Rate Management

> **DISCLAIMER**
>
> **Florida Providers:** To prevent billing issues, only update the **Rate** field; please DO NOT edit the **Billing Units Per Hour** field.

The **Rate Management** functionality allows Providers to manage billing rates on the HHAeXchange (HHAX) system. This feature addresses the needs of specific MCOs who commonly allow Providers more autonomy regarding billing rates. This guide provides basic guidance on how to access and edit billing rates in HHAX.

Managing Billing Rates

Step	Action
1	Navigate to **Admin > Rate Management** to access the page.
2	Select the MCO from the dropdown menu. **Select MCO** *Note: All MCOs linked to the Provider are listed in this field regardless of editing permissions granted by MCO.*
3	Once an MCO is selected, additional fields become available for the User to search for billing rates associated to the chosen MCO. A current list of Service Codes appears upon accessing the page (as illustrated below). **Rate Management Page**

Step	Action
4	When performing a search, all the billing rates associated with the selected MCO matching the search criteria is returned. Each line item consists of a single billing rate described in the following table. 	Column	Description	 |---|---|---| 	1	Service Code	The code assigned to the service in HHAX.	 	2	Category	Category of service	 	3	Service Type	Type of service associated with the service code.	 	4	From Date	Effective start date to apply the rate	 	5	To Date	Effective end date to apply the rate	 	6	Rate	Billing rate for the service	 	7	Rate Type	How the rate is applied (Daily, Weekly, Monthly, etc.)	 	8	Status	The status of the rate (Active, Inactive)	 	9	Edit (link)*	Link to adjust the current billing rate information	 	10	Update Rate (button)*	Apply billing rate retroactively (as applicable)	 	11	H	View billing rate history	 ***These options are only available if an MCO allows the Provider to edit billing rates.**

Step	Action
5	To change billing rate information on a Service Code, click the *Edit* link to open the Rates window. On the *Rates* window, make applicable changes* in the available fields which includes effective dates (From / To), Rate, and Billing Units per Hour (as illustrated below). Click the *Save* button to apply changes. Changes are applied from the current date forward. Rate change does not apply to Visits which have already been billed. For retroactive changes to take effect, continue to Step 5. *Note: Unavailable fields are governed by the associated MCO; cannot be edited by the Provider.* **Edit Rates Window** ***ATTENTION FLORIDA PROVIDERS:** Only update the **Rate** field. <u>DO NOT</u> edit the **Billing Units Per Hour** field.

Step	Action
6	To edit the effective date range of the rate, click the **Update Rate** button from the selected billing rate row. The *Update Rate* window opens displaying the Current Rate Details and open fields to select the New Rate Details (**From Date**, **To Dat**e, and **Rate** fields). **Update Rate** Users also have the option to **Update visits where billed rate amount does not match the previous Service Code rate amount**. This option allows Providers to retroactively update rates of billed Visits with the associated Service Code. For example, a User **updates** the rate associated with Service Code *HHA*. The effective date range is set to **October 1st** through **December 31st** for a rate of **$22**. The **Update visits where billed rate amount does not match the previous Service Code rate amount** checkbox is selected and the changes are saved. • As a result, all Visits scheduled between October 1-December 31 with the *HHA* Service Code receive the updated rate, even if they have been billed.