HOSPICE OVERVIEW TRAINING MANUAL

March 2022

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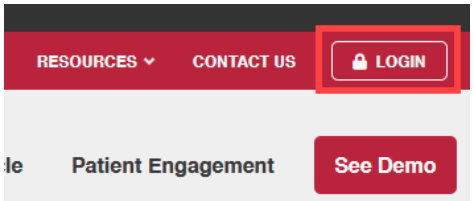
LOG INTO AXXESS

Navigate to www.axxess.com. Select **LOGIN** in the top right of the page.



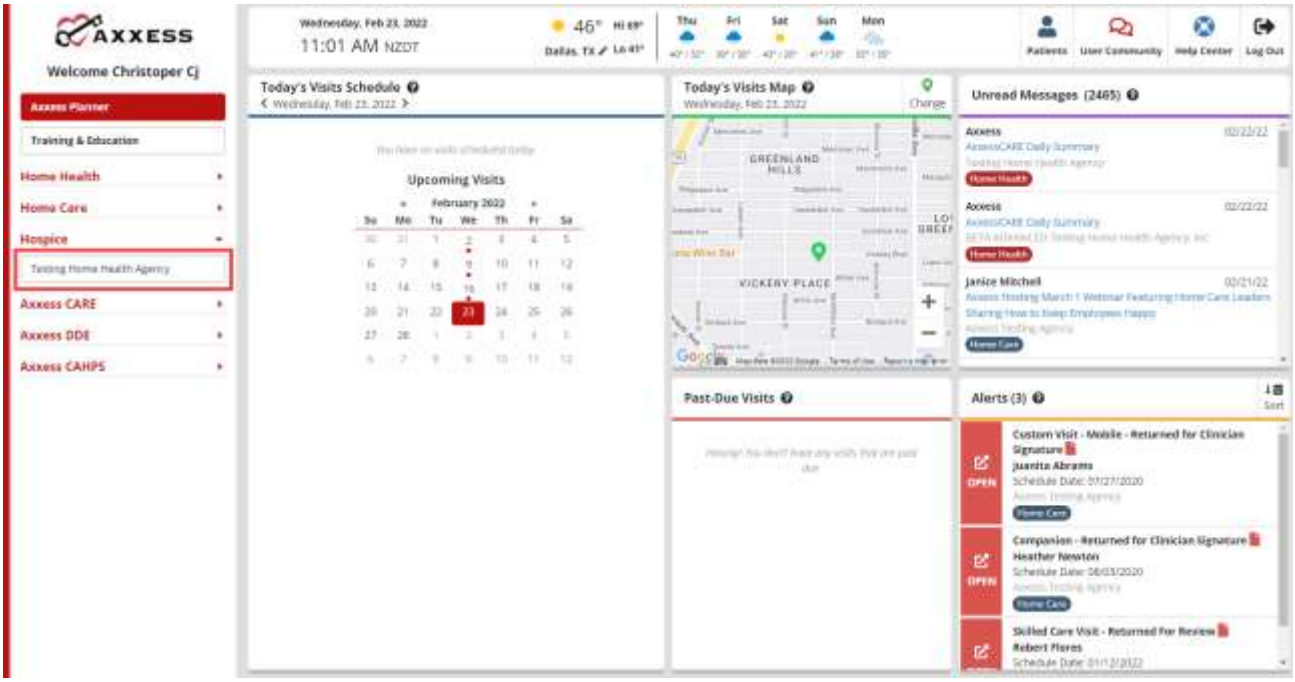
Input user credentials and select **Secure Login**.

Confirmation appears that Login Successful, select the green **OK** button.

AXXESS PLANNER

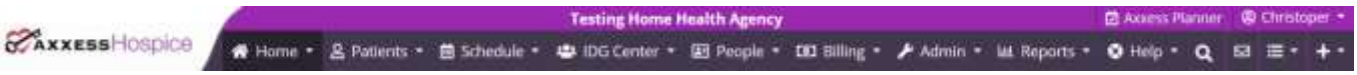
The Axxess Planner displays pertinent information specific to a user. Shortcuts have been placed on the left side of the page to allow for easy access to the Axxess applications the agency is using. Users can also see upcoming visits, past due visits, unread messages, and a map of today's visits. To access patient charts, document a

visit or bill for an individual patient, select the appropriate Axxess application on the left side of the page.



Select **Axxess Planner** in the top right of the Navigation menu to go back to the planner.

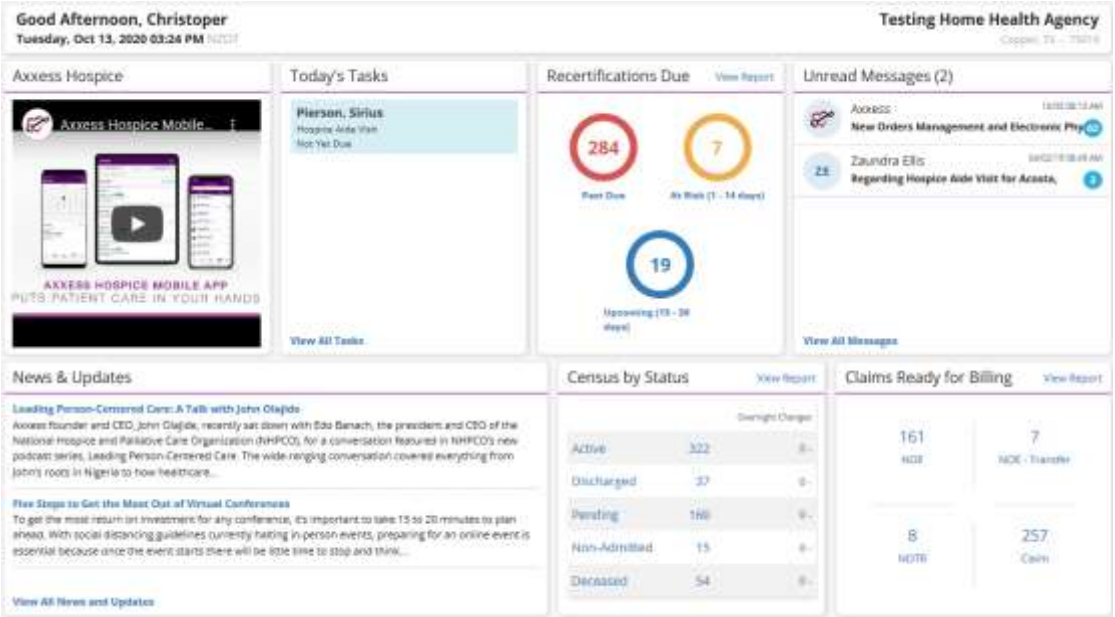
Navigation Menu - Once logged in, the navigation menu at the top will allow for easy access to the data.



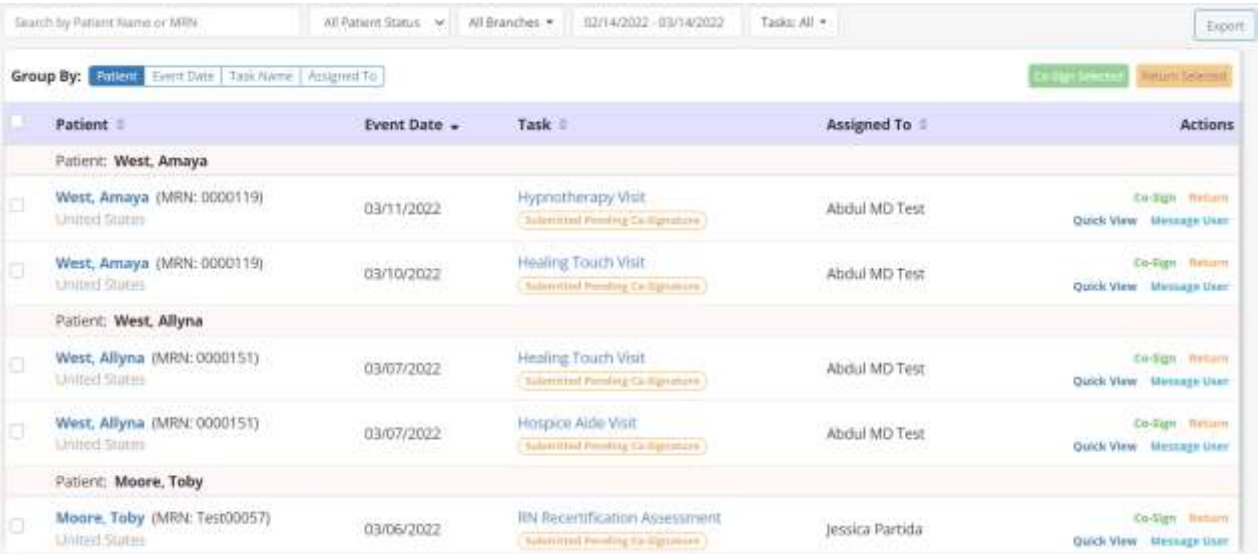
HOME

The Home menu allows access to the following actions based on permissions granted to the user.

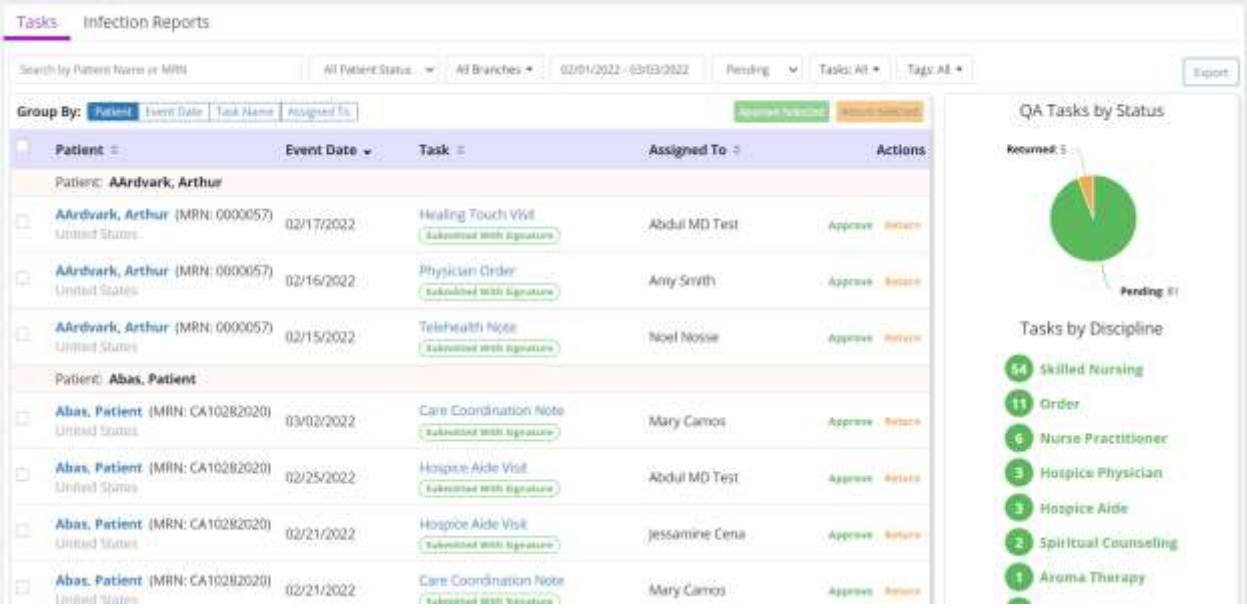
My Dashboard - Houses eight tiles that include the welcome panel, video, Today's Tasks, Recertifications Due, Unread Messages, News and Updates, Census by Status and Claims Ready for Billing.



