HHAeXchange Linked Portal Training

April 2023

HHAeXchange Presenters

George Marquez
Sr. Provider Experience Specialist

Victor Lewis
E-Learning Specialist

Agenda

> Prebilling

> Billing Review

> Rebilling

> Claim Status Review

> Support Resources

Training

Prebilling

- Prebilling Review allows you to check your visits against key compliance edits prior to submitting your claims

- It is highly recommended you correct the issues identified prior to submitting your claims for billing

- The system offers multiple filters to allowing you to check for specific areas of concern

1. No Authorization
2. Overlapping Shifts
3. Incomplete Confirmations

Billing Review

Billing Review is another exception page which checks visit information against export requirements specific to each Payer. If a visit violates a rule set by a Payer, it is held at Billing Review until the error is corrected.

- Pending Billing of additional shifts on the same day
- Visits on the same/service code must be billed on the same invoice
- DX Code may fail for specificity
- Missing DX Code

Claim Status Review

- Billing > Invoice Search > By Visit
- Please reach out to Support@hhaexchange.com for any claim status issues.

Service Code	Billed Units	Rate	TT Hrs	TT Rate	OT Hrs	OT Rate	Amount	Contract	Export Status	E-billing manual Hold	Claim Status
T1019:U1	20.00	$27.40		$27.40		$0.00	$137.00		Y	N	Accepted (277ca)
T1019:U1	20.00	$27.40		$27.40		$0.00	$137.00		Y	N	Accepted (277ca)
T1019:U1	20.00	$27.40		$27.40		$0.00	$137.00		Y	N	Accepted (277ca)
T1019:U1	40.00	$27.40		$27.40		$0.00	$274.00		Y	N	Accepted (277ca)
T1019:U1	40.00	$27.40		$27.40		$0.00	$274.00		Y	N	Accepted (277ca)
T1019:U1	40.00	$27.40		$27.40		$0.00	$274.00		Y	N	Accepted (277ca)
T1019:U1	24.00	$27.40		$27.40		$0.00	$164.40		Y	N	Accepted (277ca)

Claim Status Report

Report > Billing > Claim Status Report

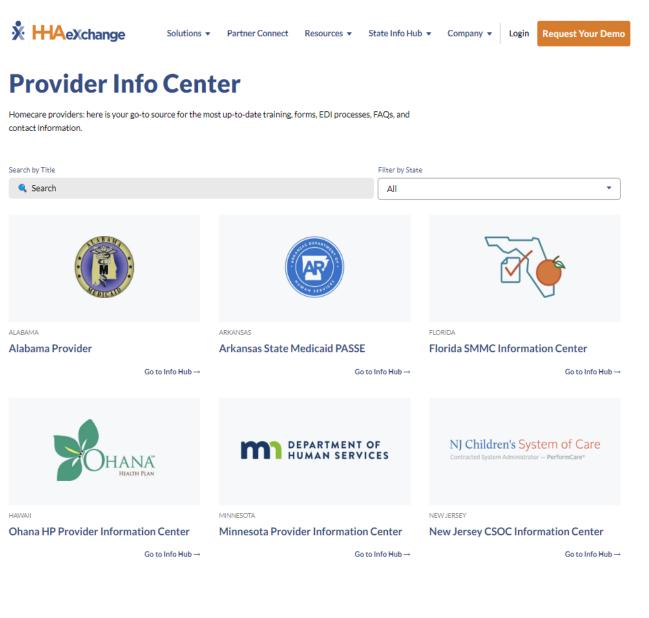| Admission ID	Medicaid Number	Patient Name	Office	Caregiver Name	Visit Time/Supply/Expense	Billed Hours	Service Code	Billed Units	Rate	Travel Time Hours (TT Hrs)	Travel Time Rate (TT Rate)	Overtime Hours (OT Hrs)	Overtime Rate (OT Rate)	Amount	Contract	Export Status	E-Billing Manual Hold	Claim Status	Claim Status Reason
KHC-900046	213123121X	Clause Santa	PE Home and Healthcare Demo	Green Molly	0900-1000	01:00	T1019:U1	4	$36.00		$36.00		$0.00	$36.00	Demo MCO (KHC)	Yes	N	Accepted (277ca)	A1:Acknowledgement/Receipt-The claim/encounter has been received. This does not mean that the claim has been accepted for adjudication 20:Accepted for processing
KHC-900046	213123121X	Clause Santa	PE Home and Healthcare Demo	Green Molly	1130-1745	06:15	T1019:U1	25	$36.00		$36.00		$0.00	$225.00	Demo MCO (KHC)	Yes	N	Rejected (277ca)	A3:Acknowledgement/Returned as unprocessable claim-The claim/encounter has been rejected and has not been entered into the adjudication system 21:Missing or invalid information. Usage: At least one other status code is required to identify the missing or invalid information
KHC-900046	213123121X	Clause Santa	PE Home and Healthcare Demo	Green Molly	0800-1030	02:30	T1019:U1	10	$36.00		$36.00		$0.00	$90.00	Demo MCO (KHC)	Yes	N	Accepted (277ca)	A1:Acknowledgement/Receipt-The claim/encounter has been received. This does not mean that the claim has been accepted for adjudication 20:Accepted for processing

Support Resources

State Info Hub

o To ensure you stay up to date on all the information for this project, please visit our State Info Hub

o The State Info Hub will be your primary source of information throughout this implementation

o The website also contains all documents such as welcome packets and training links

https://www.hhaexchange.com/info-hub

HHAeXchange Support

State Info Hub
https://www.hhaexchange.com/info-hub

Email
Support@hhaexchange.com
EDISupport@hhaexchange.com

Phone
1-855-400-4429

Payer Support

Contact your provider relations representative

Provider Resources