

Alabama Billing Update

Overview

This important billing process update is to inform that effective **October 1, 2024**, the state of Alabama will no longer be able to bill directly through HHAExchange. Although billing is affected, this change does not impact several of the key functions used on a daily basis.

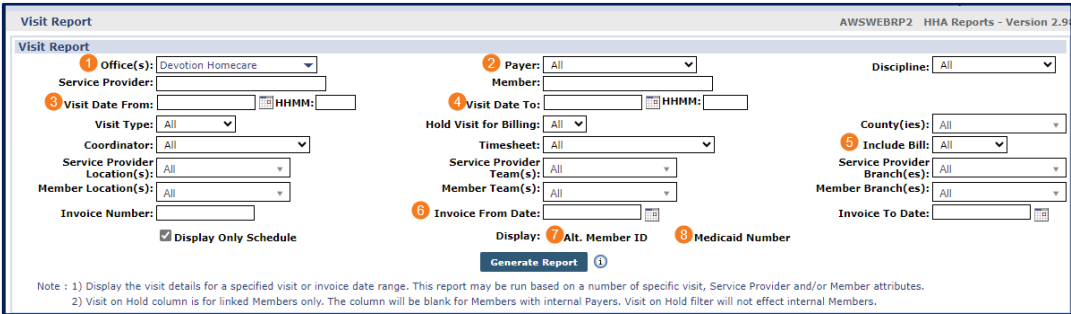
Alabama Providers are still able to:

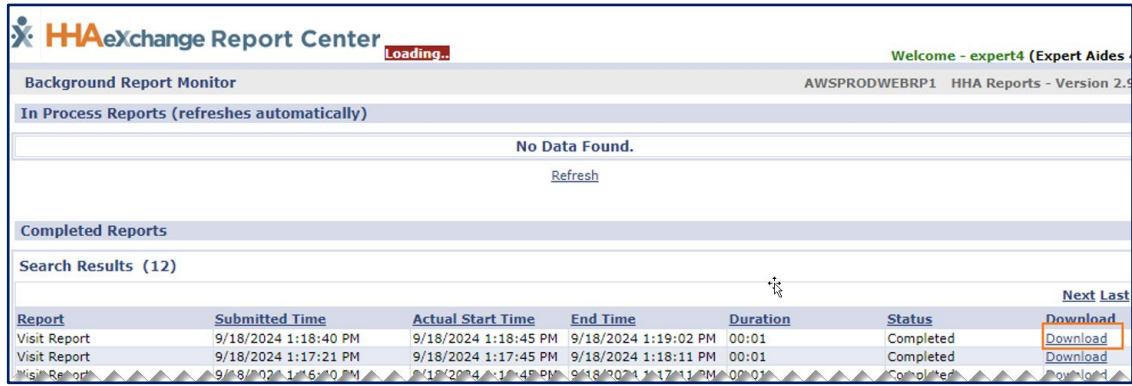
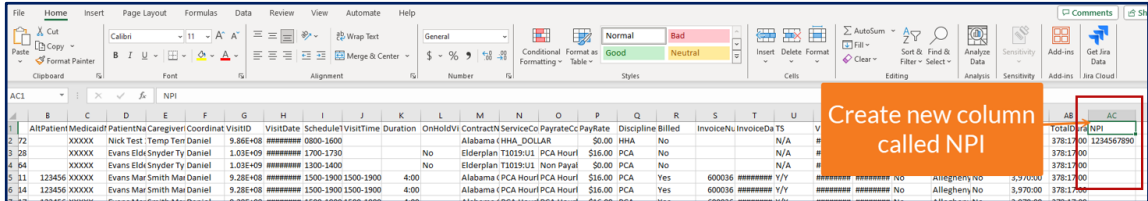
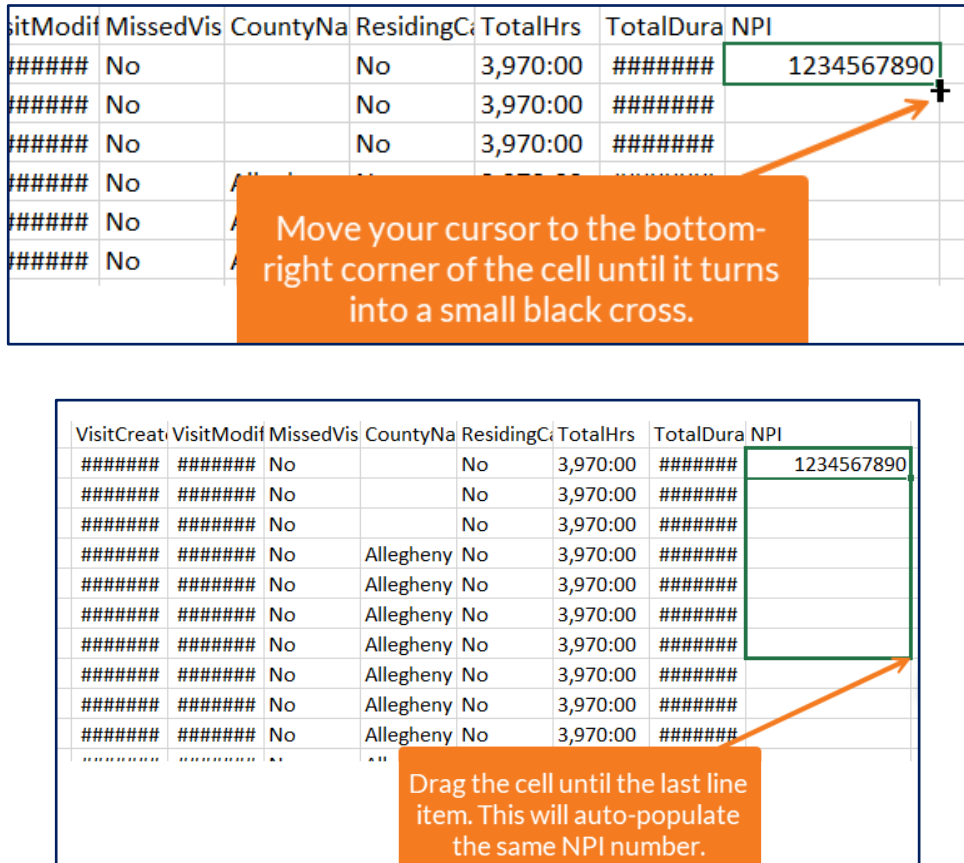
- [Receive authorizations](#) from Payers
- [Schedule Patient visits](#)
- [Confirm visits](#)
- [Perform Electronic Visit Verification \(EVV\)](#)
- [Complete Prebilling](#)
- [Create invoices](#) in HHAExchange

