

HHAXchange (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 or rejected by 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 hold reasons found in the Texas EVV Aggregation Transaction Manager, and the recommended actions to take for successfully addressing 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](#) located on tmhp.com.



Important for all EVV Visits: After the steps listed in the **How to Resolve** section have been completed, all EVV visits 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.	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 Member > Search Member 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 Edit button, and update the First Name field. Save. If the Member has a different CDS Employer, go to the <i>General</i> page, click the Edit button, and update the CDS Employer of Record field. Save.
Consumer Directed Services Employer Last Name is too long. Consumer Directed Services Employer Last Name is missing.	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 Member > Search Member 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 Edit button, and update the Last Name field. Save.

HHAX Hold Reason(s)	HHAX Rule Check(s)	How to Resolve
		If the Member has a different CDS Employer, go to the <i>General</i> page, click the Edit button, and update the CDS Employer of Record field. Save.
Employee ID is missing.	<u>Cannot</u> be empty.	Go to Service Provider > Search Service Provider to locate and select the Service Provider. On the <i>Profile</i> page, click the Edit button and update the Employee ID field. The Employee ID is an identifier assigned to the Service Provider by his or her employer for HR and payroll purposes. Click Save .
EVV Call In Address Type has incorrect value. EVV Call Out Address Type has incorrect value.	EVV Call In/Out Address Type must be one of the following: <ul style="list-style-type: none"> • Member Home • Community • Family Home • Neighbor Home <u>Cannot</u> be empty	<p>Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button. Verify that the member address is assigned an Address Type and save.</p> <p>If a phone number is assigned in the member's profile, verify that the member Phone Location 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, FOB Location field.</p> <p>Doing the above corrects the hold moving forward, but past visits need to be corrected by locating the visit in the member's calendar, clicking the Visit Info tab, and clicking the Edit button for Clock Out.</p>
EVV Call In Phone is not in correct format for IVR method. EVV Call In Phone is missing for landline (IVR) Method.	EVV Phone is not a 10-digit number for the landline method (IVR method). <u>Cannot</u> be empty	Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Home Phone field. Save.
EVV Call In Phone is changed for resubmission. EVV Call Out Phone is changed for resubmission.	EVV Phone has changed for an updated visit resubmission.	EVV Call In and Call Out cannot be modified after an EVV transaction has been approved. Re-link the original Call In/Out for the visit.

HHAX Hold Reason(s)	HHAX Rule Check(s)	How to Resolve
<p>EVV Call In Time has changed for resubmission.</p> <p>EVV Call Out Time is changed for resubmission.</p>	<p>Actual Call In/Out Time <u>cannot</u> be changed for an updated visit resubmission.</p>	<p>Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Home Phone field. Save.</p>
<p>EVV Visit Call In LATITUDE is changed for resubmission.</p> <p>EVV Visit Call Out LATITUDE is changed for resubmission.</p> <p>EVV Visit Call In LONGITUDE is changed for resubmission.</p> <p>EVV Visit Call Out LONGITUDE is changed for resubmission.</p>	<p>EVV Visit Call In/Out Latitude <u>cannot</u> be changed for an updated visit resubmission.</p> <p>EVV Visit Call In/Out Longitude <u>cannot</u> be changed for an updated visit resubmission.</p>	<p>EVV Call In and Call Out cannot be modified after an EVV transaction has been approved. Re-link the original Call In/Out for the visit.</p> <p>Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button. Verify that the member address is assigned an Address Type and save.</p>
<p>EVV Hours changed for resubmission.</p>	<p>Actual Hours cannot be changed for a visit resubmission.</p>	<p>If a phone number is assigned in the member's profile, verify that the member Phone Location is selected.</p>
<p>EVV Service Delivery Address, City, State, or Zip Code In is missing.</p> <p>EVV Service Delivery Address, City, State, or Zip Code Out is missing.</p>	<p>EVV Service Delivery Address In/Out cannot exceed 50 characters.</p> <p>One or more of the EVV Service Delivery In/Out fields are missing.</p> <p>EVV Service Delivery Location is not listed below:</p> <ul style="list-style-type: none"> • Member Home • Community • Family Home • Neighbor Home <p><u>Cannot</u> be empty</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, FOB Location field.</p> <p>Doing the above corrects the hold moving forward, but past visits need to be corrected by locating the visit in the member's calendar, clicking the Visit Info tab, and clicking the Edit button for Clock In.</p>
<p>EVV Service Delivery Address In is too long.</p> <p>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>.</p> <p>One or more of the EVV Service Delivery In fields are missing.</p> <p><u>Cannot</u> be empty</p>	<p>Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Address fields.</p> <p>Verify that the member Phone Location 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, FOB Location field.</p>