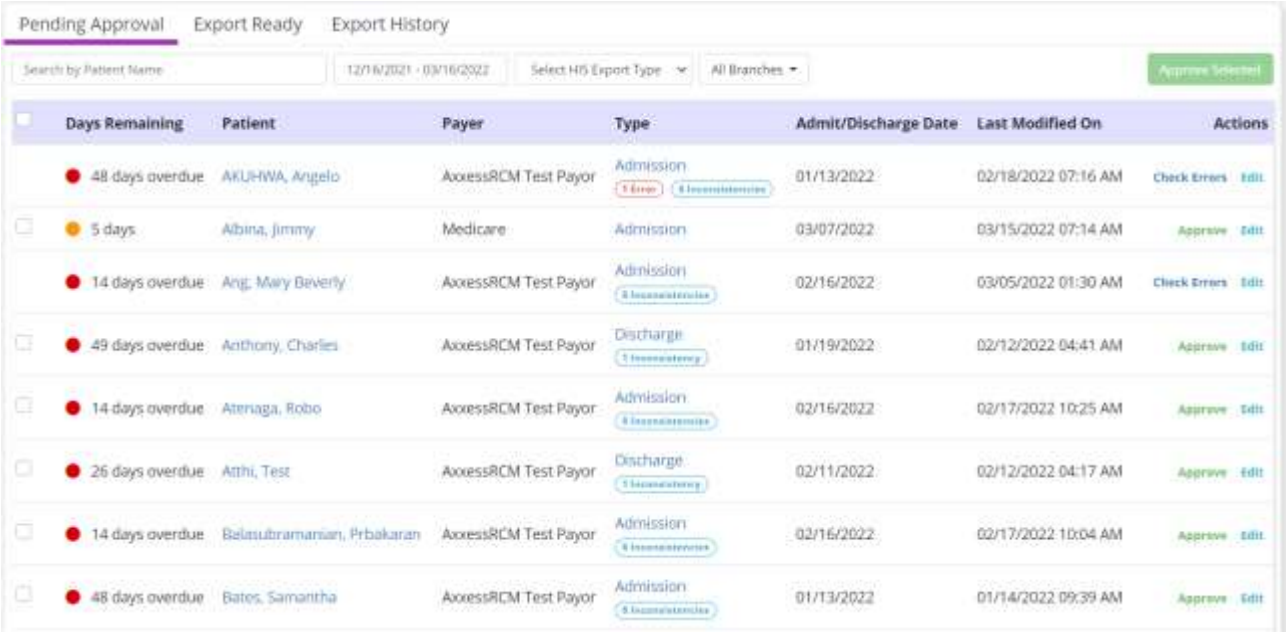
Pending Co-Signature - Enables users to stay compliant with the state's Nurse Practice Act and adhere to internal agency policies. The process of co-signing documents can be individualized to meet users' specific needs and streamline agency operations.



Quality Assurance (QA) Center - The QA Center is where clinical documentation is processed by the QA staff. QA staff can view, approve and return documents from within the QA Center. Functionality is split between the **Tasks** and **Infection Reports** tabs.

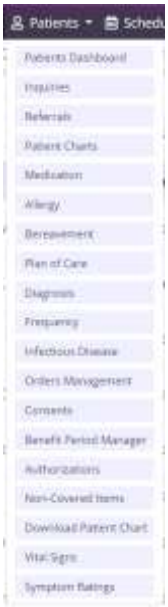


HIS Export Manager - Users can manage the exporting of HIS documents from **Pending Approval**, **Export Ready** and **Export History** tabs.

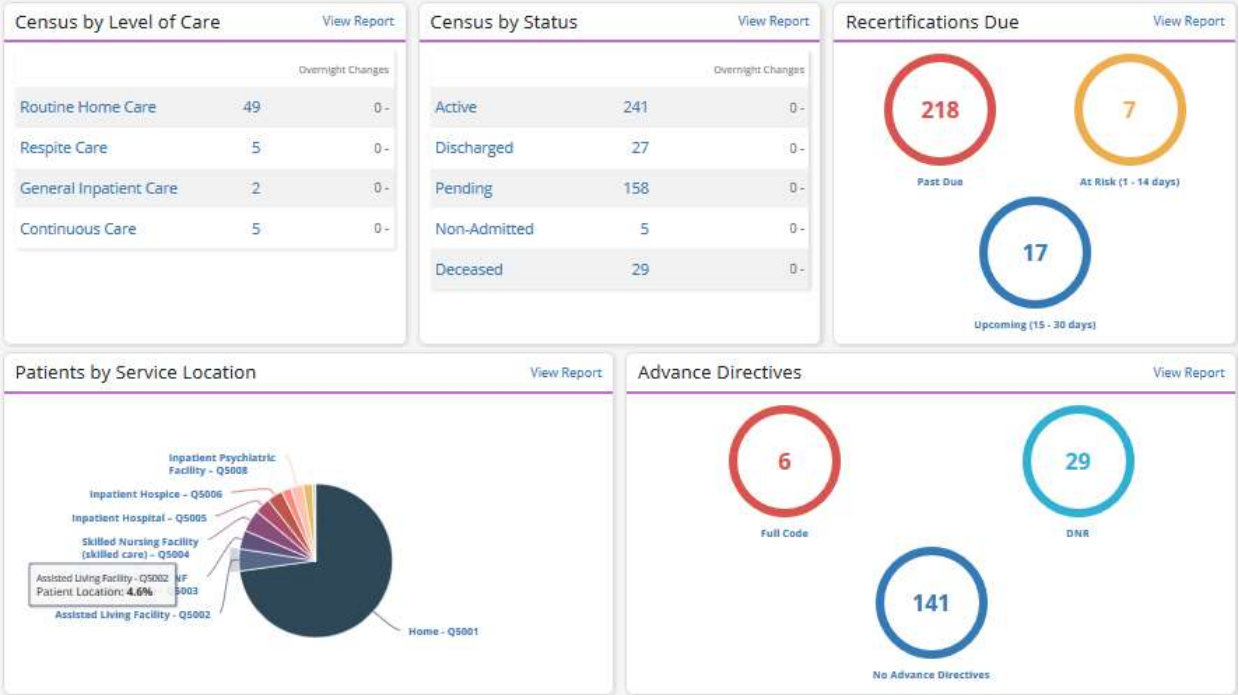


PATIENTS

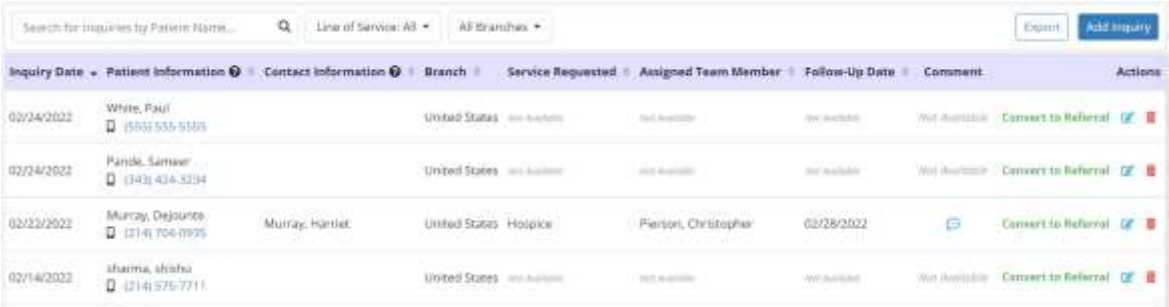
The Patients menu allows access to the following actions based on permissions granted to the user.



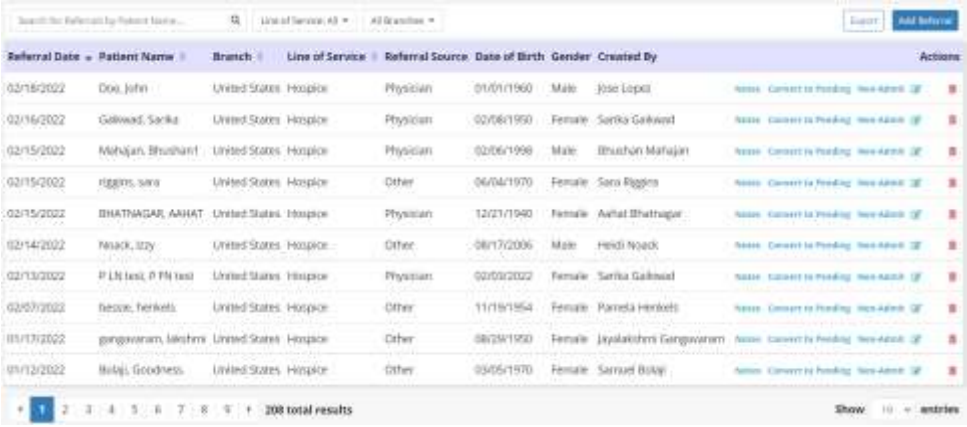
Patients Dashboard - Shows fives tiles that keep clinicians up to date on important information including, the Census by Level of Care, Census by Status, Recertifications Due, Patients by Service Location and Advanced Directives.



