



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

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# HHAXchange & CareBridge

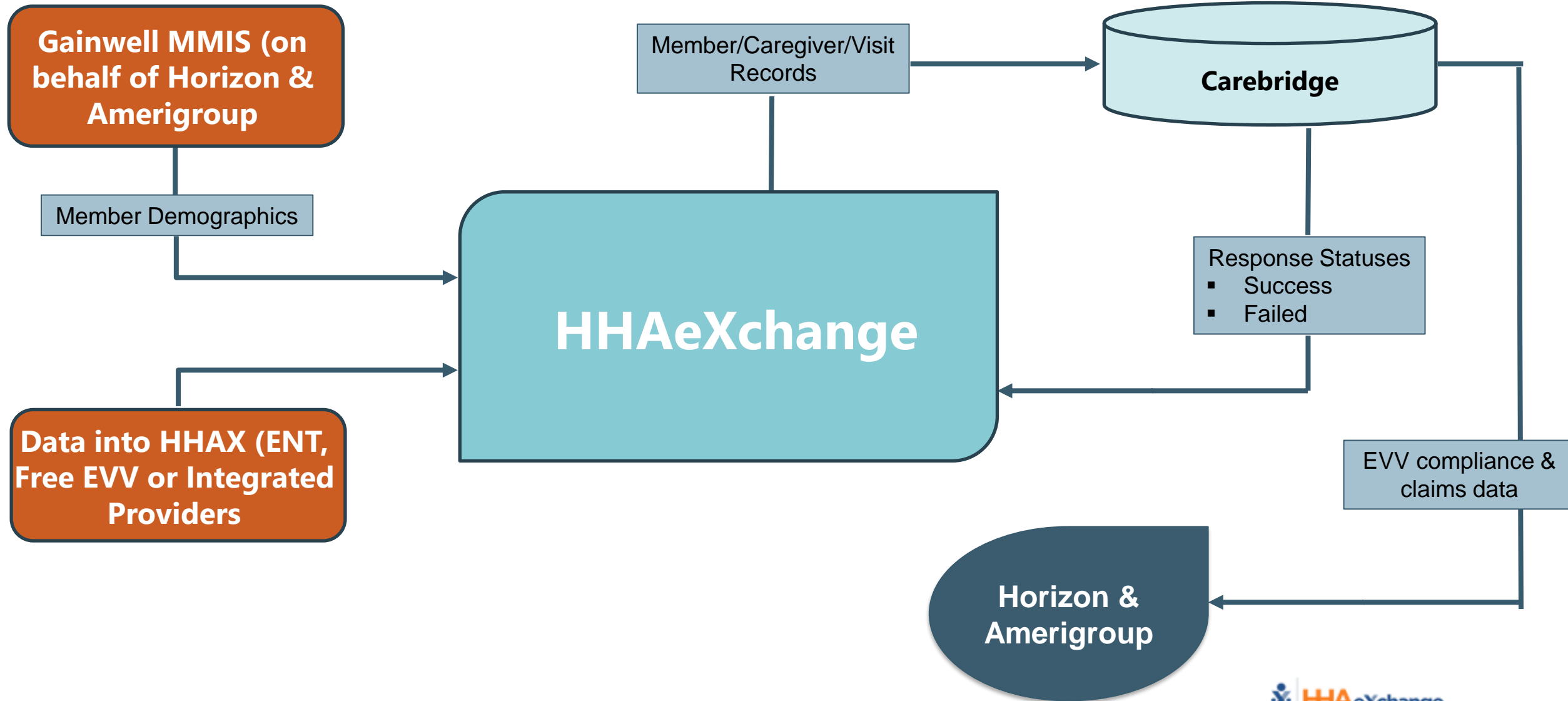
- Visit Aggregation:
  - HHAX is the State Aggregator in NJ and therefore is required to aggregate visit data across all the MCOs and FFS
  - CareBridge has been selected by Amerigroup & Horizon as the aggregation solution for these payers
    - HHAX has established an integration with CareBridge to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





# 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.

**Patient Info - Active**

Name: Garcia Frank  
DOB: 03/06/1994  
Admission ID: NHC-900656  
Primary Alt. Patient ID: 12345678  
Patient ID: 12345678  
Home Phone:  
Contract: AC Medicaid, Crown, Surplus Test  
Address: 123 West Main St, BRONX, NY, 10466  
Coordinators: Dorothy  
Office: National Home Care LLC  
Languages:

**Last 3 authorizations**

Contract	Auth. #	From Date	To Date	Discipline	Svc. Code	Max units for Auth	Type	Period	Max.	S	S	M	T	W	T	F	Remaining Units	Notes
AC Medicaid	1234567890	04/01/2020	08/31/2020	PCA	PCA	N/A	Hourly	Weekly	40.00								0.00	
AC Medicaid	098765432	04/01/2020	04/30/2020	HHA	FC-HHA	N/A	Hourly	Weekly	40.00								0.00	

**Calendar**

Month: August Year: 2020

Saturday Sunday Monday Tuesday Wednesday Thursday Friday

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21

Monday: S: 1000-1500 T, V: 1000-1500, B: N (06:00), Medelon Cmdy T  
Tuesday: S: 0900-1700 T, Temp Temp T  
Wednesday: S: 0900-1500 T, Temp Temp T

- 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:

The screenshot displays the HHAExchange web portal interface. At the top, there is a navigation bar with tabs for Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. The 'Report' tab is active, and a dropdown menu titled 'Reporting Tool (2.0)' is open, listing various report categories and specific reports. The 'Agency Response' report is highlighted. The main content area shows a search bar with 'Office(s): All' selected and a search button. Below the search bar, there is a message 'No Pending Patient Found.' and a 'Message Center' button. The bottom right of the page shows sorting options: 'Sort by Date Priority' and a 'Load: Last 30 Days' dropdown.



# 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.

## Provider Agency Information

Please keep in mind that if you are administrating two COMPLETELY different agency entities, then you will have to submit a separate questionnaire form.

**Provider Agency Name: \***

Frank Home Care

## Agency Locations and Criteria

**Agency Tax ID 1**

**Agency Tax ID: \***

123456789

Please enter your agency NPI information, used to bill Amerigroup NJ.

**NPI 1**

Does Your Agency have an NPI

Yes

**Agency NPI: \***

1234567890

Enter a single 10 digit National Provider Identification number.

**State Medicaid ID associated with this Tax ID and NPI \***

1231232143

Enter a single Medicaid identification number. If none enter 9999999. If your Medicaid ID is less then 7 digits, please add leading zeroes.



# 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

Contract Setup (Amerigroup NJ (CHR)) Enterprise 21.05.01 AWSWEB01 (Chrome/90.0.4430.212) chrome 90) 6,

**General** | Billing Rates | Billing/Collections | Scheduling/Confirmation | Eligibility | Quickbooks | Notes/Uploads

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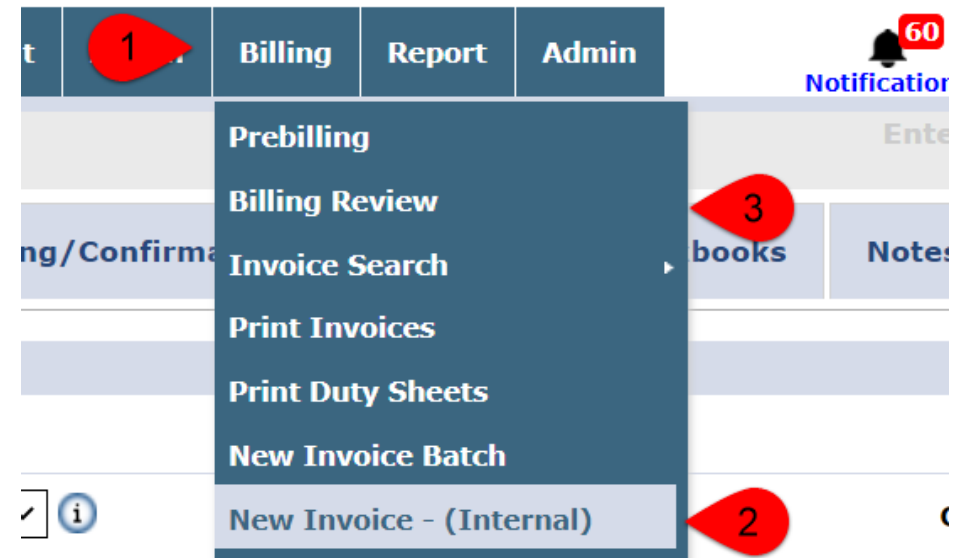
**Contract Details**

