

# HHAExchange (HHAX) Electronic Visit Verification (EVV) Aggregation Transaction Manager Rule Holds and Resolutions

The [HHAX EVV Aggregation Transaction Manager](#) (**Admin > EVV Aggregation Transaction Manager**) allows providers to manage visits (related to the linked payer placements) that have been approved, rejected, or are pending export to the Texas Medicaid and Healthcare Partnership (TMHP) EVV Aggregator. The TMHP EVV Aggregator is a centralized database maintained and operated by TMHP that collects, validates, and stores statewide EVV visit transaction data transmitted by the HHAExchange system.

This document contains all hold reasons found in the HHAExchange EVV Aggregation Transaction Manager, and the recommended actions to resolve them in the HHAX system. These instructions are specific to the HHAX system.

- For questions, contact HHAX Support in the [Client Support Portal](#). Select the State EVV Aggregation option.
- For additional guidance with identifying and correcting an EVV visit transaction rejection received from the EVV Aggregator, refer to the [TMHP EVV Visit Transaction Rejection Guide](#) on tmhp.com.



**Important for all EVV Visits on Hold:** After the steps listed in the **How to Resolve** section have been completed, all EVV visits on Hold must be resubmitted for validation by the TMHP EVV Aggregator. To resubmit an EVV visit to the TMHP EVV Aggregator, locate the EVV visit transaction in the HHAExchange EVV Aggregation Transaction Manager, click the **Actions** button then select **Validate and Submit to Aggregator**.

HHAX Hold Reason(s)	HHAX Rule Check(s)	How to Resolve
Consumer Directed Services Employer First Name is too long. Consumer Directed Services Employer First Name is missing.	Populates for consumer-directed services (CDS) Healthcare Common Procedure Coding System (HCPCS) codes. Consumer Directed Services Employer First Name <u>cannot exceed 50 characters</u> . This field <u>cannot</u> be empty for a CDS visit.	Go to <b>Member &gt; Search Member</b> to locate and select the Member.  If the Member is the CDS Employer, go to the <i>Profile</i> page, click the <b>Edit</b> button, and update the <b>First Name</b> field. Save.  If the Member has a different CDS Employer, go to the <i>General</i> page, click the <b>Edit</b> button, and update the <b>CDS Employer of Record</b> field. Click <b>Save</b> .
Consumer Directed Services Employer Last Name is too long. Consumer Directed Services Employer Last Name is missing.	Populates for CDS HCPCS codes. Consumer Directed Services Employer Last Name <u>cannot exceed 50 characters</u> . This field <u>cannot</u> be empty for a CDS visit.	Go to <b>Member &gt; Search Member</b> to locate and select the Member.  If the Member is the Consumer Directed Services (CDS) Employer, go to the <i>Profile</i> page, click the <b>Edit</b> button, and update the <b>Last Name</b> field. Click <b>Save</b> .