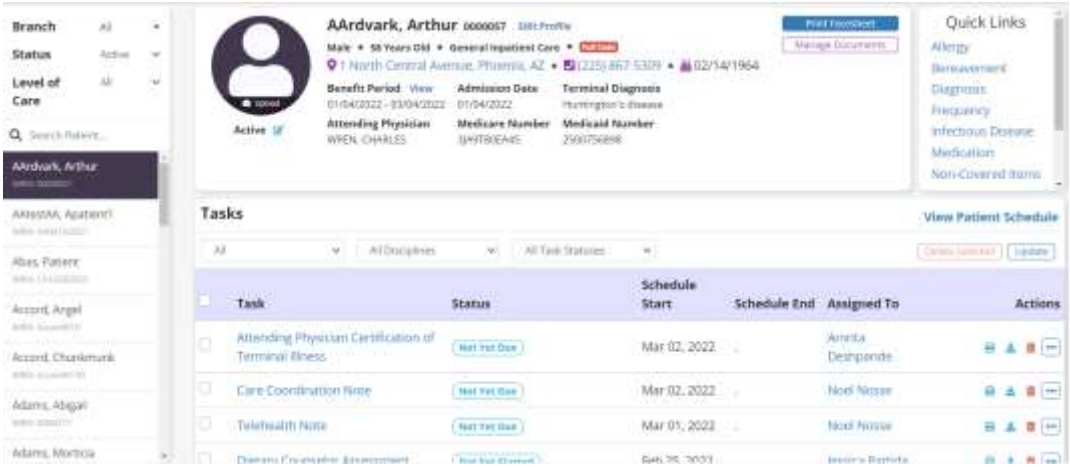
Inquiries - See all patient inquiries (sales leads) with functionality to add, edit, delete, export and/or convert to referral.



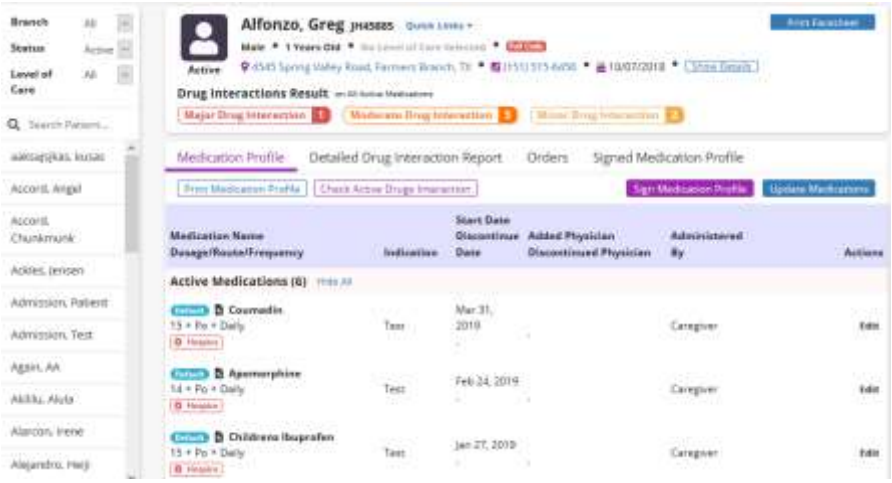
Referrals - See all patient referrals with functionality to make notes, edits, export, non-admit, convert to pending and/or remove.



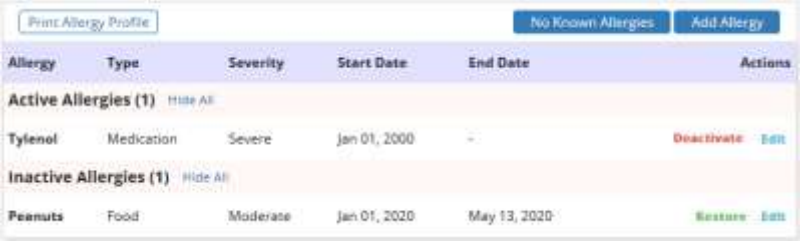
Patient Charts - See all patient charts with functionality to view information (including the schedule), make edits and quick links to other patient information.



Medication - See all patients Medication list with functionality to add, edit, discontinue, delete, print, sign, copy meds and view interactions. Functionality is split between the **Medication Profile**, **Detailed Drug Interaction Report, Orders** and **Signed Medication Profile** tabs.

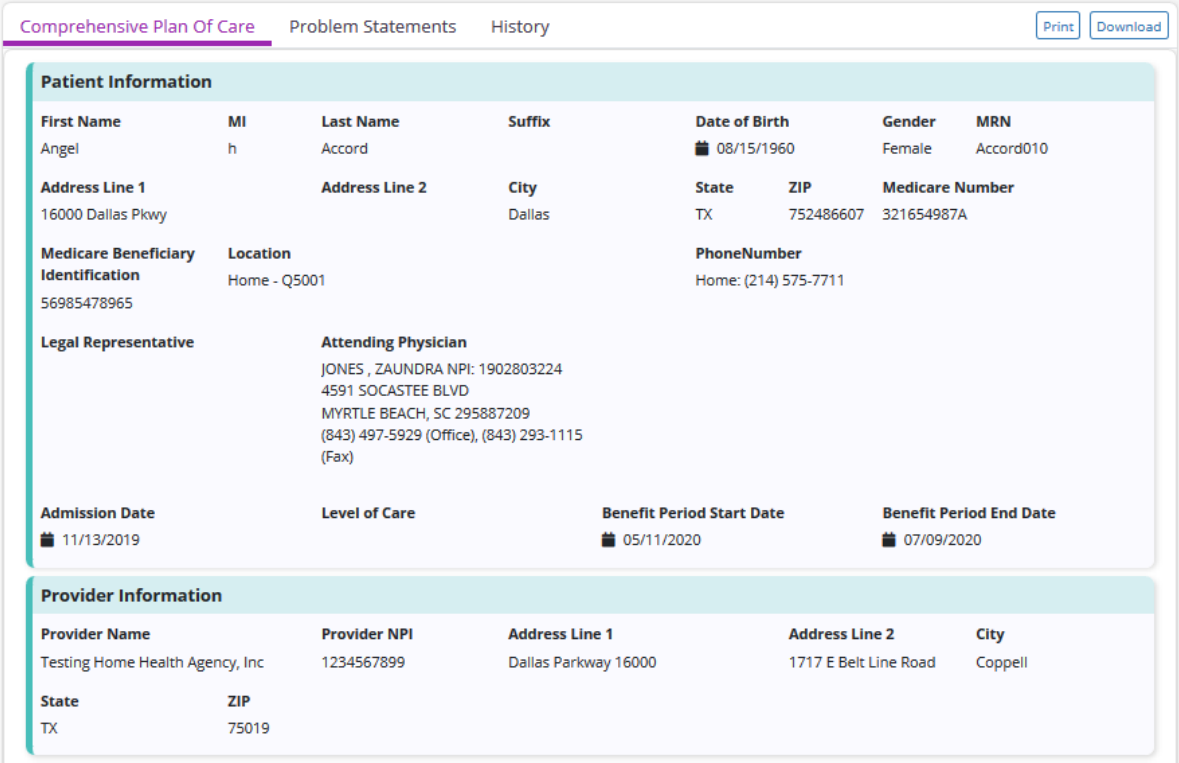


Allergy - See active and inactive allergy lists with functionality to add, edit, deactivate, restore and print allergies.



Bereavement - Bereavement Plan of Care enables users to document goals, interventions and services related to bereavement before and after a patient's death. Functionality is split between the **Bereavement Plan of Care** and **History** tabs

Plan of Care - See all patient's Plan of Care with functionality to view historic, update, add or remove problem statements, interventions and goals. Functionality is split between the **Comprehensive Plan of Care**, **Problems Statements** and **History** tabs.



Comprehensive Plan Of Care | Problem Statements | History | Print | Download

Patient Information

First Name	MI	Last Name	Suffix	Date of Birth	Gender	MRN
Angel	h	Accord		08/15/1960	Female	Accord010

Address Line 1	Address Line 2	City	State	ZIP	Medicare Number
16000 Dallas Pkwy		Dallas	TX	752486607	321654987A

Medicare Beneficiary Identification	Location	PhoneNumber
56985478965	Home - Q5001	Home: (214) 575-7711

Legal Representative

Attending Physician
JONES , ZAUNDRA NPI: 1902803224
4591 SOCASTEE BLVD
MYRTLE BEACH, SC 295887209
(843) 497-5929 (Office), (843) 293-1115 (Fax)

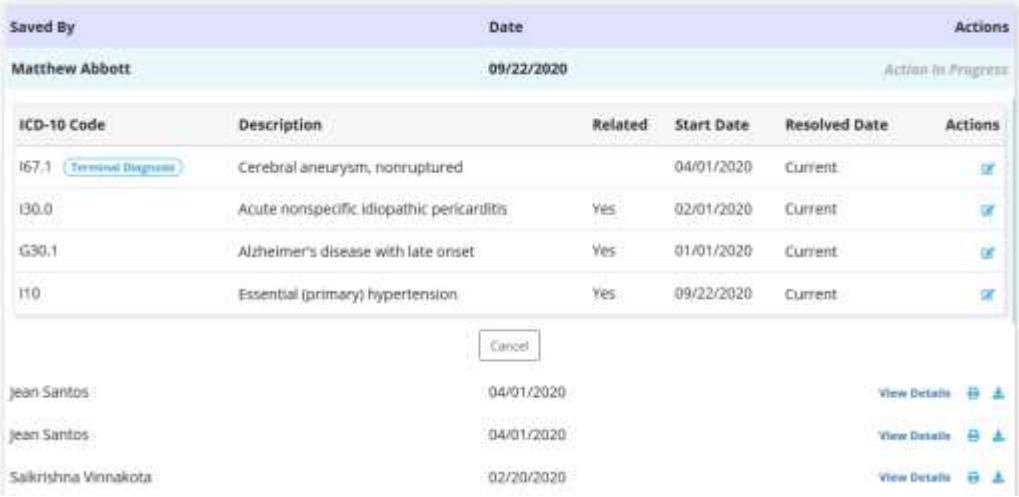
Admission Date	Level of Care	Benefit Period Start Date	Benefit Period End Date
11/13/2019		05/11/2020	07/09/2020

Provider Information

Provider Name	Provider NPI	Address Line 1	Address Line 2	City
Testing Home Health Agency, Inc	1234567899	Dallas Parkway 16000	1717 E Belt Line Road	Coppell

State	ZIP
TX	75019

Diagnosis - View, edit, print and/or download when diagnoses have been added, updated or removed.



