



Help *at* Home®
Care to Live Your Life.

HHAX Refresher Training

September 27, 2023



HHAX Resources & Support

Several support channels are available for ongoing support and questions

Moving forward, please use the following channels for any HHAX support needs:

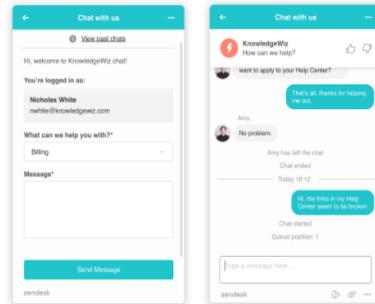
KNOWLEDGE CENTER

- How do I add a new client profile?
- How do I fill out a form in a visit I'm scheduled for it's required?
- How do I View caregiver notes on a visit before approving / How to check
- How do I Adjust the details for a visit before approving (Visit Approval)?
- How do I View revision and completion history?
- How do I add a visit note in a visit that I'm scheduled in?

The [Knowledge Center](#) contains step-by-step guides that **branch admin, FSC employees, and Caregivers can access 24/7.**

[Caregiver User Guides](#) are also available to enable the branch to share step-by-step instructions with Caregivers.

CHAT



If the branch admin or FSC employees have a question as they search the Knowledge Center or if they want to immediately ask their question, they can use the chat feature.

EMAIL



Alternatively, any user can email questions to hhax@helpathome.com.

We recommend using the Knowledge Center first for the most immediate answer.

PHONE



A direct phone line is also available for support of Caregivers and administrative staff.

When you call **1-877-893-9997**, please indicate what you need help with, and support agents will field your question.

All training decks and recordings can also be referenced [here!](#)



Caregiver Onboarding

Caregiver Onboarding

Sharing Resources with new Caregivers

As new Caregivers join your branch, please review the following resources with them in addition to normal onboarding activities:

1. [Caregiver HHAX User Guide](#)

- Help the Caregiver download and setup their mobile app, and share their Assignment ID for using IVR

2. [YouTube video](#) on using the HHAX Mobile App



3. [Caregiver FAQs](#)



Care to Live Your Life.

MS HHAExchange (HHAX) Implementation: Caregiver FAQs

- **What is HHAExchange?** HHAExchange (HHAX) is our new, user-friendly mobile app and interactive voice response (IVR) phone line that Caregivers must use to clock in and out of visits.
- **Where can I find instructions for the mobile app and IVR phone line?**
 - Printed user guides are available at each branch and linked [here](#)
 - Click [here](#) to watch a YouTube video on using the HHAX mobile app
- **Who can I reach out to with questions?** If your question is related to your schedule or client(s), call your branch. If your question is HHAX related, reach out to the support team at **1-877-893-9997** or hhax@helpathome.com, or go to the HHAExchange – Mississippi (MS) [Knowledge Center](#) at support.helpathome.com.
- **How do I clock in and out of a visit if there is no visit on my schedule?** Call your branch to add the visit to your schedule. Do **NOT** use the “Unscheduled Visits” functionality in the HHAX mobile app.
- **What if I need to work a different time or day than what's on my schedule, or cancel a shift?** Call your branch so they can update your schedule. If the visit has already happened, please tell your branch so they can update your visit.
- **If I forgot to clock in, should I clock in late?** No. Clock out as usual and ask your branch to fix your clock in time. You should also continue writing your times worked on your paper timesheet.



Weekly Activity Recap

Weekly Activity Recap

Weekly Activities in HHAX

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Care Supervisors	<ul style="list-style-type: none"> Review patient auth. utilization and adjust schedule as needed 	<ul style="list-style-type: none"> Complete prebilling review by noon CT for previous week 		<ul style="list-style-type: none"> Review patient auth. utilization and adjust schedule as needed 	
	Review and Fix Visits in Call Dashboard and Prebilling				
	Onboard New Caregivers & Setup Mobile Account				
	Fill Open Shifts				
Branch Manager	<ul style="list-style-type: none"> Review branch auth. utilization 			<ul style="list-style-type: none"> Review branch auth. utilization 	
	Process Pay Rate Updates				
	Monitor Call Dashboard and Prebilling				
Other Roles		<ul style="list-style-type: none"> RCM: Invoice visits for previous week Payroll: Process travel stipends 	<ul style="list-style-type: none"> Payroll: Process pay for previous week 		