HHAX Hold Reason(s)	HHAX Rule Check(s)	How to Resolve
		<p>If the Member has a different CDS Employer, go to the <i>General</i> page, click the <b>Edit</b> button, and update the <b>CDS Employer of Record</b> field. Click <b>Save</b>.</p>
<p>Consumer Directed Services Employer Electronic Visit Verification Identification is missing.</p>	<p>Populates for CDS HCPCS codes. Consumer Directed Services Employer of Record EVV Identification Number <u>cannot</u> be empty for a CDS visit.</p>	<p>Go to <b>Member &gt; Search Member</b> to locate and select the Member.</p> <p>Go to the member's <i>General</i> page, click the <b>Edit</b> button, and update the <b>CDS Employer of Record EVV Identification Number</b> field. Click <b>Save</b>.</p>
<p>Employee ID is missing.</p>	<p><u>Cannot</u> be empty.</p>	<p>Go to <b>Service Provider &gt; Search Service Provider</b> to locate and select the Service Provider. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Employee ID</b> field. The Employee ID is an identifier assigned to the Service Provider by his or her employer for HR and payroll purposes. Click <b>Save</b>.</p>
<p>EVV Call In Address Type has incorrect value. EVV Call Out Address Type has incorrect value.</p>	<p>EVV Call In/Out Address Type must be one of the following:</p> <ul style="list-style-type: none"> <li>• Member Home</li> <li>• Community</li> <li>• Family Home</li> <li>• Neighbor Home</li> </ul> <p><u>Cannot</u> be empty</p>	<p>Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button. Verify that the member address is assigned an <b>Address Type</b> and save.</p> <p>If a phone number is assigned in the member's profile, verify <del>Member</del> Member Home, Family Home, or Neighbor Home is entered in the <b>Phone Location</b> field.</p> <p>If the member is configured for the use of an alternative device , ensure the <b>Alternative Device Location</b> field located on the <i>General</i> page displays the member home address.</p> <p>After the steps above are completed, this resolves future instances of this hold. To correct past instances, locate the visit in the member's calendar, click the <b>Visit Info</b> tab, and click the <b>Edit</b> button for Clock Out. Select the <b>Visit Location</b></p>

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		<p><b>Address and Visit Location Type.</b> Enter a <b>Reason for Editing</b> then, click <b>Save</b>.</p>
<p>EVV Call In Phone is not in correct format for IVR method. EVV Call In Phone is missing for landline (IVR) Method.</p>	<p>EVV Phone is not a 10-digit number for the landline method (IVR method). <u>Cannot</u> be empty</p>	<p>Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Home Phone</b> field. Click <b>Save</b>.</p>
<p>EVV Call Out Time is not on the same day of the EVV Call In Time</p>	<p>EVV Call In and EVV Call Out must take place on the same day. EVV Call Out must be no later than 11:59pm or earlier. The minimum duration for HHAX to automatically split overnight shifts is 15 minutes past 12am.</p>	<p>Go to <b>Member &gt; Search Member</b> to locate and select the Member. Find and open the visit in the member's calendar. Click <b>Visit Info</b>, remove the Bill Time Out, select a New Reason and Action Taken and click <b>Save</b>.</p> <p>Now that the Bill Time Out is blank, enter 11:59pm in the Bill Time Out and change the date to match the date of the Visit Start, select a New Reason and Action Taken and click <b>Save</b>.</p>
<p>EVV CDS Option is missing.</p>	<p>Populates for CDS HCPCS codes. CDS Selection cannot be empty.</p>	<p>Go to <b>Member &gt; Search Member</b> to locate and select the Member.</p> <p>Go to the member's <i>General</i> page, click the <b>Edit</b> button, and update the <b>CDS Selection</b> field. Click <b>Save</b>.</p>
<p>EVV Service Delivery Address, City, State, or Zip Code In is missing. EVV Service Delivery Address, City, State, or Zip Code Out is missing.</p>	<p>EVV Service Delivery Address In/Out cannot exceed 50 characters. One or more of the EVV Service Delivery In/Out fields are missing. EVV Service Delivery Location is not listed below:</p> <ul style="list-style-type: none"> <li>• Member Home</li> <li>• Community</li> <li>• Family Home</li> <li>• Neighbor Home</li> </ul> <p><u>Cannot</u> be empty</p>	<p>Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button. Verify that the member address is assigned an <b>Address Type</b> and save.</p> <p>If a phone number is assigned in the member's profile, verify Member Home, Family Home, or Neighbor Home is entered in the <b>Phone Location</b> field.</p> <p>If the member is configured for the use of an alternative device , ensure the <b>Alternative Device</b></p>