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		Doing the above corrects the hold moving forward but past visits need to be corrected by locating the visit in the member's calendar, clicking the Visit Info tab, and clicking the Edit button for Clock In.
LTC Contract Number is missing due to no matching LTC Authorization retrieved from the FFS Authorization web service	Long-Term Care (LTC) Contract Number, also known as 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"> • TIN • NPI • Service Code • Service Group Auth Start/End Date	Verify member LTC eligibility. If the member is active with LTC, service code and service group on the EVV visit must match LTC authorization from the web service.
Medicaid ID is not in correct format. Medicaid ID is missing.	Medicaid ID must be 9 digits. <u>Cannot</u> be empty	Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Medicaid Number field. Save.
Member's Date of Birth missing.	Member's Date of Birth <u>cannot</u> be empty.	Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Date of Birth field. Save.
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 Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the First Name field. Save.
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 Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Last Name field. Save.
Member Primary Phone is not in correct format.	Member Primary Phone must be 10 digits. <u>Cannot</u> be empty	Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Home Phone field. Save.

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Member Secondary Phone is not in correct format.	Member Secondary Phone must be 10 digits. <u>Cannot</u> be empty	Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Phone 2 field. Save.
Member Tertiary Phone is not in correct format.	Member Tertiary Phone must be 10 digits. <u>Cannot</u> be empty	Go to Member > Search Member to locate and select the Member. On the <i>Profile</i> page, click the Edit button and update the Phone 3 field. Save.
Payer Member Plan Code is missing.	<u>Cannot</u> be missing when member payer is MCO: ET, AGP, BCB, CFC, CHS, CKC, CMC, DRC, MOL, SHP, TXC, UHC, CHC, SET, EP1, PRK, SCW, FCR <u>Cannot</u> be empty.	Go to Member > Payers/Insurance . 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. To resolve the visits on hold, go to Member > Calendar > Visit > Bill Info . Select Plan Code > Save. Repeat for each affected visit.
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 Admin > Office Setup > Search Office to locate and select the office. On the <i>Edit Office</i> page, update the API field and save.
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 Admin > Office Setup > Search Office to locate and select the office. On the <i>Edit Office</i> page, update the Office Name field and save.
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 Admin > Office Setup > Search Office to locate and select the office. On the <i>Edit Office</i> page, update the NPI No. 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 Admin > Office Setup > Search Office to locate and select the office. On the <i>Edit Office</i> page, update the Tax ID field and save.
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 Service Provider > Search Service Provider to locate and select the Service Provider. On the <i>Profile</i> page, click the Edit button and update the First Name field. Save.

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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 Service Provider > Search Service Provider to locate and select the Service Provider. On the <i>Profile</i> page, click the Edit button and update the Last Name field. Save.
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 Service Provider > Search Service Provider to locate and select the Service Provider. On the <i>Profile</i> page, click the Edit button and update the Social Security Number field. Save.
Updated After Approval.	Visit maintenance was performed on a previously approved EVV visit. Note: Approved means an EVV visit was accepted by the TMHP EVV Aggregator.	Verify the visit maintenance that was performed: On the EVV Aggregation Transaction Manager, click the Actions button and select Validate and Submit to Aggregator .
Visit Date is earlier than 4/1/2015.	Actual Visit Date must be later than 4/1/2015.	Visits prior to 4/1/2015 cannot be created in HHAX. Visit must be deleted.
Visit Verified Manually.	Visit is manually confirmed (GUI) or the EVV was linked to visit manually.	Verify the visit details and ensure all information has been documented. Complete visits need to be revalidated against the aggregation rules to ensure they will be accepted. On the EVV Aggregation Transaction Manager, click the Actions button and select Validate and Submit to Aggregator .