HHAeXchange Lunch-and-Learn Webinar: Carebridge Integration & Billing
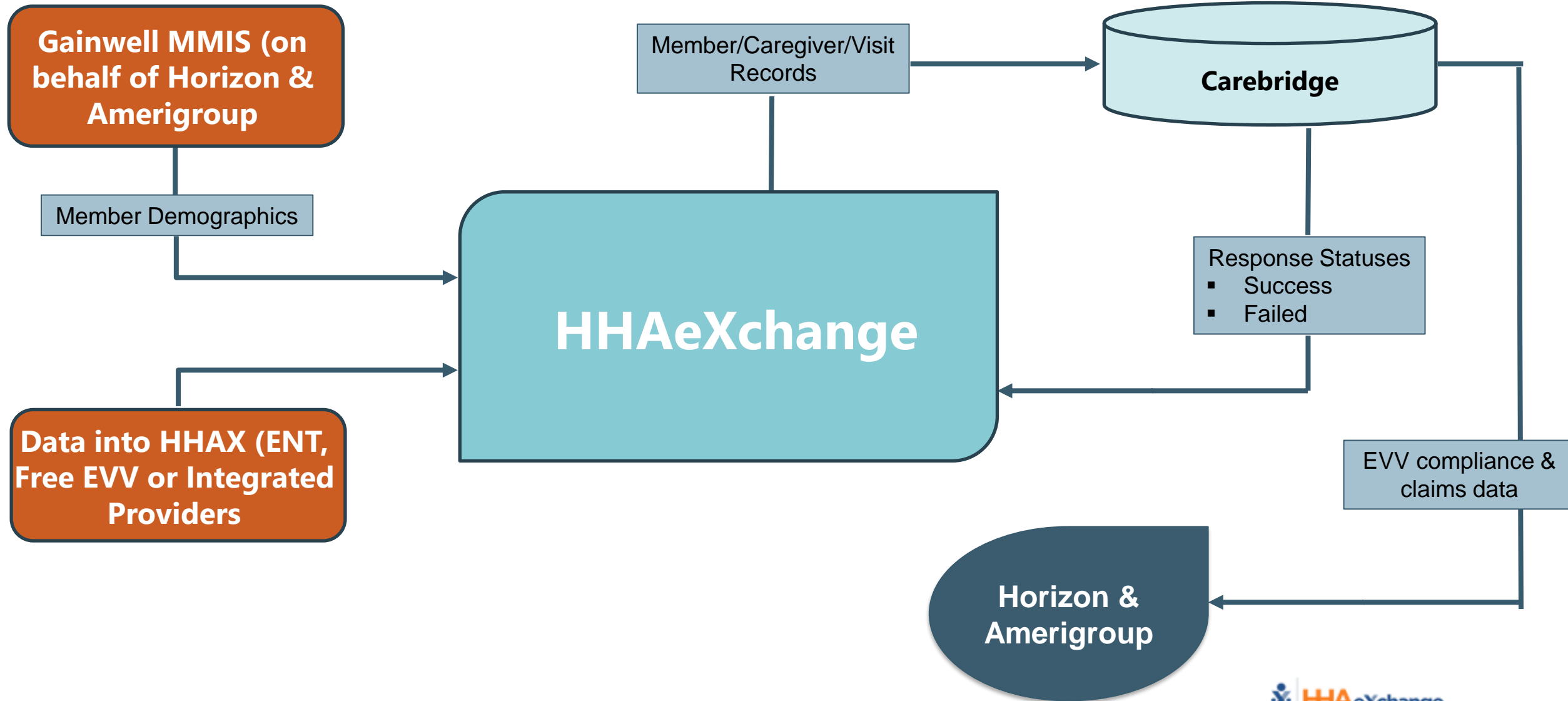
HHAeXchange & CareBridge

- Visit Aggregation:
  - HHAX is the State Aggregator in NJ and therefore is required to aggregate visit data across all the MCOs and FFS
  - CareBridge has been selected by Amerigroup & Horizon as the aggregation solution for these payers
    - HHAX has established an integration with CareBridge to send visit data on a daily basis for Amerigroup & Horizon, based on the CareBridge specification

- Billing:
  - Horizon:
    - Providers should continue using their existing processes to bill to Horizon
  - Amerigroup:
    - As of 7/1/2021, billing is required to go through CareBridge