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		<p><b>Location</b> field located on the <i>General</i> page displays the member home address.</p> <p>After the steps above are completed, this resolves future instances of this hold. To correct past instances, locate the visit in the member's calendar, click the <b>Visit Info</b> tab, and click the <b>Edit</b> button for Clock In. Select the <b>Visit Location Address</b> and <b>Visit Location Type</b>. Enter a <b>Reason for Editing</b> then, click <b>Save</b>.</p>
<p>EVV Service Delivery Address In is too long. EVV Service Delivery Address (or City, State, Zip Code) In is missing.</p>	<p>EVV Service Delivery Address In <u>cannot exceed 50 characters</u>. One or more of the EVV Service Delivery In fields are missing. <u>Cannot</u> be empty</p>	<p>Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Address</b> fields.</p> <p>Verify that the member <b>Phone Location</b> is selected.</p> <p>If a member is configured for Alternative Device EVV, ensure that the member home address is selected on the <i>General</i> page, <b>Alternative Device Location</b> field.</p> <p>After the steps above are completed, this resolves future instances of this hold. To correct past instances, locate the visit in the member's calendar, click the <b>Visit Info</b> tab, and click the <b>Edit</b> button for Clock In. Select the <b>Visit Location Address</b> and <b>Visit Location Type</b>. Enter a <b>Reason for Editing</b> then, click <b>Save</b>.</p>
<p>LTC Provider Number on the LTC Authorization has incorrect format.</p>	<p>Long-Term Care (LTC) Provider Number must be a 9-digit number. <u>Cannot</u> be empty.</p>	<p>Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Auth/Orders</i> page, click "... " under <i>Actions</i> and then click <b>View/Edit</b>. Verify the LTC Provider Number is entered correctly and is 9 digits.</p>

HHAX Hold Reason(s)	HHAX Rule Check(s)	How to Resolve
LTC Provider Number is missing from associated LTC Authorization.	LTC Provider Number is required for LTC EVV visits. The following must match between the EVV Visit and authorization: <ul style="list-style-type: none"> <li>• TIN</li> <li>• NPI</li> <li>• Service Code</li> <li>• Service Group</li> <li>• Auth Start/End Date</li> </ul>	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Auth/Orders</i> page, click “...” under Actions and then click <b>View/Edit</b> . Add the 9-digit LTC Provider Number in the <b>Provider Number</b> field. Click <b>Save</b> .
Medicaid ID is not in correct format. Medicaid ID is missing.	Medicaid ID must be 9 digits. <u>Cannot</u> be empty.	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Medicaid Number</b> field. Click <b>Save</b> .
Member’s Date of Birth missing.	Member’s Date of Birth <u>cannot</u> be empty.	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Date of Birth</b> field. Click <b>Save</b> .
Member First Name is not in correct format. Member First Name is missing.	Member First Name <u>cannot</u> exceed 50 characters. <u>Cannot</u> be empty	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>First Name</b> field. Click <b>Save</b> .
Member Last Name is not in correct format. Member Last Name is missing.	Member Last Name <u>cannot</u> exceed 50 characters. <u>Cannot</u> be empty	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Last Name</b> field. Click <b>Save</b> .
Member Primary Phone is not in correct format.	Member Primary Phone must be 10 digits. <u>Cannot</u> be empty	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Home Phone</b> field. Click <b>Save</b> .
Member Secondary Phone is not in correct format.	Member Secondary Phone must be 10 digits. <u>Cannot</u> be empty	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Phone 2</b> field. Click <b>Save</b> .
Member Tertiary Phone is not in correct format.	Member Tertiary Phone must be 10 digits. <u>Cannot</u> be empty	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Phone 3</b> field. Click <b>Save</b> .