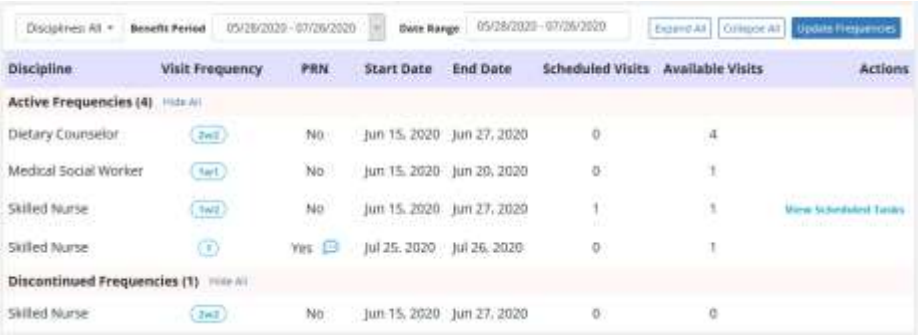
Saved By	Date	Actions
Matthew Abbott	09/22/2020	Action In Progress

ICD-10 Code	Description	Related	Start Date	Resolved Date	Actions
I67.1 Terminal Diagnosis	Cerebral aneurysm, nonruptured		04/01/2020	Current	
I30.0	Acute nonspecific idiopathic pericarditis	Yes	02/01/2020	Current	
G30.1	Alzheimer's disease with late onset	Yes	01/01/2020	Current	
I10	Essential (primary) hypertension	Yes	09/22/2020	Current	

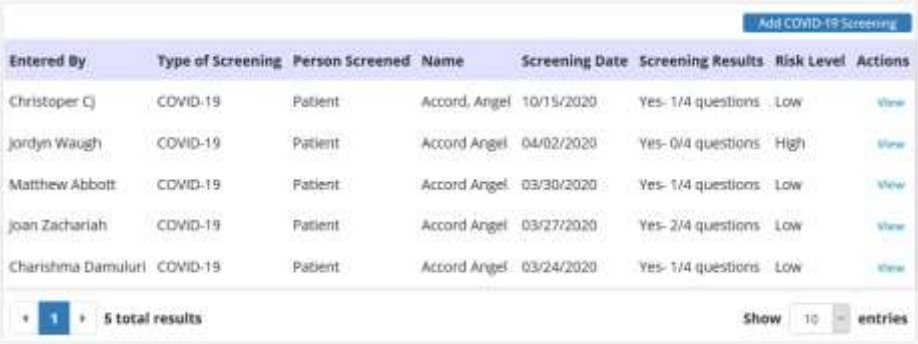
Cancel

Jean Santos	04/01/2020	View Details
Jean Santos	04/01/2020	View Details
Saikrishna Vinnakota	02/20/2020	View Details

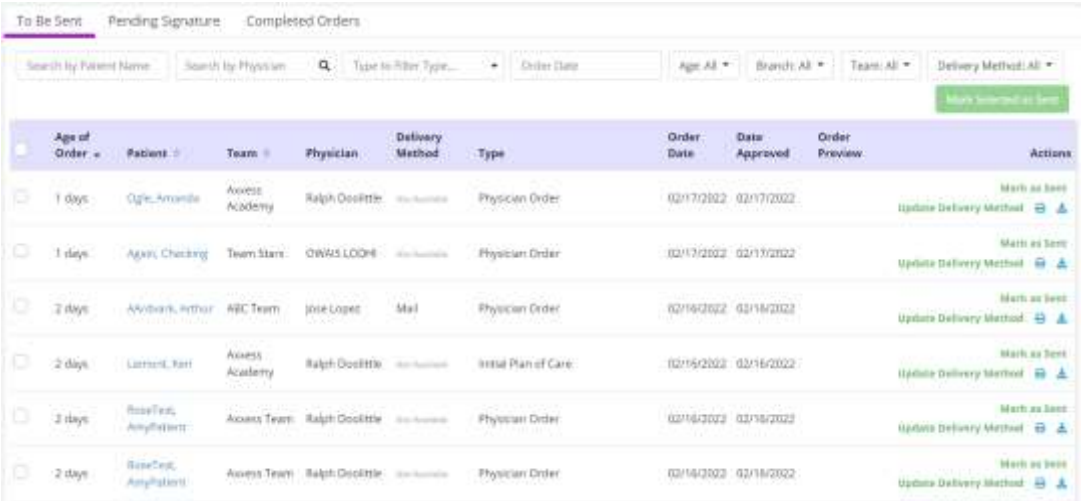
Frequency - View active, inactive and discontinued frequencies from all benefit periods for all disciplines. There is also functionality to update and print frequencies.



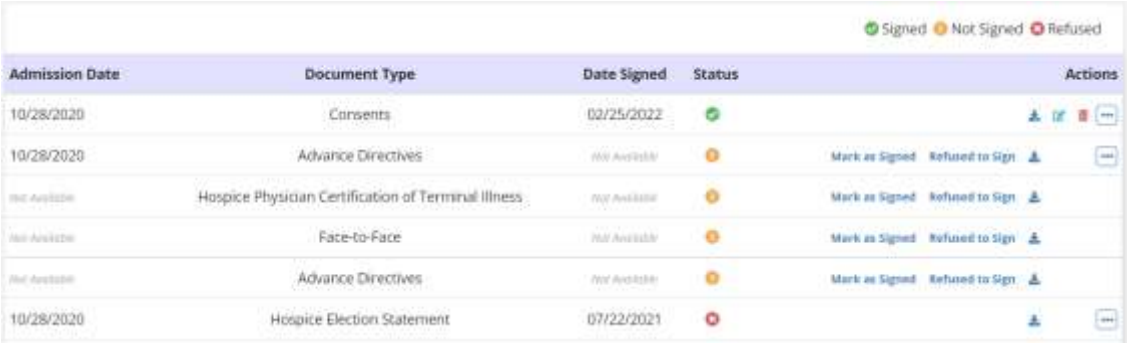
Infectious Disease - Add and view COVID-19 screenings.



Orders Management - Orders are split into three sections: **To Be Sent** for orders ready to be sent for signature; **Pending Signature** for orders that were sent for signature and are expected back; **Completed Orders** to view and track completed orders.



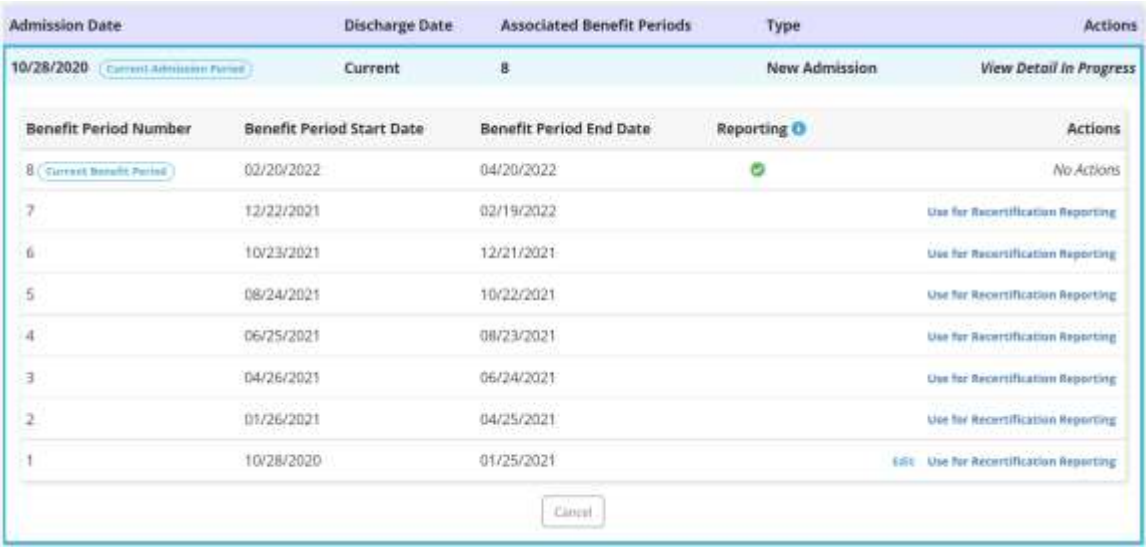
Consents - Upload, manage and track electronic consent forms and other important documents that the patient/caregiver must sign before starting hospice care.



Signed Not Signed Refused

Admission Date	Document Type	Date Signed	Status	Actions
10/28/2020	Consents	02/25/2022		
10/28/2020	Advance Directives	Not Available		Mark as Signed Refused to Sign
Not Available	Hospice Physician Certification of Terminal Illness	Not Available		Mark as Signed Refused to Sign
Not Available	Face-to-Face	Not Available		Mark as Signed Refused to Sign
Not Available	Advance Directives	Not Available		Mark as Signed Refused to Sign
10/28/2020	Hospice Election Statement	07/22/2021		

Benefit Period Manager - Update and correct benefit period information when corrections or adjustments are needed.



Admission Date	Discharge Date	Associated Benefit Periods	Type	Actions
10/28/2020 Current Admission Period	Current	8	New Admission	View Detail In Progress

Benefit Period Number	Benefit Period Start Date	Benefit Period End Date	Reporting	Actions
8 Current Benefit Period	02/20/2022	04/20/2022		No Actions
7	12/22/2021	02/19/2022		Use for Recertification Reporting
6	10/23/2021	12/21/2021		Use for Recertification Reporting
5	08/24/2021	10/22/2021		Use for Recertification Reporting
4	06/25/2021	08/23/2021		Use for Recertification Reporting
3	04/26/2021	06/24/2021		Use for Recertification Reporting
2	01/26/2021	04/25/2021		Use for Recertification Reporting
1	10/28/2020	01/25/2021		Edit Use for Recertification Reporting

Cancel

Authorizations - Identify payers that require authorization and track authorizations seamlessly.

Payers: All

Add Authorization

Authorization Number	Insurance	Authorization Type	Start Date	End Date	Status	Actions
123654987	Tricare Mango	Date Range + Authorized Units	03/01/2022	03/31/2022	Active	Edit View Service Delete
ZE02282022	Tricare Mango	Date Range + Authorized Units	02/01/2022	02/28/2022	Active	Edit View Service Delete

1 2 total results Show 10 entries

Non-Covered Items - Document notification of a patient's or caregiver's request for an addendum to the election statement by generating, mark as signed, refused to sign, edit, print, download or remove.

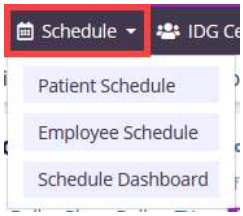
Download Patient Chart - Download and print multiple documents at once or the entire patient chart.

Vital Signs - View vital sign logs that enable clinicians to monitor patient status and provide helpful insights into eligibility and treatment decisions. Functionality is split between the **Vital Signs** and **Additional Measurements** tabs.