* Contract Name: Amerigroup NJ (CHR)	Active: Yes ▾
Contract Type: Select ▾ ⓘ	Office(s): Offices (Chrill Care, Inc)
Effective Date: <input type="text"/> ⓘ	Expiration Date: <input type="text"/> ⓘ
* Source Of Admission: MCO ▾	Contact Person: <input type="text"/> ⓘ
NPI No.: <input type="text"/> ⓘ	Tax ID No.: <input type="text"/> ⓘ
Wage Parity: <input type="checkbox"/> ⓘ	ICD Code Requirement: ICD-10 Effective Date ▾ ⓘ 10/01/2015 ⓘ *
VNS Contract: <input type="checkbox"/> ⓘ	



# 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.

**Billable Visits**

From Date: 06/08/2021 To Date: 06/08/2021

Patient Team: Select Patient Location: Select Office(s): [

Caregiver Team: All Caregiver Location: Select Patient Branch: [

Patient: Contract: Amerigroup NJ (CHR) Caregiver Branch: [

Charge Type: Visit Discipline: [

(Enter: Last Name, First Name, (Admission ID, MR number), SSN)

1 Search Generate All Invoices

**Search Results (11)**

<input type="checkbox"/>	Date ▾	Caregiver	Admission ID	Patient Name	Office	Contract	Visit	Visit Hrs	Visit Rate	Service Code	Rate Type	Disciplin
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		06:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		04:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		06:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		04:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		04:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		05:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		08:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		07:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		03:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		03:00		T1019	Hourly	PCA
<input type="checkbox"/>	06/08/2021					Amerigroup NJ (CHR)		05:45		T1019	Hourly	PCA

https://cloud.hhaexchange.com/ENT2105010000/Patient/Patient.aspx?PatientId=11577403 Save Save & 2 Select All & Save Unselect All Invoice Batch 3

# 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.

**Billing Review Search**

View:  Summary View  Detail View ?

View Holds For: E-Billing

On Hold Reason: All

Batch Number:

Visit From Date:

Group By: Contract

Patient First Name:

Invoice Number:

Visit To Date:

Office: All

Patient Last Name:

Invoice From Date:

Service Code:

Contract: Amerigroup NJ (CHR)

Coordinator: All

Invoice To Date:

Display Zero Results:  ?

?

**Search Results (0)**

No Records Found

Missing Patient Zip Code

Missing Patient Date of Birth

Missing Patient Gender

Missing Patient MR Number

Missing Primary Diagnosis

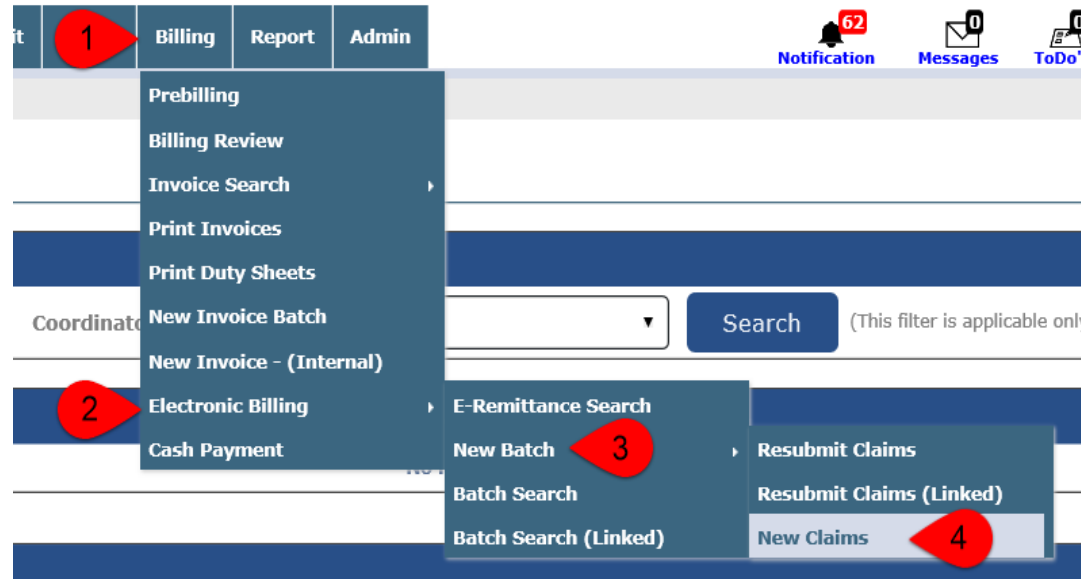
Missing Authorization Number

Visit cannot have temp authorization

Pending billing of

# 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.

**Original Claims E-submission Batch**

Contract:  **1**      Batch Number:       Batch Date:         Quick Export      **2**

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

**Claim Search**

Batch Number:       Invoice Number:       Office(s):       Service Code:

Admission Id:       Last Name:       First Name:       Alt Patient Id:

Visit From:        Visit To:        Claim Status:       Paid Status:

**1**

Search Results ( 0 )

<input type="checkbox"/>	Batch Number	Admission Id	Alt Patient Id	Patient Name	Office Name	Visit Date	Invoice No	Caregiver Name	Schedule	Visit	Visit Hours	Billed Hours	Billed Units	Bill Type	Billed Amount	3rd Party Amount	Service Code	Paid Amount	TRN	I
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# 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.