HHAeXchange & CareBridge (Con't)

- The following are the steps in the data aggregation process:
  - Appointments / Visits data file are exported by HHAeXchange on a nightly basis
  - CareBridge imports and processes Appointments / Visits file and generates response logs back to HHAeXchange
  - HHAeXchange provides reporting on responses and processing into CareBridge for Providers via their HHAeXchange portal
- Providers are required to fix data anomalies in originating system (ex. HHAeXchange or third party system) for reprocessing into CareBridge
  - CareBridge data specification:
    - https://CareBridgehealth.zendesk.com/hc/en-us/articles/360052857833-New-Jersey

- ** *Please note, HHAeXchange is aggregating all Horizon & Amerigroup visit data identified in HHAeXchange to CareBridge for all Providers accessing HHAeXchange, whether they are utilizing the Enterprise platform, HHAeXchange free EVV tools, or are integrated via their third party EVV system*
- ** *Amerigroup: CareBridge will be generating a claim for all visits they receive through this integration that process successfully into their system and pass all validations*
- ** *Horizon: CareBridge will be aggregating all visit data, but the provider is responsible for billing Horizon directly (this is not handled through the CareBridge integration)*

Data Exchange Workflow- Horizon & Amerigroup

Gainwell MMIS (on behalf of Horizon & Amerigroup)

Member Demographics

Member/Caregiver/Visit Records

Carebridge

Response Statuses
- Success
- Failed

HHAeXchange

Data into HHAX (ENT, Free EVV or Integrated Providers)

EVV compliance & claims data

Horizon & Amerigroup

HHAeXchange

HHAX Appointment/Visit File Process

- When visits are scheduled (regardless of whether the visit contains a confirmed visit start time or end time), HHAeXchange submits the visit information to CareBridge overnight.

- If the Provider makes any changes to the schedule overnight, then HHAeXchange looks at the most recent changes made in the last 24 hours and submits the updated changed schedule to CareBridge.

Prebilling Validations Reporting

- For visit(s) that receive a prebilling validation error, refer to the full list of prebilling checks performed in the CareBridge Platform via the CareBridge specification, found on their website.
- These errors prevent a visit from importing into CareBridge, and in certain instances, prevent a claim from generating out of the CareBridge platform. These are returned as an error in the Response File to the Provider who submitted the visit to CareBridge via the integration established by HHAeXchange.
- Reporting on these responses can be found in each provider's HHAX portal, here:

Billing

Amerigroup NJ Integration Enrollment

- Providers will be given a Cognito form to sign up for the CareBridge Amerigroup NJ integration.

- Cognito form will be sent out via email.

Amerigroup NJ Configuration

- To ensure claims are submitted with proper NPI, Tax ID, and Medicaid Provider ID, providers must ensure all values are entered at the contract level.

- Admin → Contract Setup → Search Contract

CareBridge Claim File Submission

- Provider will need to generate their invoices in HHAeXchange
  - Billing → New Invoice (Internal)

- Provider will need to review/clear any Billing Review exceptions
  - Billing → Billing Review
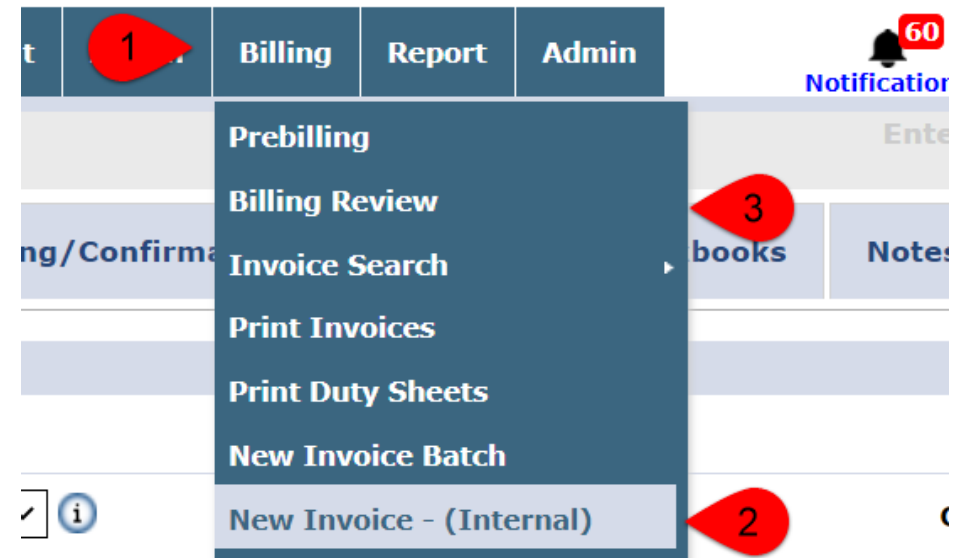
CareBridge Claim File Submission

- Billing → New Invoice (Internal)
  - User will need to search, select, and invoice billable visits.