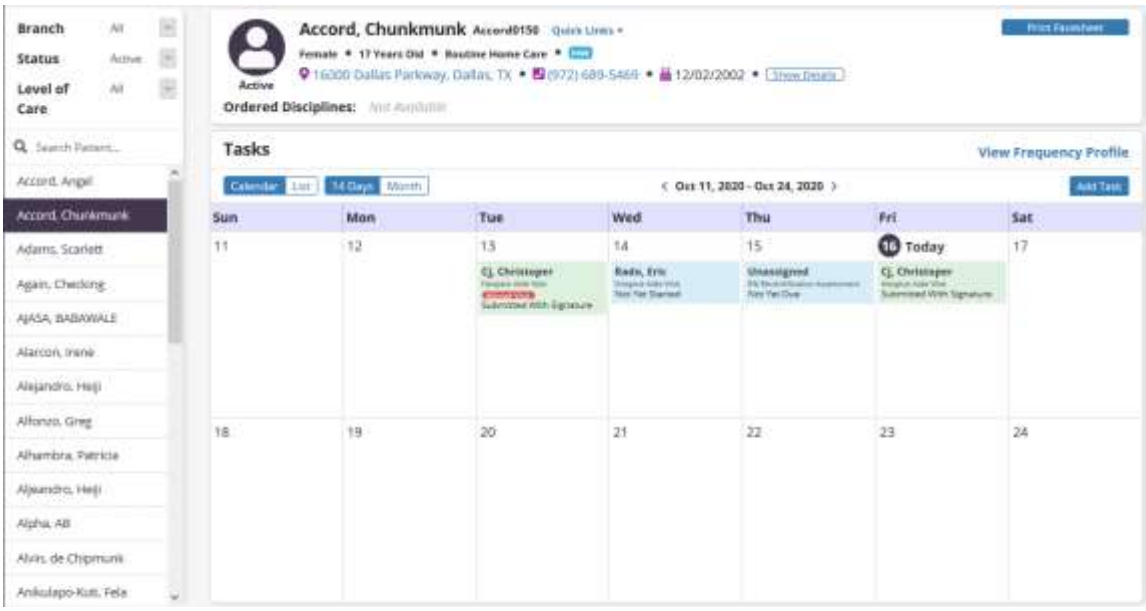
Symptom Ratings - View symptom ratings logs that enable clinicians to monitor patient status and provide helpful insights into eligibility and treatment decisions.

SCHEDULE

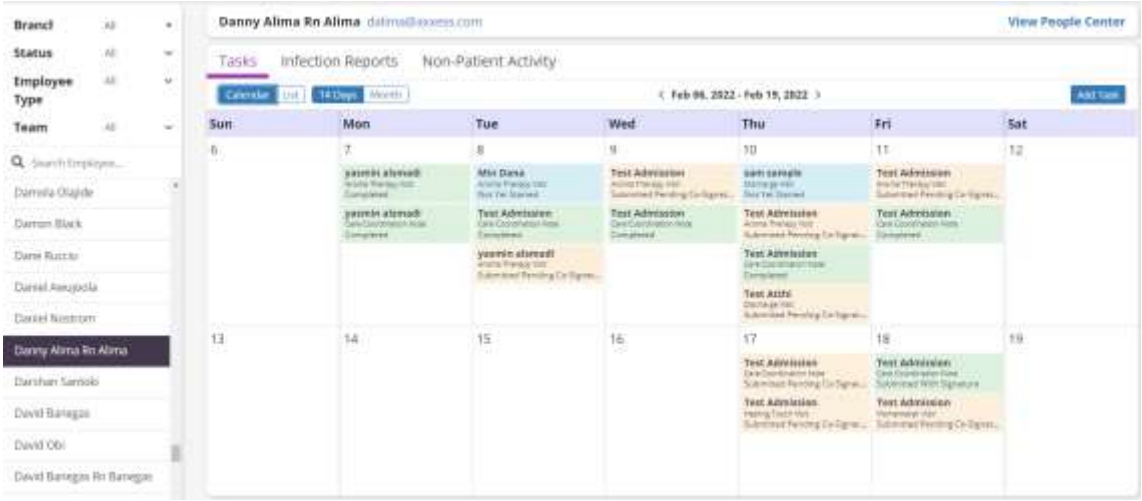
The **Schedule** menu allows access to the following actions based on permissions granted to the user. NOTE: See Intake/Scheduling manual for further details.



Patient Schedule - See all patients schedules with functionality to view, add tasks and drag and drop visits. The default view is 14-day periods in a calendar view but can also be viewed monthly or by list.

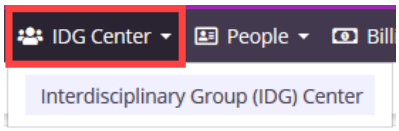


Employee Schedule - See all employees schedules with the same functionality as the Patient Schedule and see **Infection Reports** and add **Non-Patient Activity**.

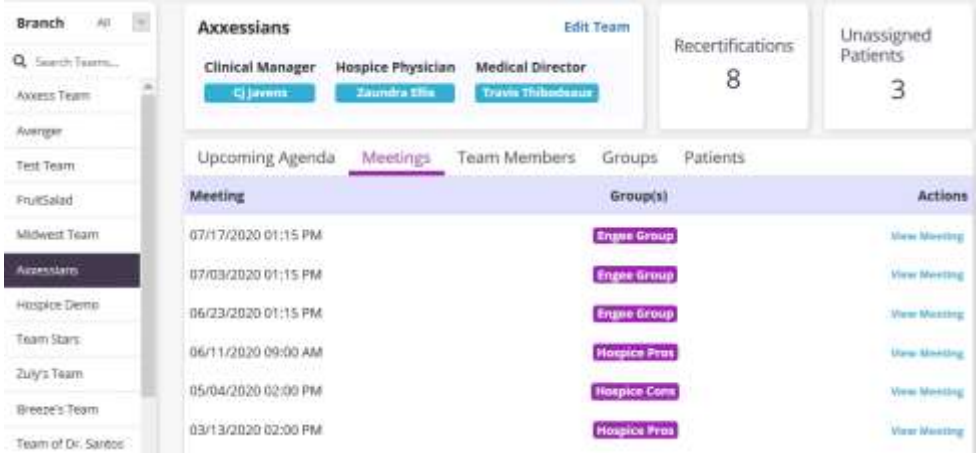


IDG CENTER

The IDG Center menu allows access to the Interdisciplinary Group (IDG) Center based on permissions granted to the user.

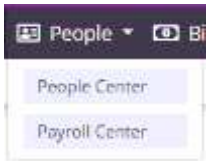


Interdisciplinary Group (IDG) Center - Gives users complete control over IDG meeting processes. All information is accessible/consolidated in a central location for easy management of all IDG-related tasks.



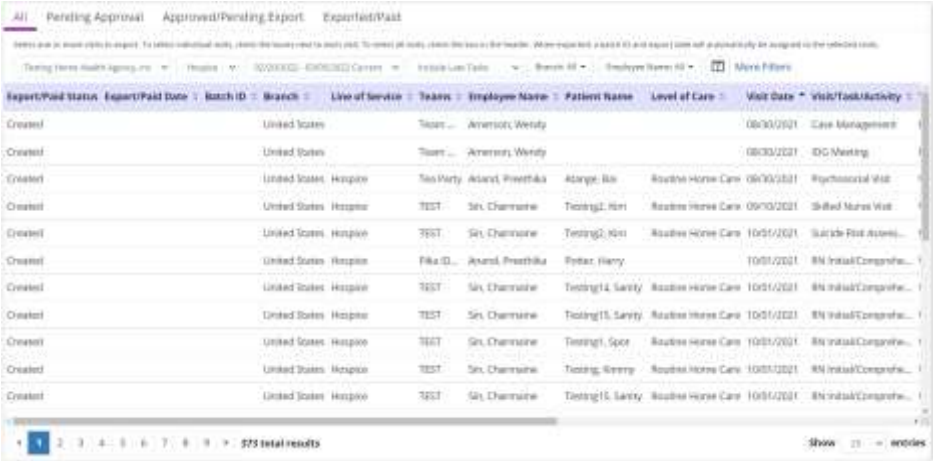
PEOPLE

The People menu allows access to the People Center based on permissions granted to the user.



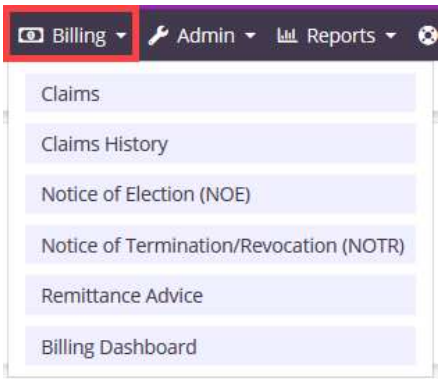
People Center - See all employee files with functionality to view information (including the schedule), make edits, reassign visits and links to send messages and employee schedules.

Payroll Center - Generate payroll export files with the data elements and formatting required by the organization's payroll vendor. Functionality is split between the **Pending Approval, Approved/Pending Export** and **Exported/Paid** tabs.

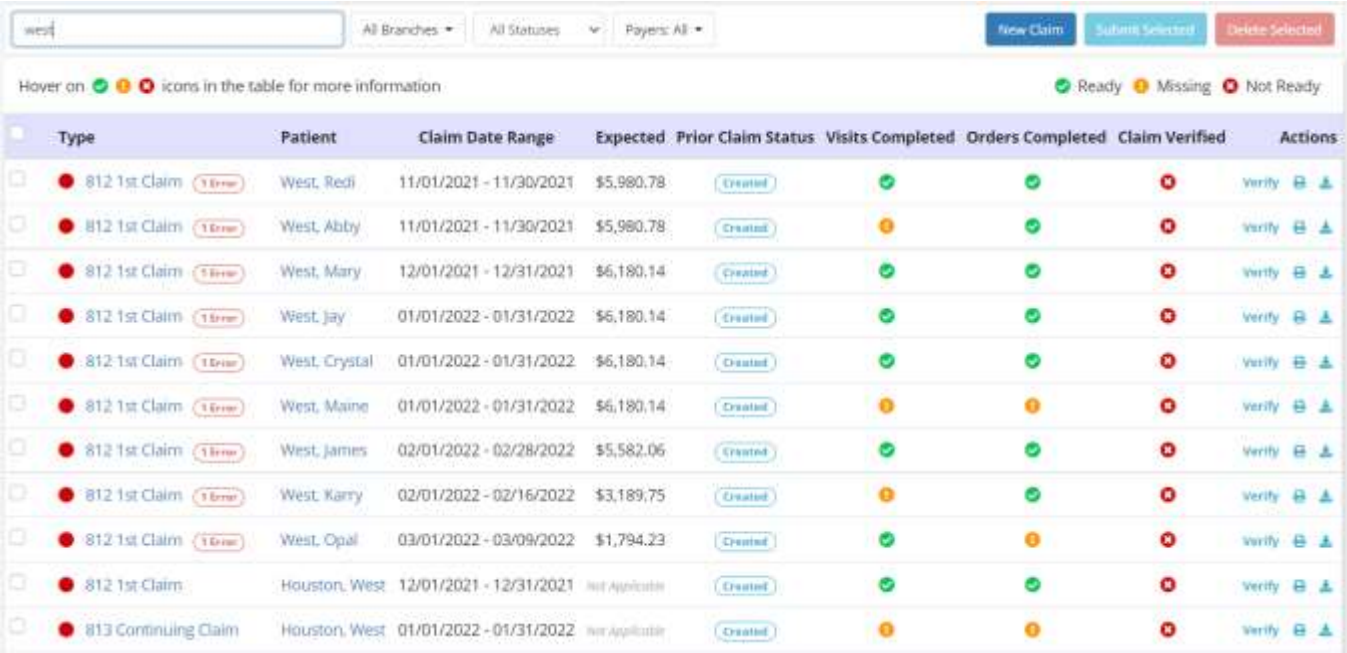


BILLING

The Billing menu allows access to the following actions based on permissions granted to the user. NOTE: See Billing manual for further details.



