' claims. This will be automatically done once the claiming function of HHAX's system is implemented. BMS will provide training on the new prior authorizations on 3/5/2021
27	2/5/2021	EVV	Do nurses need NPI numbers?	Nurses need NPI numbers only if they will be providing Case Management or Personal Attendant/Direct-Care services.
28	2/5/2021	CFCM	Is the Conflict Free CM still going to be effective 4/1/21?	The implementation of CFCM for existing/active members has been delayed until further notice. New members and members that voluntarily request transfers will be required to choose conflict-free agencies beginning 4/1/2021.
29	2/5/2021	COVID-19	Will online CPR continue to be allowed after 3/31/2021?	Yes. Preventative measures currently in place through Appendix K will be extended for up to six months following the end of the national public health emergency (PHE). Currently the public health emergency is in place until April, 2021 therefore Appendix K measures, including online CPR will be allowed until October 2021..
30	2/5/2021	COVID-19	When will RNs be required to resume completing assessments in the member's home?	This will depend on the date the national public health emergency is ended. Face-to-face assessments will not be mandated until at least October 2021. Currently, agencies and members have the option of completing face-to-face assessments but due to COVID, agencies are encouraged to continue doing assessments virtually.

ADW_TBIW_PC PROGRAMS
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31	2/5/2021	WV CARES	Does the WV CARES system now require agencies to screen workers for the DHHR Protective Services Registry	DHHR Protective Services Registry screening is not required by ADW, TBIW or PC policy. The WV CARES system recently added the option to screen workers against this registry but it is not rquired.
32	2/19/2021	EVV	When and how do we order the fobs or devices for the EVV?	Due to COVID-19, the installation of fixed object devices (FOBs) in members' homes will be postponed. Workers that are unable to use the mobile app or member's landline to clock in/out of the EVV system will be required to continue documenting their time using the agency's current process--i.e. timesheet, PAL, etc.