HHAX Hold Reason(s)	HHAX Rule Check(s)	How to Resolve
Payer Member Plan Code is missing.	<p><u>Cannot</u> be missing when member payer is Managed Care Organization (MCO): AET, AGP, BCB, CFC, CHS, CKC, CMC, DRC, MOL, SHP, TXC, UHC, CHC, SET, EP1, PRK, SCW, FCR</p> <p><u>Cannot</u> be empty.</p>	<p>Go to <b>Member &gt; Payers/Insurance</b>. Review the member payer placement for any errors. Add a new payer placement if eligibility changed for the member. Correcting the payer placement will prevent holds moving forward.</p> <p>To resolve the visits on hold, go to <b>Member &gt; Calendar &gt; Visit &gt; Bill Info</b>. Select <b>Plan Code</b> then click <b>Save</b>. Repeat for each affected visit.</p>
Provider API has incorrect format. Provider NPI or Provider API is missing.	If only the Atypical Provider Identifier (API) is populated, then it must have 10 characters. Provider National Provider Identifier (NPI) or Provider API <u>cannot</u> be empty at the same time.	Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. On the <i>Edit Office</i> page, update the <b>API</b> field and click <b>Save</b> .
Provider Legal Name is too long. Provider Legal Name is missing.	Provider Legal Name <u>cannot</u> exceed 50 characters. <u>Cannot</u> be empty.	Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. On the <i>Edit Office</i> page, update the <b>Office Name</b> field and click <b>Save</b> .
Provider NPI is invalid or not enrolled with TX Medicaid.	NPI must be enrolled with TMHP. HHAX confirms NPI enrollment through the TMHP web service.	<p>Verify Office NPI is valid and confirm NPI enrollment with TMHP.</p> <p>Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. Verify the NPI is entered correctly in the <b>NPI No.</b> field.</p>
Provider NPI has incorrect format. Provider NPI or Provider API is missing.	If only the NPI is populated, then it must have 10 characters. Provider NPI or Provider API <u>cannot</u> be empty at the same time. <u>Cannot</u> be empty	Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. On the <i>Edit Office</i> page, update the <b>NPI No.</b> field and save.
Provider TIN has incorrect format. Provider TIN is missing.	Provider Taxpayer Identification Number (TIN) is not 9-digit number. Provider TIN <u>cannot</u> be empty.	Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. On the <i>Edit Office</i> page, update the <b>Tax ID</b> field and save.
Service Code is inactive for the visit date.	Visit Date must be within the HCPCS Code/Modifier effective dates defined by the Texas Health and Human Services Commission (HHSC).	Go to <b>Admin &gt; Payer Setup &gt; Search Payer</b> and select the payer. Click <b>Billing Rates</b> , find the HCPCS Code/Modifier in the list and review the From and To Dates. Visits must be within these dates. If the visit date is outside the From and To Dates, then select a different HCPCS Code/Modifier that is active for the visit date selected.

HHAX Hold Reason(s)	HHAX Rule Check(s)	How to Resolve
Service is simultaneously delivered at separate locations to multiple members by the same Service Provider.	Service Provider cannot perform overlapping services for multiple members at different addresses.	Perform visit maintenance to update the visit confirmed times to eliminate the overlap. The EVV user may confirm the overlap with Reason Code 110-D.
Service is simultaneously delivered at separate locations to the same Member by different Service Providers.	Member cannot have multiple overlapping shifts that are serviced at different addresses..	Perform visit maintenance to update the visit confirmed times to eliminate the overlap. The EVV user may confirm the overlap with Reason Code 110-D.
Service Provider First Name is too long. Service Provider First Name is missing.	Service Provider First Name <u>cannot</u> exceed 50 characters. <u>Cannot</u> be empty	Go to <b>Service Provider &gt; Search Service Provider</b> to locate and select the Service Provider. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>First Name</b> field. Click <b>Save</b> .
Service Provider Last Name is too long. Service Provider Last Name is missing.	Service Provider Last Name <u>cannot</u> exceed 50 characters. <u>Cannot</u> be empty	Go to <b>Service Provider &gt; Search Service Provider</b> to locate and select the Service Provider. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Last Name</b> field. Click <b>Save</b> .
Service Provider Social Security Visa Passport is not in correct format. Service Provider Social Security Visa Passport is missing.	Service Provider Social Security Visa Passport must be last 4 numbers from SSN followed Service Provider last name (max. 50 characters). <u>Cannot</u> be empty.	Go to <b>Service Provider &gt; Search Service Provider</b> to locate and select the Service Provider. On the <i>Profile</i> page, click the <b>Edit</b> button and update the <b>Social Security Number</b> field. Click <b>Save</b> .
Visit does not have Valid Authorization.	Visit must have a valid authorization or enough units in the authorization remaining to cover the full duration of the visit.	Go to <b>Member &gt; Search Member</b> to locate and select the Member. On the <b>Auth/Orders</b> page, select <b>Edit Auth</b> or <b>Add Authorization</b> . If more units are needed to cover the visit, update accordingly.  The authorization must be adjusted to match the visit details or visits must be adjusted to match the authorization.