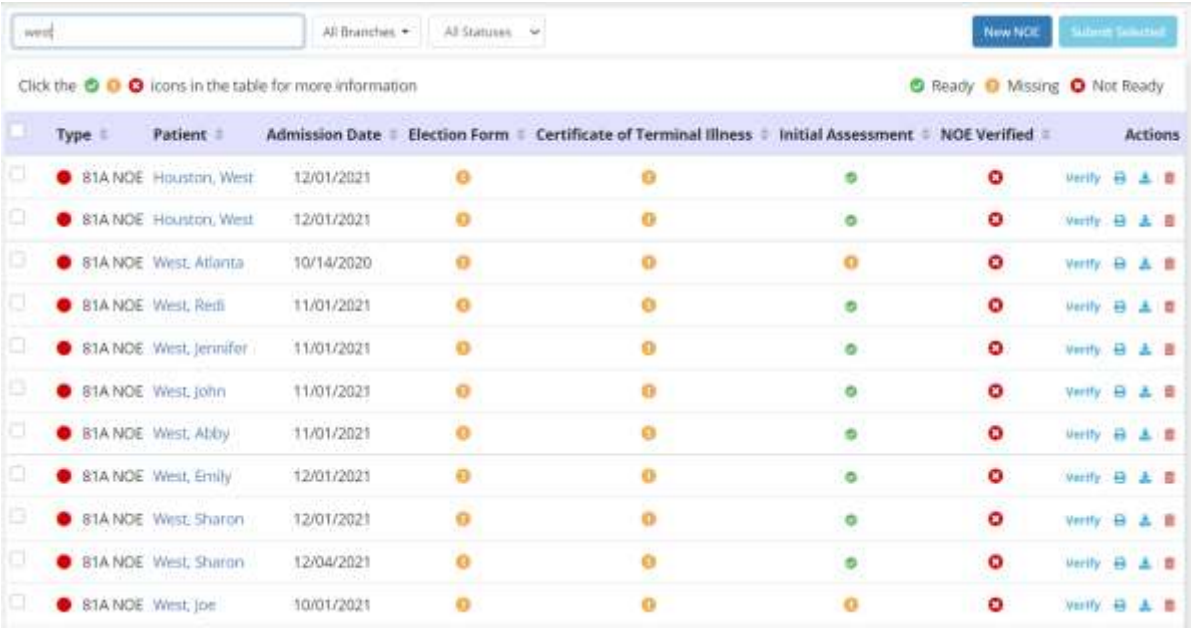
Claims - Search, create, delete, verify and submit claims. Also check the status, verify, follow up, download and print claims.



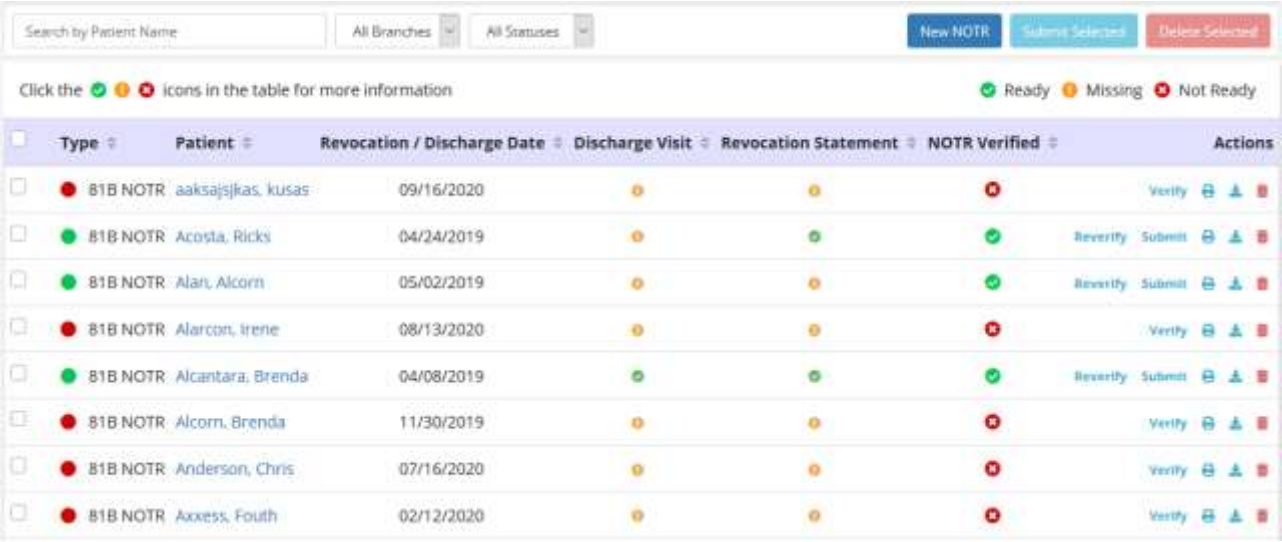
Type	Patient	Claim Date Range	Expected	Prior Claim Status	Visits Completed	Orders Completed	Claim Verified	Actions
812 1st Claim (1 Error)	West, Redi	11/01/2021 - 11/30/2021	$5,980.78	Created				Verify
812 1st Claim (1 Error)	West, Abby	11/01/2021 - 11/30/2021	$5,980.78	Created				Verify
812 1st Claim (1 Error)	West, Mary	12/01/2021 - 12/31/2021	$6,180.14	Created				Verify
812 1st Claim (1 Error)	West, Jay	01/01/2022 - 01/31/2022	$6,180.14	Created				Verify
812 1st Claim (1 Error)	West, Crystal	01/01/2022 - 01/31/2022	$6,180.14	Created				Verify
812 1st Claim (1 Error)	West, Maine	01/01/2022 - 01/31/2022	$6,180.14	Created				Verify
812 1st Claim (1 Error)	West, James	02/01/2022 - 02/28/2022	$5,582.06	Created				Verify
812 1st Claim (1 Error)	West, Karry	02/01/2022 - 02/16/2022	$3,189.75	Created				Verify
812 1st Claim (1 Error)	West, Opal	03/01/2022 - 03/09/2022	$1,794.23	Created				Verify
812 1st Claim	Houston, West	12/01/2021 - 12/31/2021	Not Applicable	Created				Verify
813 Continuing Claim	Houston, West	01/01/2022 - 01/31/2022	Not Applicable	Created				Verify

Claims History - Check the status of all claims for patients including functionality to create a new NOE, NOTR and/or Claim. Also make edits, print, download and delete.

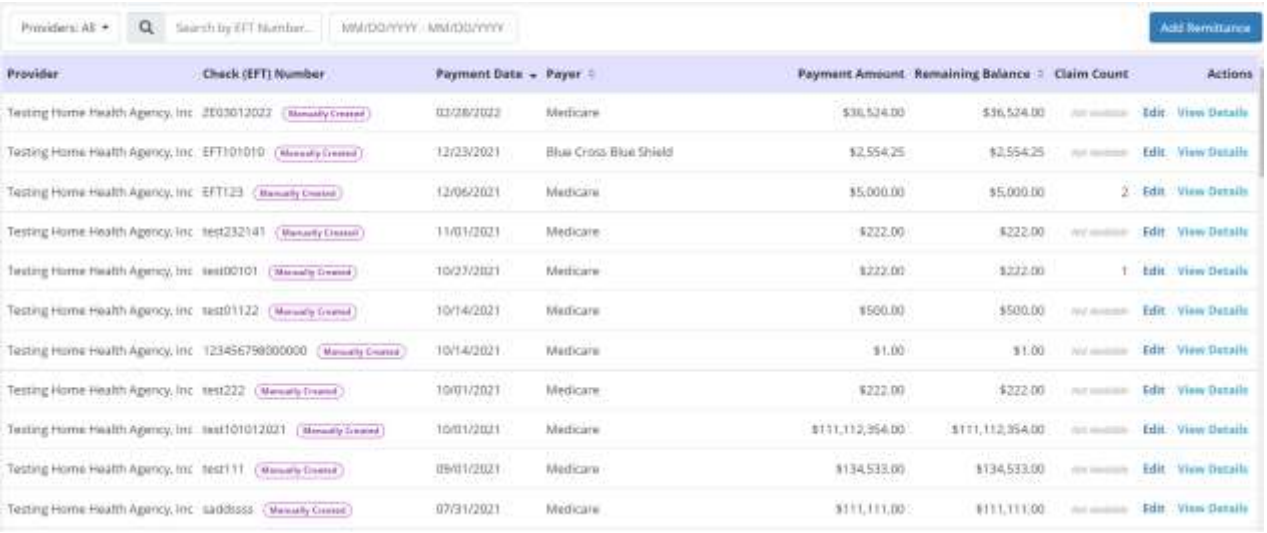
Notice of Election (NOE) - Check the status, verify, print, download, submit, delete (individually or in bulk) and create new NOE's.



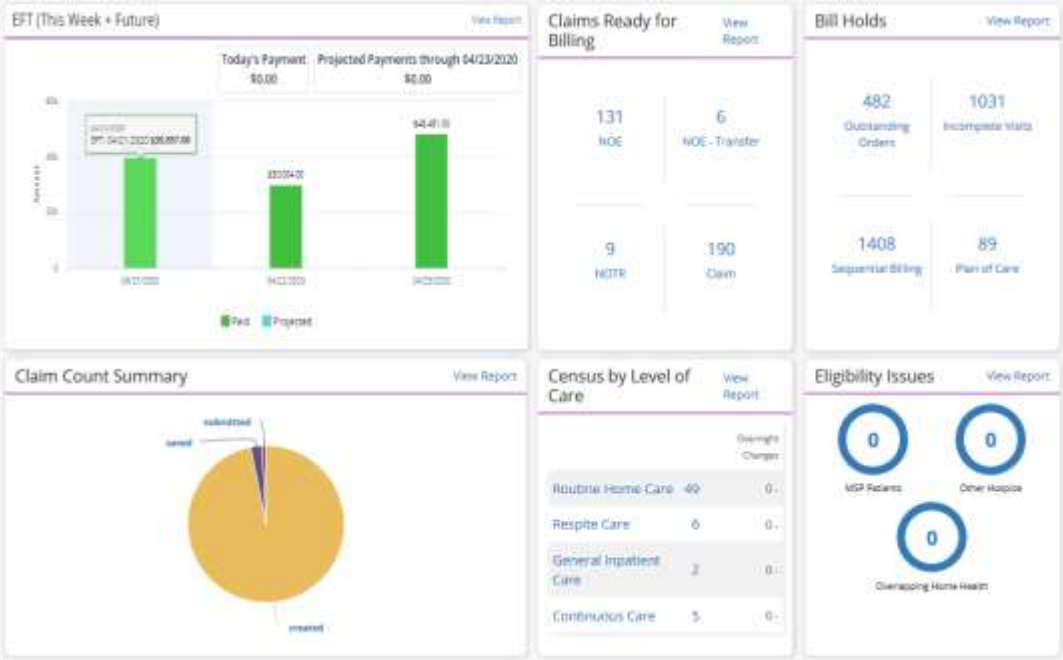
Notice of Termination/Revocation (NOTR) - Check the status, verify, print, follow up, download, submit, delete (individually or in bulk) and create new NOTR's.