Original Claims E-submission Batch

Contract: Amerigroup NJ (QAR) Batch Number: CLM4856330800001 Batch Date: 6/5/2021  Quick Export [Add Claims](#)

Results ( 3 ) Delay Reason Code: Select Visits Older Than: 90 Legend

	Batch Number	Admission Id	Alt Patient Id	Patient Name	Office Name	Visit Date	Invoice No	Service Code	Caregiver Name	Schedule	Visit	Visit Hours	Billed Hours	Billed Units	Bill Type	Billed Amount	3rd Par Amount
<input checked="" type="checkbox"/>	33080QARO00017					05/01/2021	607811	T1019		0900-1900	0849-1838	09:49	09:45		Hourly		\$0
<input checked="" type="checkbox"/>	33080QARO00017					04/30/2021	607818	T1019		0900-1300	0913-1313	04:00	04:00		Hourly		\$0
<input checked="" type="checkbox"/>	33080QARO00017					04/30/2021	607821	T1019		0700-0900	0704-0919	02:15	02:00		Hourly		\$0

# 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

**Resubmit Claims E-submission Batch**

Contract: Amerigroup NJ (CHR) Batch Number: CLM4907330870001 Batch Date: 6/5/2021

Results (3) Delay Reason Code: Select

	Batch Number	Admission Id	Alt Patient Id	Pa
X	E	000001		BA
X	E	33087CHRC00001		BA
X	E	33087CHRC00001		BA

**Claim Adjustment**

**IMPORTANT: Claim Adjustment changes will bypass ALL billing validations and rounding rules. It is an override function. Make sure you have authorizations to cover any adjustment in Billed Adj Hours.**

Visit Date: 4/1/2021

Submission Type: Adjustment Update: Single Claim

\* TRN Number: [ ]

Start Time: 4/1/2021 0649 (HHMM)

End Time: 4/1/2021 1301 (HHMM)

Service Hours: 06:00

Billed Adj Hours: [ ] (-) HHMM TT Hours: [ ] (HHMM)

Billed Hours: 06:00 Payroll Adj Hours: [ ] (-) HHMM

Caregiver Name: [ ]

Employment Type: HHA

\* Contract Service Code: T1019 Rate Type: Hourly

\* Caregiver Pay Code: [ ]

Billing Export Code: T1019

\* Units per Hour/Daily/Visit: 4.00 Billed Units: 24.00

\* Billed Rate: [ ]

Billed Amount: [ ]

3rd Party: \$0.00

Save Close





# 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

The screenshot shows the HHAExchange web application. The 'Report' menu is open, displaying a list of report types. The 'Agency Response' option is highlighted, showing a list of specific report types including: Caregiver Missing Alternate Caregiver Code, Caregiver Missing Certificate, Caregivers and Patients with Matching Phone Numbers, Conflict Report, Conflict Report Based on Schedule, Exception By Caregiver, Exception By Reason, Exception Detail Report, Exception Report - Same Day Visits Billed In Different Invoices, Exception Report - Schedule GT16 Hours, Exception Statistics, Exception Summary By Agency, Masterweek With Temp Caregiver, Patient Overlapping Report, Patients With No Master Week, Scheduled Visits with Temp or Inactive Caregiver, Schedules with Caregiver on Vacation, Unbalanced Visits, Visits Missing Timesheet Required, Visits With Temp Caregiver, and VNS Exception Report. The main content area shows a search bar with 'office(s): All' selected, and a table with columns for 'Link Communication', 'Notifications (0)', and 'Events'. The 'Events' section is currently empty, displaying 'No Pending Patient Found.'.



# 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.cognitofrms.com/HHAeXchange1/BillingForAmerigroupNJProviderQuestionnaire>
    - Obtain access to your CareBridge portal.
    - Email [support@hhaexchange.com](mailto: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.