

Rate Management



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	<p>Select the MCO from the dropdown menu.</p> <div data-bbox="435 835 1328 995" data-label="Image"> </div> <p style="text-align: center;">Select MCO</p> <p><i>Note: All MCOs linked to the Provider are listed in this field regardless of editing permissions granted by MCO.</i></p>
3	<p>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).</p> <div data-bbox="344 1247 1422 1612" data-label="Image"> </div> <p style="text-align: center;">Rate Management Page</p>

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4	<p>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.</p> <div data-bbox="342 390 1427 506" data-label="Table"> <table border="1"> <caption>Search Results (8)</caption> <thead> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> <th>11</th> </tr> <tr> <th>Service Code</th> <th>Category</th> <th>Service Type</th> <th>From Date</th> <th>To Date</th> <th>Rate</th> <th>Rate Type</th> <th>Status</th> <th>Edit</th> <th>Update Rate</th> <th>H</th> </tr> </thead> <tbody> <tr> <td>T2025-SW1</td> <td>Home Health</td> <td>HHA</td> <td>08/02/2017</td> <td>12/31/2018</td> <td>21.51</td> <td>Hourly</td> <td>Active</td> <td>Edit</td> <td>Update Rate</td> <td>H</td> </tr> <tr> <td>W1702</td> <td>Home Health</td> <td>HHA</td> <td>10/01/2017</td> <td>10/01/2018</td> <td>17.52</td> <td>Hourly</td> <td>Active</td> <td>Edit</td> <td>Update Rate</td> <td>H</td> </tr> </tbody> </table> </div> <div data-bbox="391 548 1419 1058" data-label="Table"> <table border="1"> <thead> <tr> <th>Column</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Service Code The code assigned to the service in HHAX.</td> </tr> <tr> <td>2</td> <td>Category Category of service</td> </tr> <tr> <td>3</td> <td>Service Type Type of service associated with the service code.</td> </tr> <tr> <td>4</td> <td>From Date Effective start date to apply the rate</td> </tr> <tr> <td>5</td> <td>To Date Effective end date to apply the rate</td> </tr> <tr> <td>6</td> <td>Rate Billing rate for the service</td> </tr> <tr> <td>7</td> <td>Rate Type How the rate is applied (Daily, Weekly, Monthly, etc.)</td> </tr> <tr> <td>8</td> <td>Status The status of the rate (Active, Inactive)</td> </tr> <tr> <td>9</td> <td>Edit (link)* Link to adjust the current billing rate information</td> </tr> <tr> <td>10</td> <td>Update Rate (button)* Apply billing rate retroactively (as applicable)</td> </tr> <tr> <td>11</td> <td>H View billing rate history</td> </tr> </tbody> </table> <p>*These options are only available if an MCO allows the Provider to edit billing rates.</p> </div>	1	2	3	4	5	6	7	8	9	10	11	Service Code	Category	Service Type	From Date	To Date	Rate	Rate Type	Status	Edit	Update Rate	H	T2025-SW1	Home Health	HHA	08/02/2017	12/31/2018	21.51	Hourly	Active	Edit	Update Rate	H	W1702	Home Health	HHA	10/01/2017	10/01/2018	17.52	Hourly	Active	Edit	Update Rate	H	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
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5	<p>To change billing rate information on a Service Code, click the Edit link to open the Rates window. On the <i>Rates</i> window, make applicable changes* in the available fields which includes effective dates (From / To), Rate, and Billing Units per Hour (as illustrated below).</p> <p>Click the Save button to apply changes.</p> <p>Changes are applied from the current date forward. Rate change does not apply to Visits which have already been billed.</p> <p>For retroactive changes to take effect, continue to Step 5.</p> <p>Note: Unavailable fields are governed by the associated MCO; cannot be edited by the Provider.</p> <div data-bbox="639 1247 1455 1759" data-label="Form"> <p>Rates History</p> <p>* Service Category: Home Health</p> <p>* Service Type: HHA</p> <p>* Service Code: T2025-SW1</p> <p>Rate Type: HHA Hourly</p> <p>* From Date: 08/02/2019</p> <p>* To Date: 12/31/2020</p> <p>* Rate: 22.000000 \$</p> <p>* Billing Units Per Hour: 4.00</p> <p>Min Visit Hours For Daily: 0000 (HHMM)</p> <p>Status: Active</p> <p>Save Cancel</p> </div> <p style="text-align: center;">Edit Rates Window</p>																																																																				
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6	<p>To edit the effective date range of the rate, click the Update Rate button from the selected billing rate row. The <i>Update Rate</i> window opens displaying the Current Rate Details and open fields to select the New Rate Details (From Date, To Date, and Rate fields).</p> <div data-bbox="532 363 1230 1096" style="border: 1px solid #0056b3; padding: 10px;"> <p>Update Rate</p> <p>Current Rate Details</p> <p>Discipline: <input type="text" value="HHA"/></p> <p>Service Code: <input type="text" value="T2025-SW1"/></p> <p>From Date: <input type="text" value="08/02/2019"/></p> <p>To Date: <input type="text" value="12/31/2020"/></p> <p>Rate: <input type="text" value="22.000000"/>\$</p> <hr/> <p>New Rate Details</p> <p>* From Date: <input type="text" value="10/01/2020"/></p> <p>* To Date: <input type="text" value="12/31/2020"/></p> <p>* Rate: <input type="text" value="22.000000"/>x\$</p> <p style="background-color: #ffff00; padding: 2px;">Update visits where billed rate amount does not match the previous Service Code rate amount: <input type="checkbox"/> i</p> <p style="text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </p> <p>NOTE: Saving a Rate Update will create a new instance of this Service Code for the date range selected. Billed visits within the configured date range will be updated to apply the new Service Code Rate set here. Please be advised that updating visits may impact the Accounts Receivable status of these visits, as visit invoice totals may no longer match the payment totals applied to them.</p> <p>If "Update visits where billed rate amount does not match the previous Service Code rate amount" is set to yes, the system will also update visits whose original billing rate does not match the default rate configured for the Service Code.</p> </div> <p style="text-align: center;">Update Rate</p> <p>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.</p> <p>For example, a User updates the rate associated with Service Code <i>HHA</i>. 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.</p> <ul style="list-style-type: none"> As a result, all Visits scheduled between October 1-December 31 with the <i>HHA</i> Service Code receive the updated rate, even if they have been billed.