Remittance Advice - Automatically posted through all payers once received and the associated claims have payments and adjustments posted to the claims. There is also functionality to view and/or edit remittance.

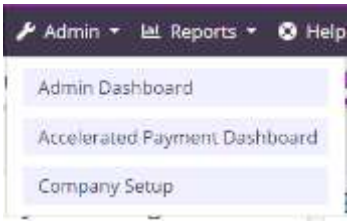


Billing Dashboard - Displays six panels that are important in the day-to-day activity of a biller including EFT, Claims Ready for Billing, Bill Holds, Claim Count Summary, Census by Level of Care and Eligibility Issues. Select the **View Report** hyperlinks to see the full reports.

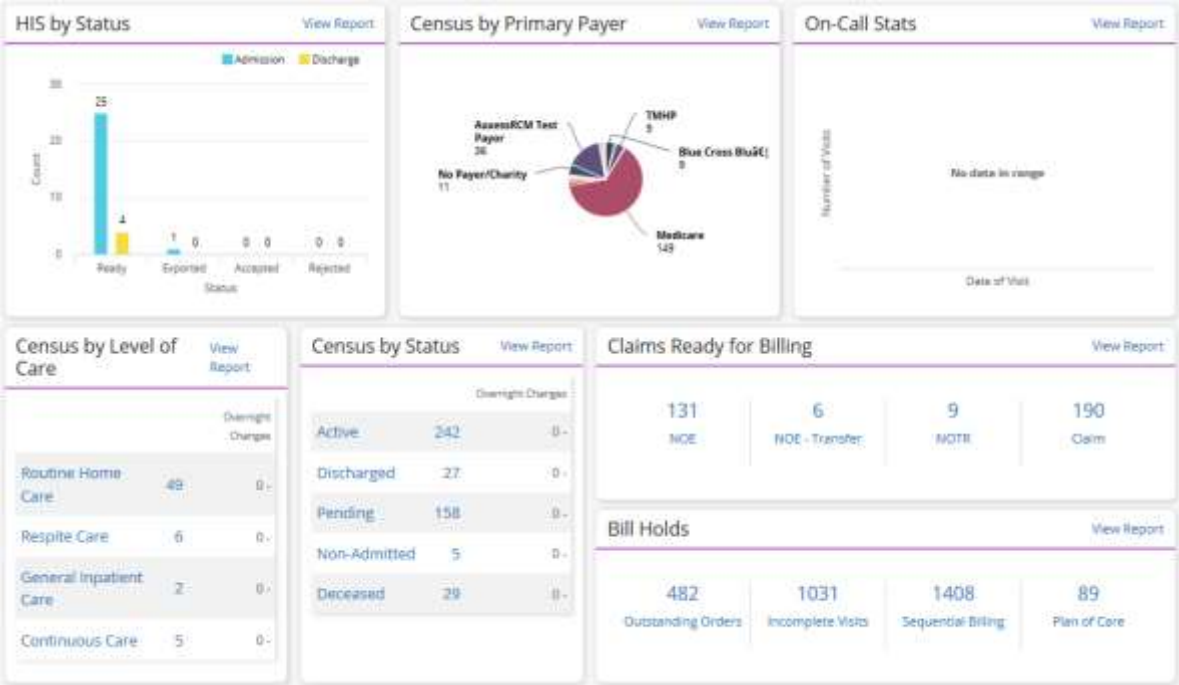


ADMIN

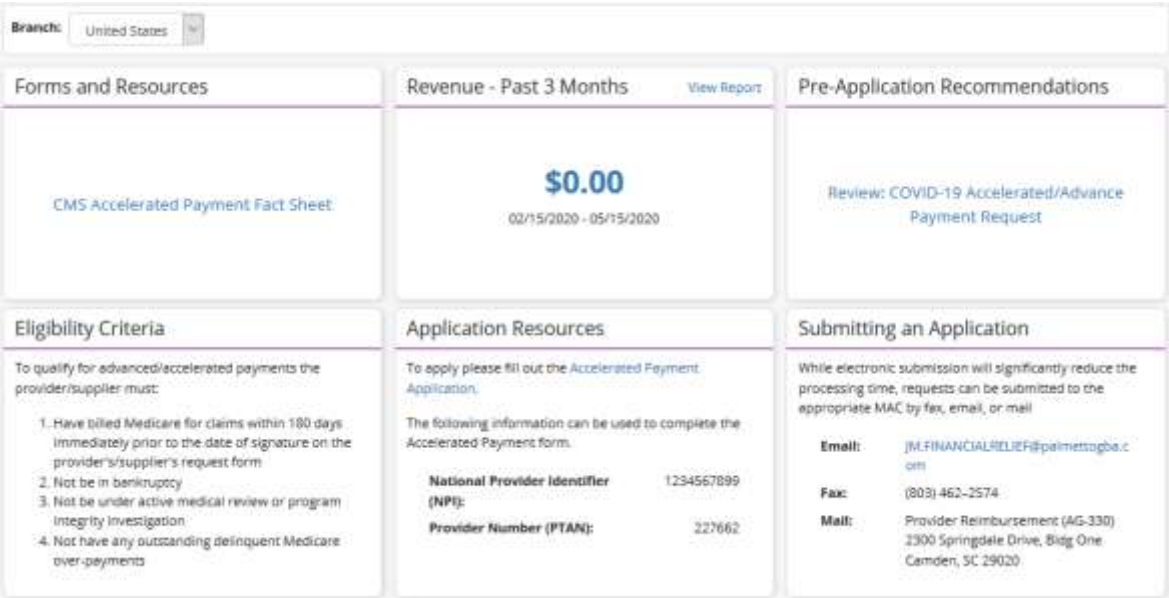
The Admin menu allows access to the following actions based on permissions granted to the user. NOTE: See Admin manual for further details.



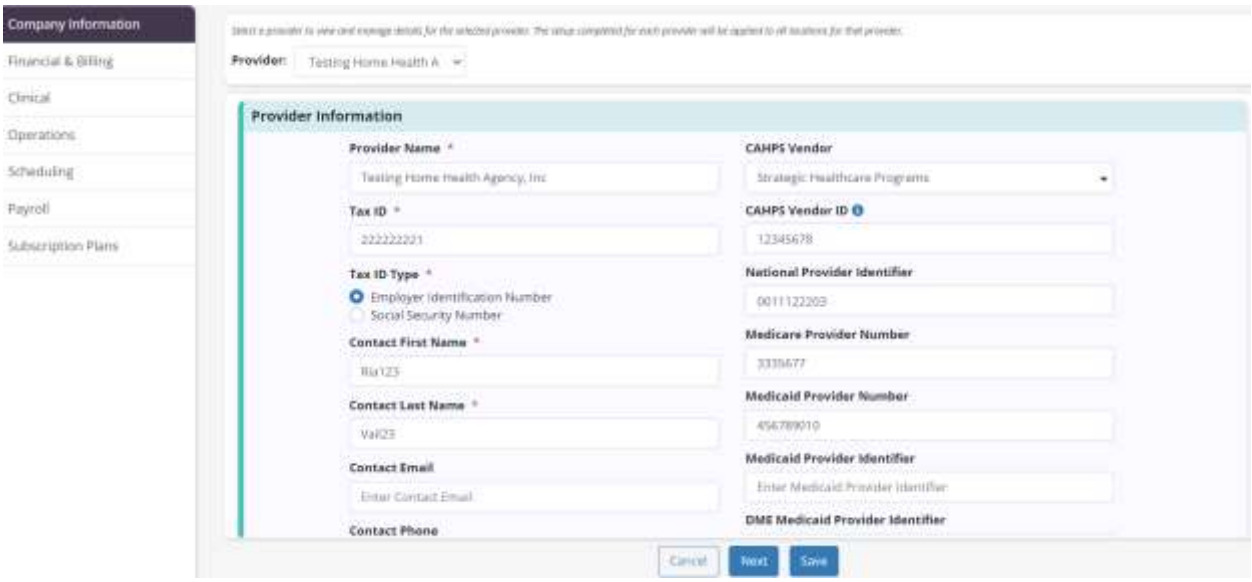
Admin Dashboard **-** The Admin Dashboard shows seven tiles to give Administrators a broad scope of the agency standing including HIS by Status, Census by Primary Payer, On-Call Stats, Census by Level of Care, Census by Status, Claims Ready for Billing and Bill Holds.



Accelerated Payment Dashboard - Six tiles that provide forms, resources and information to help agencies apply for accelerated payment including Forms and Resources, Revenue - Past 3 Months, Pre-Application Recommendations, Eligibility Criteria, Application Resources and Submitting an Application.

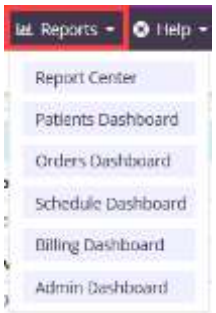


Company Setup – Company-wide settings and information are managed from this screen including Company Information, Financial & Billing, Clinical, Operations, Scheduling, Payroll and Subscription Plan.