<p>Visit End Date is on a different day than Visit Start Date. Overnight shifts must be split into two visits, one ending at 11:59pm and one beginning at 12:00am.</p>	<p>Visit Start and End Dates must take place on the same day. Visits that end at 12:15am or later will be automatically split by HHAX if the end time is EVV confirmed (the service provider used an approved method to clock out).</p> <p>Manually entered visits must be split by the provider.</p>	<p>For manually entered visits, update the Bill Time Out to 11:59pm and ensure the Visit End Date matches the Visit Start Date.</p> <p>For EVV visits captured with an approved method,,<del>automatically confirmed</del>, go to <b>Member &gt; Search Member</b> to locate and select the Member. Find and open the visit in the member’s calendar. Click <b>Visit Info</b>, remove the <b>Bill Time Out</b>, select a New Reason and Action Taken. Click <b>Save</b>. Now that the Bill Time Out is blank, enter 11:59pm in the <b>Bill Time Out</b> field and change the date to match the date of the Visit Start, select a New Reason and Action Taken. Click <b>Save</b>.</p>
<p>Visit is associated with Acute Care payer, but Provider NPI is enrolled with LTC only.</p>	<p>Provider NPI must be enrolled with TMHP to provide services for the payer on the visit.</p>	<p>Verify member is assigned to correct office and confirm office NPI is valid for Acute Care services.</p> <p>Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. Verify the NPI is entered correctly in the <b>NPI No.</b> field.</p>
<p>Visit is associated with Acute Care payer, but Provider NPI is enrolled with LTC/MCO only.</p>	<p>Provider NPI must be enrolled with TMHP to provide services for the payer on the visit.</p>	<p>Verify member is assigned to correct office and confirm Office NPI is valid for Acute Care services.</p> <p>Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. Verify the NPI is entered correctly in the <b>NPI No.</b> field.</p>
<p>Visit is associated with Acute Care payer, but Provider NPI is enrolled with MCO only.</p>	<p>Provider NPI must be enrolled with TMHP to provide services for the payer on the visit.</p>	<p>Verify member is assigned to correct office and confirm Office NPI is valid for Acute Care services.</p> <p>Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. Verify the NPI is entered correctly in the <b>NPI No.</b> field.</p>
<p>Visit is associated with LTC payer, but Provider NPI is enrolled with Acute Care/MCO only.</p>	<p>Provider NPI must be enrolled with TMHP to provide services for the payer on the visit.</p>	<p>Verify member is assigned to correct office and confirm Office NPI is valid for LTC services.</p> <p>Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office. Verify the NPI is entered correctly in the <b>NPI No.</b> field.</p>



<p>Visit is associated with LTC payer, but Provider NPI is enrolled with MCO only.</p>	<p>Provider NPI must be enrolled with TMHP to provide services for the payer on the visit.</p>	<p>Verify member is assigned to correct office and confirm Office NPI is valid for LTC services.</p> <p>Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office to verify the NPI is entered correctly in the <b>NPI No.</b> field.</p>
<p>Visit is associated with MCO payer, but Provider NPI is enrolled with LTC only.</p>	<p>Provider NPI must be enrolled with TMHP to provide services for the payer on the visit.</p>	<p>Verify member is assigned to correct office and confirm Office NPI is valid for MCO services.</p> <p>Go to <b>Admin &gt; Office Setup &gt; Search Office</b> to locate and select the office to verify the NPI is entered correctly in the <b>NPI No.</b> field.</p>