CareBridge Claim File Submission

- Billing → Billing Review
  - The Billing Review module will allow providers to ensure claims do not get submitted to CareBridge without missing information.

CareBridge Claim File Submission

- After reviewing the Billing Review module, providers must generate the electronic billing file to trigger our CareBridge integration process.
  - Billing → Electronic Billing → New Batch → New Claims
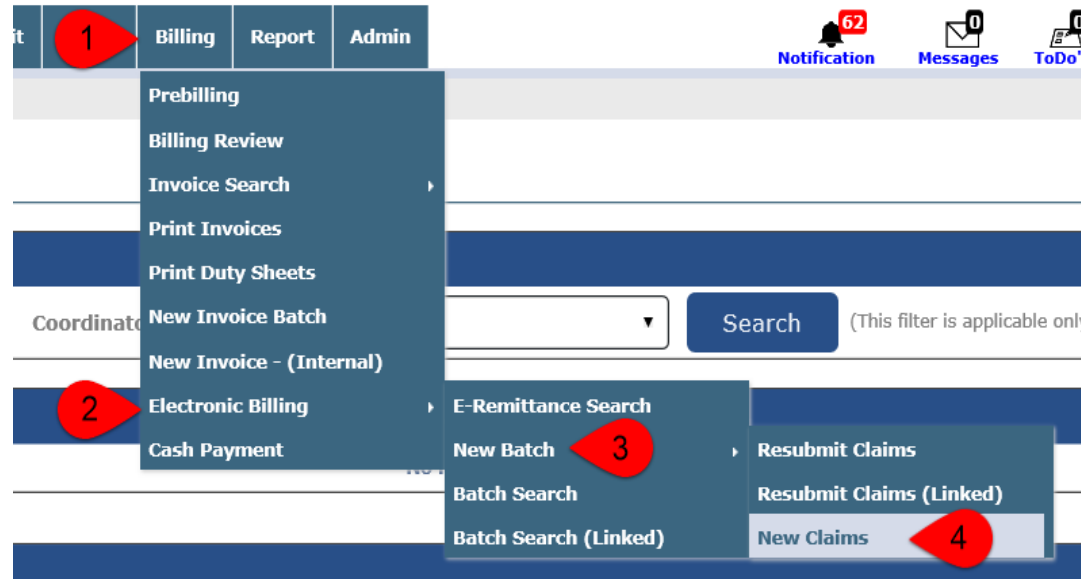
CareBridge Claim File Submission

- The user will need to select the Amerigroup NJ contract and add claims.

- The user will need to search all billable visits ready to be submitted to CareBridge.

CareBridge Claim File Submission

- Once a user has selected all billable visits, you will be required to select the Save & Export option to trigger our overnight process that submits the Claim File over to CareBridge.

Corrected/Void Claim to CareBridge

- To submit a corrected/void claim, the user will need to navigate to Billing → Electronic Billing → New Batch → Resubmit Claims

Reviewing Claim Response Report

- Once claims are submitted through our CareBridge integration in return, CareBridge will provide claim responses that are available to you through our Provider Response report.

  - Report → Exception Reports → Agency Response

Recap Key Points

- Horizon NJ
  - Providers should continue to bill to Horizon as they do today.
  - EVV records will be processed under Horizon NJ.

- Amerigroup NJ
  - Complete the following attestation:
    - https://www.cognitoforms.com/HHAeXchange1/Billing ForAmerigroupNJProviderQuestionnaire
    - Obtain access to your CareBridge portal.
    - Email support@hhaexchange.com to have CareBridge integration configured for Amerigroup NJ.
    - Ensure NPI, Tax ID, and Medicaid Provider ID are set at the contract level.