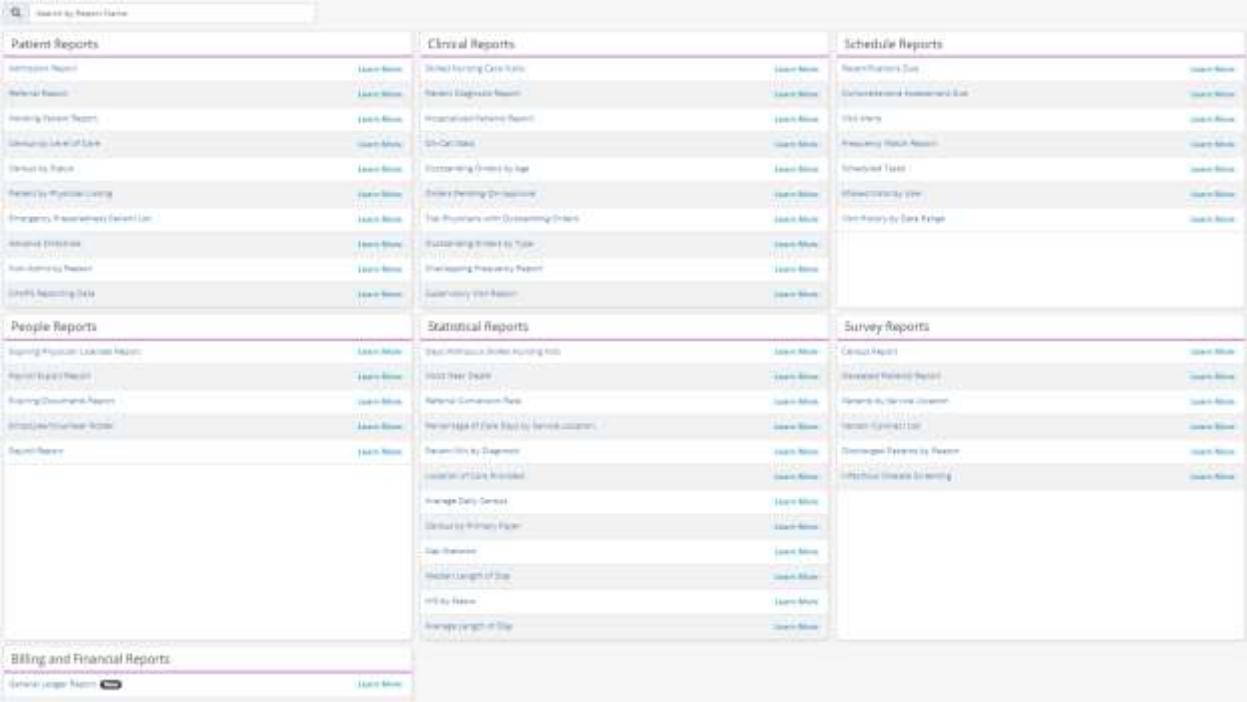


REPORTS

The Reports Menu houses all three dashboards previously seen in other menus including Patients, Orders, Schedule, Billing, Admin and the Report Center.



Report Center - Enables organizations to easily retrieve the reporting they need to streamline operations and optimize performance across every area of business. The reports are categorized by Patient, Clinical, Schedule, People, Statistical, Survey and Billing and Financial Reports.

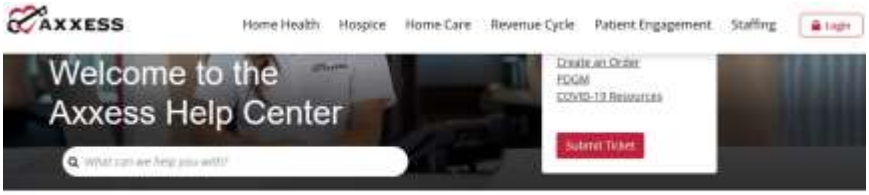


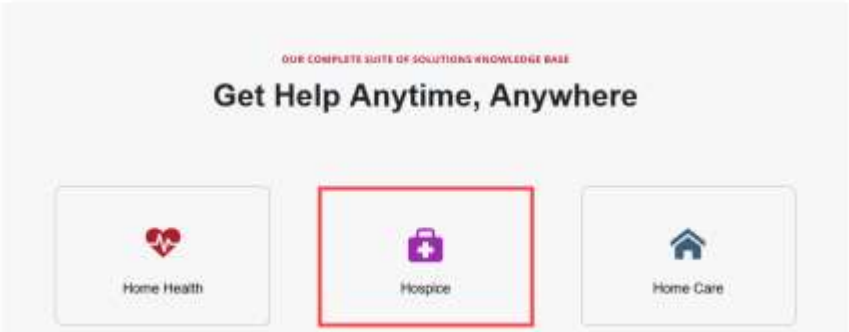
Orders Dashboard - Helps assist agencies to quickly identify issues and resolve them. The five tiles shown include Outstanding Orders by Type, Top Physicians with Outstanding Orders, Reasons Preventing Billing, Outstanding Orders by Age and Orders Pending QA Approval. NOTE: See Orders Management manual for further details.

HELP

User Community – A direct link to www.comunity.axxess.com where users can share their knowledge and learning together with other Axxess users.

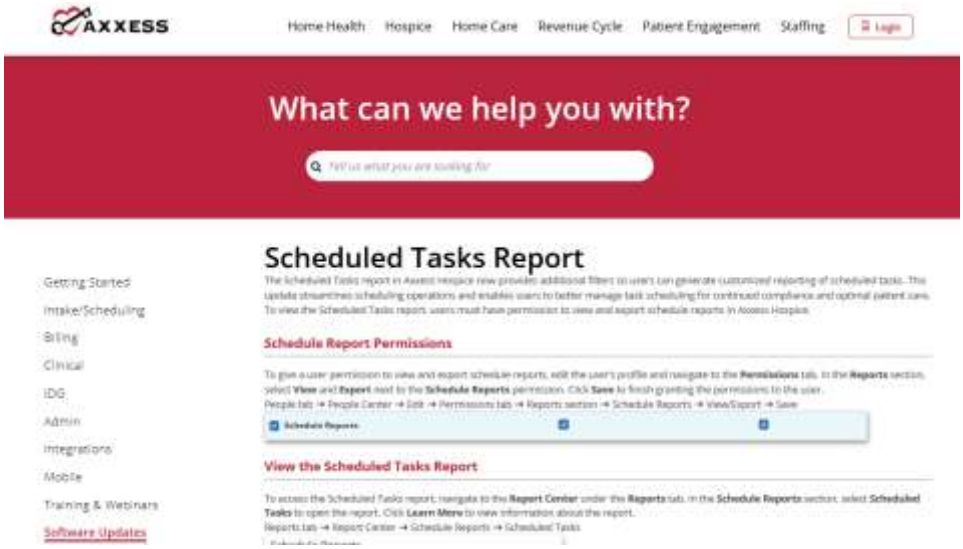
Help Center - This is a direct link to the Axxess Help Center. This page is also found by going to www.axxess.com/help





On-Demand Training - A direct link to the Axxess Help Desk hospice training videos page which enables users to watch training videos at any time.

Recent Software Updates - A direct link to the Axxess Help Desk Hospice Software Updates page which can also be found at www.axxess.com/help/axxesshospice/software-updates/.

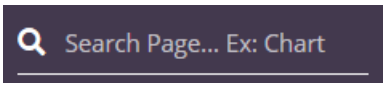


Submit a Ticket - A platform to provide communication and support for users. Each organization will choose up to four super users to directly engage with the Axxess Support Team to request help.

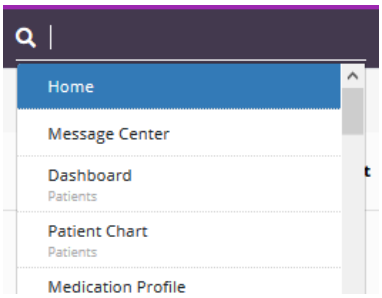
COVID-19 Resource Center - A direct link to the Axxess COVID-19 Resource Center which includes Best Practices, Hear from Experts, Helpful Downloads, Personal Protective Equipment (PPE) and Helpful Links. The page can also be found by going to www.axxess.com/covid-19.

Follow Axxess – A direct link to the Axxess linkedin page.

SEARCH

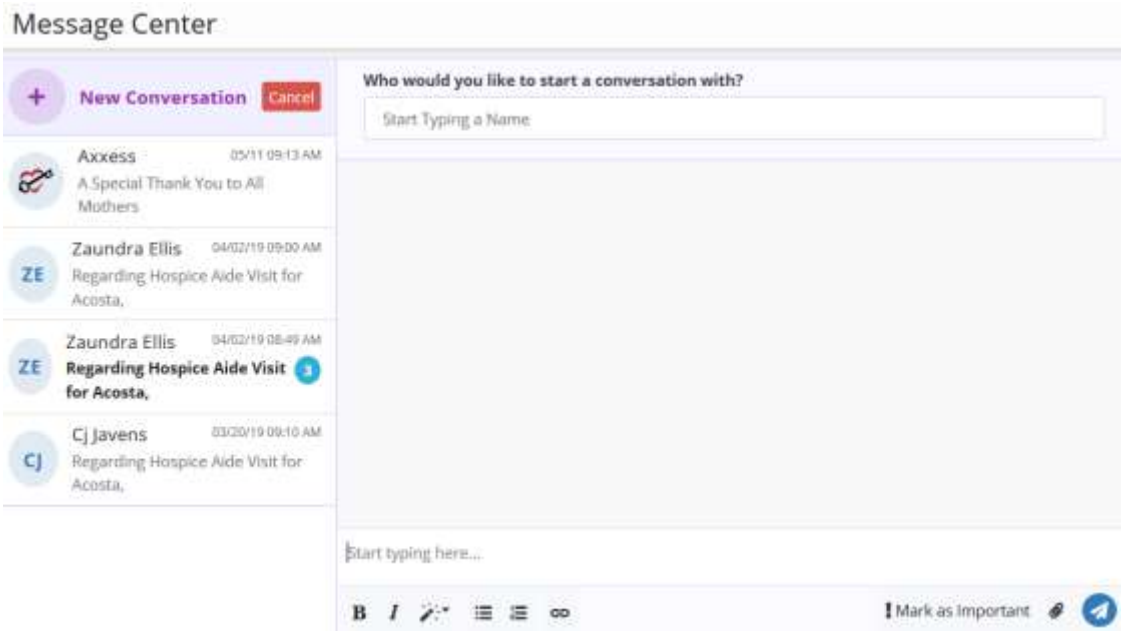


The search function at the far-right side of the navigation bar is used to navigate to different sections of the software by entering the name of the section then selecting from the list of options.



MESSAGE CENTER

The Message Center is a place for all staff to communicate internally related to patient care with functionality to attach items and message groups as well as individuals. There are two ways to access notifications/messages. Either select the envelope icon at the top right side of the page or the **View All Messages** hyperlink at the bottom of the Unread Messages tile on My Dashboard.



CREATE AND LISTS

The top right-hand corner of Axxess Hospice houses the Lists and Add sections which are permissions based.

- Lists are found in the icon.
- Add list is found in the icon.

RESET LOGIN PASSWORD

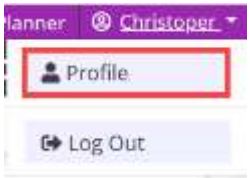
To reset the Axxess login password, follow one of the methods listed below.

Current Login Password is Unknown

Navigate to the login page and select the **Having trouble logging in?** hyperlink. Continue to follow the prompts to enter the email address used to log in to Axxess and select **Send**. This will send a password reset link to the user's email address.

Current Login Password is Known

**Username*/Profile*



Select the Password line.

Enter the current password, a new password and then confirm password. Select the **Change Password** button when finished.