

North Carolina System Functionality Refresher Training



The content contained herein (“Confidential Information”) are the confidential property of HHAexchange and may not be copied or distributed outside the organization without the express written consent of HHAexchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

Agenda



➤ Introduction

➤ EVV Workflow

➤ Billing Process Reminders

➤ Support Resources

➤ Q & A



HHAeXchange & LME Partnership

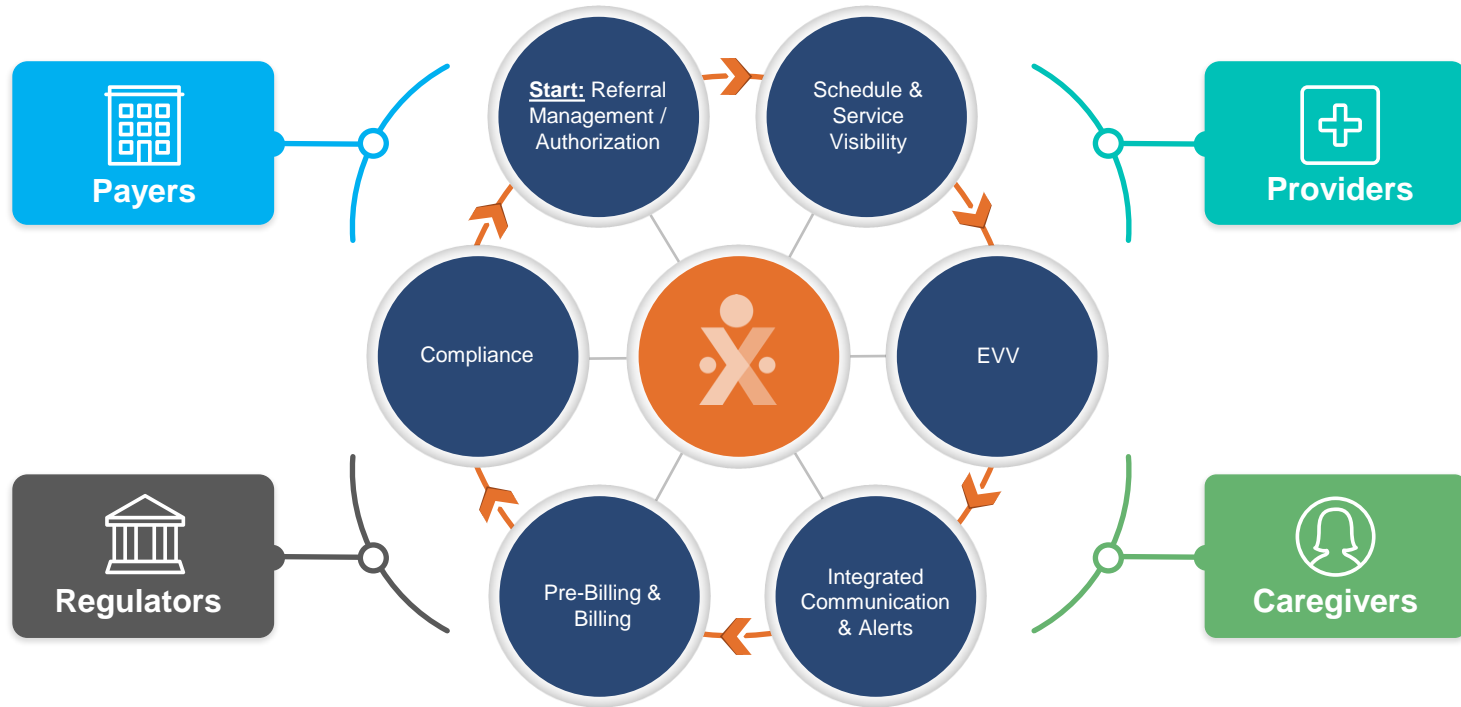
All LMEs listed below have partnered with HHAeXchange to provide a free Electronic Visit Verification (EVV) tool for member placement, scheduling, authorization management, and direct billing for personal care services.

- **AmeriHealth Caritas of North Carolina**
- **Carolina Complete Health**
- **UnitedHealthcare Community Plan of North Carolina**
- **WellCare of North Carolina**

HH AeXchange EVV Workflow



HHaExchange Ecosystem





Member Management

Manage member service locations and phone through the member profile page

Manage diagnosis code at the member + authorization

Reach out directly to the appropriate PHP if you are missing a member or authorization, or the authorization is incorrect

Services under Appendix K do not require an authorization, only the member placement



Scheduling & Confirming Visits

Schedule 2 weeks out in advance to help you better manage capturing EVV compliant visits

Create a schedule day by day or reoccurring through the Master Week functionality

Unscheduled visits are allowed and can be managed through the call dashboard

Setup Caregivers with access to patient info via Mobile App in order to manage unscheduled visits through the HHAeXchange Mobile App

Primary methods for confirming a visit are via telephone or the mobile app

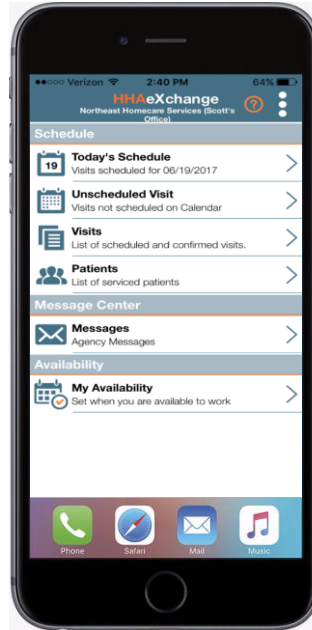
Work your call dashboard regularly to stay on top of any EVV exceptions



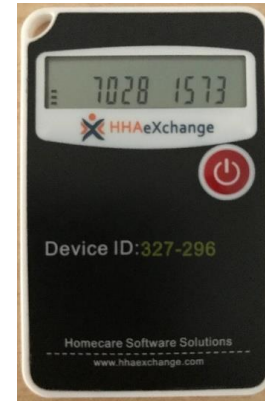
HHaEXchange EVV Methods



Telephony



Caregiver Mobile App



FOB Device



Billing

Ensure your contract rates are accurate across each PHP

- Menu navigation: Admin>Contract Setup

Billing configuration is initially configured in partnership with each PHP by HHAX

If you do not see “Save and Send” when creating a New Claims Batch, please reach out to support

Taxonomy Code

- Provider opens a ticket to ncsupport@hhaexchange.com
- HHA changes/updates taxonomy code.
- Claim is sent with new taxonomy code.
- If claim denies for invalid Taxonomy Code. Provider will provide HHA support another new taxonomy code and or reach out to the PHP as well to confirm correct taxonomy code



Billing Reminders

Non-EDI Providers

- Before Invoicing, check Billing Review exceptions
- Ensure Billing DX Codes are accurate and have been updated at the authorization or Invoice details level
- Complete final step in billing process – Creating an e-batch

EDI Providers

- Still required to check Billing Review exceptions
- Reach out to EDI support for visit file rejections/questions

General Reminders

- Denial questions should be directions to the LME-MCOs, not HHA, since HHA is not ingesting 835s and cannot provide feedback
- Reach out to HHA Support if your site has not been set up for e-billing
- Reach out to HHA Support if you need to update your Taxonomy code

Provider Resources

General Support: NCsupport@hhaexchange.com

EDI Support: EDISupport@hhaexchange.com

- Provider Name
- Provider TAX ID
- Background on the Issue/Concern
- Questions/Statement on the help needed

Phone: 866-242-2465

Provider Information Center and FAQ

<https://hhaexchange.com/nc-lme/>