Reminders

Overnight Shifts

If a patient has an overnight shift, **two separate visits must be scheduled.**

- One up until Midnight (ends at 0000)
- One after Midnight (starts at 0000)

Caregiver Education: If a patient has an overnight shift, **the caregiver only needs to clock in to the first shift, and clock out of the second shift.**

- If this process is not followed, calls will all end up in the call dashboard or risk being auto confirmed to the incorrect visit

STEPS TO CORRECT:

- **If not billed/paid:**
 1. Unlink any calls associated with the clock in/out for the overnight visit(s)
 2. Ensure overnight shift is split into two visits (double check all visits/push out new Master Week)
 3. Link any calls on the Call Dashboard to the correct visit (if available)
 4. Manually confirm the remaining clock in or out data for both shifts
- **If billed/paid:**
 1. Reach out to RCM team to uninvoice all visits billed/paid
 2. Follow above steps 1-4
 3. Make corrections to Master Week and push out to schedule. Double check schedule is correct.

Today's Schedule	
Lauren Kellertest PHILADELPHIA,PA,19019 Philadelphia	05/04/2023 06:00PM - 12:00AM
Lauren Kellertest PHILADELPHIA,PA,19019 Philadelphia	05/05/2023 12:00AM - 04:00AM

Clock into first →

Clock out of second →

Correct Clock In/Out

9 S: 1600-0000 V: B: N Garand Caroline	10 S: 0000-0600 V: B: N Garand Caroline
---	--

Incorrect Clock In/Out

1 S: 0000-0200 V: 0000-0200 B: N (02:00) Quinn Gregory	2 S: 0000-0200 V: 0000-0200 B: N (02:00) Quinn Gregory
S: 1400-0200 V: 1400-0200 B: N (12:00) Quinn Gregory	S: 1400-0200 V: 1400-0200 B: N (12:00) Quinn Gregory

Clock in and clock out attempts both linked to the first shift and then auto confirmed the times. The red text indicates the visit was confirmed and adjusted the scheduled times to be 1400-0200 (not valid as shifts must be split at midnight)

In-Services

Caregiver > In Service

- The **In-Service Module** is used to add certain caregiver activities that are payable but not billable:
 - Annual In Service Training (INS)
 - Includes orientation visits
 - ADMF Field Hours (ADMF)
 - Show Up Pay (SHOWUP)
- All In-Service Pay Codes have been set up as **Other (Non-Skilled)**
 - Always use the pay code that matches the In-Service Topic
- Mark the In-Service as **“Completed”** for the caregiver to get paid
- Remember to click **“Save”** when all fields are filled out

HHA Exchange - Caregiver In Service

Caregiver In Service

* Date: 08/15/2023
 Scheduled Completed

Office: Greenwood

* From Time: 0800
* End Time: 1000

Allow for In Service Overlap: *i*

No Show:

* Topic: Annual In-Service (03...)

Count Towards Compliance:

Location:

Instructor: Select

Language: Select

* Discipline: Other (Non Skilled)

* Pay Code: INS

Discipline 2: Select

Pay Code 2: Select

Description:

Save Close

Adjusting In-Service Pay

Caregiver > In Service

- Before an in-service has been paid, you will be able to make any required changes directly to that in-service entry

In Service											
Summary											
Year				Total Hours							
2023				05:00							
Date	Time	Hours	Topic	Count Towards Compliance	Location	Instructor	Description	Status	Reason	Payroll Batch	Add
09/26/2023	1200-1600	04:00	Annual In-Service	No				Completed			Edit 
09/17/2023	0800-0900	01:00	Show Up Pay	No				Completed		EFIU0023	Edit 

- However, **once an in-service has been paid it cannot be adjusted**
 - You can tell if an in-service has been paid if there is a alphanumeric code under the “Payroll Batch” column
- If you need to make a change to the in-service, once paid, you will need to delete the existing in-service, and add a new in-service with the corrected details
 - Any net pay differences will be reflected in the caregiver’s next paycheck

Entering Expenses

Caregiver > Expenses

- The **Expense Module** is used for entering:
 - Travel Time Stipend (TRIEMB)
 - Paid out at \$1.50 per occurrence
 - Do NOT enter your own travel time – this will be entered by centralized team
 - RN Mileage (RNMILE)
 - This is only applicable for certain nursing programs
 - **Other mileage should be entered into the portal, NOT HHAX**
 - If you add the wrong expense code in HHAX, full pay for the pay may get delayed until the following week
- You will only need to enter Expense Type, Date and Quantity and the total rate/pay will automatically calculate
- Click “Save & Close” or “Save & Add Another” to finalize expense

Select

- MS ONLY - RN Mileage
- MS ONLY - Travel Time Stipend
- PA ONLY - Payment: Bonus
- PA ONLY - Payment: Shift Fill Bonus
- PA ONLY - Reimbursement: Fingerprinting
- PA ONLY - Reimbursement: Mileage
- PA ONLY - Reimbursement: Parking
- PA ONLY - Reimbursement: Tolls

HHA Exchange - Add Expense

Add Expense

* Expense Type: Select

* Date: Add Multiple Dates

* Quantity:

Billable: Payable:

Patient: ? Pay Rate(\$):

Pay Total(\$):

Contract: Select Pay Export Code:

Bill Rate(\$):

Bill Total(\$):

Bill Export Code:

Description:

(Up to 1000 Characters)

Save & Close Save & Add Another Cancel

NOTE: HHAX contains other markets. Please refer to the expense name and **ONLY use expenses for Mississippi (MS)**. Otherwise, full pay for the pay may get delayed until the following week

Viewing Paychecks in HHAX

Caregiver > Pay Check

- The “Pay Check” tab should be the first place you look when you get a payroll related question from a Caregiver. This page provides an overview to what a caregiver has been paid in each payroll run.

Pay Check

Pay Check View Mode: Batch View Register View

Batch Number: Week Date:

Current Week (07/22/2023 - 07/28/2023) Created On : [08/11/2023] [14:39:41]

Visit Date	Visit/ Expense	Patient Number	Patient Name	Reg Hrs	Daily	Pay Code	Pay Rate	Amount	OT Hrs	OT Rate	OT Amount	H Hrs	H Rate	H Amt	Total
07/22/2023	0800-1800	030-83555	BOND MAY	10:00		PCA	\$11.00	\$110.00	00:00			00:00			\$110.00
07/23/2023	0800-1800	030-83555	BOND MAY	10:00		PCA	\$11.00	\$110.00	00:00			00:00			\$110.00
07/24/2023	0800-1800	030-83555	BOND MAY	10:00		PCA	\$11.00	\$110.00	00:00			00:00			\$110.00
07/25/2023	0800-1800	030-83555	BOND MAY	10:00		PCA	\$11.00	\$110.00	00:00			00:00			\$110.00
07/26/2023	0800-1800	030-83555	BOND MAY	00:00		PCA			10:00	\$16.50	\$165.00	00:00			\$165.00
Current Week Total:				40:00				\$440.00	10:00		\$165.00	00:00		\$0.00	\$605.00

Previous Week (07/15/2023 - 07/21/2023) [With OT]

Visit Date	Visit/ Expense	Patient Number	Patient Name	Reg Hrs	Daily	Pay Code	Pay Rate	Amount	OT Hrs	OT Rate	OT Amount	H Hrs	H Rate	H Amt	Total
07/15/2023	0800-1800	030-83555	BOND MAY	10:00		PCA	\$11.00	\$110.00	00:00			00:00			\$110.00
07/16/2023	0800-1800	030-83555	BOND MAY	10:00		PCA	\$11.00	\$110.00	00:00			00:00			\$110.00
07/17/2023	0800-1800	030-83555	BOND MAY	10:00		PCA	\$11.00	\$110.00	00:00			00:00			\$110.00
07/18/2023	0800-1800	030-83555	BOND MAY	10:00		PCA	\$11.00	\$110.00	00:00			00:00			\$110.00
07/19/2023	0800-1800	030-83555	BOND MAY	00:00		PCA			10:00	\$16.96	\$169.60	00:00			\$169.60
07/20/2023	0800-1800	030-83555	BOND MAY	00:00		PCA			10:00	\$22.46	\$224.60	00:00			\$224.60
Week Total:				40:00				\$440.00	20:00		\$394.20	00:00		\$0.00	\$834.20

5 Q&A



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