What is changing?

Starting on October 1, 2024, instead of creating claims directly in HHAExchange, Providers now need to generate a Visit Report. This report must be exported and submitted to your Payer.

Complete the following steps to create and export the Visit Report.

Step	Action
1	Log into HHAExchange.
2	Go to Report > Visits > Visit > Visit Report .
3	<p>In the Visit Report fields, select the report criteria according to the instructions below the image. Note: These following fields are recommended to be included in the Visit Report to meet Payer requirements.</p>  <ol style="list-style-type: none"> Office(s): Select the office associated with this report. Contract (or Payer): Select the insurance company. Visit Date From: Select the last date of service. Visit Date To: Select the first date of service. Include Bill: Select billed visits to ensure you only capture invoiced visits. Invoice Date (optional): Filter and narrow your search based on the invoice date. Alt. Patient (or Member) ID: Select to display the patient’s insurance number. Medicaid Number: Select to display the patient’s Medicaid Number in the Patient’s Profile.
4	Click Generate Report to review the visit details. Select CSV .

Step	Action
5	<p>The Background Report Monitor window opens displaying the report. Click the Download link to download the report.</p> 
6	<p>Open the file from the Download folder. In the file, create a new column labeled NPI.</p> 
7	<p>Enter your Provider NPI for each row in the report, as recommended in the images below.</p> 

Step	Action																																																																													
	<table border="1" data-bbox="480 289 1256 690"> <thead> <tr> <th>Modif</th> <th>MissedVis</th> <th>CountyNa</th> <th>ResidingC</th> <th>TotalHrs</th> <th>TotalDura</th> <th>NPI</th> </tr> </thead> <tbody> <tr><td>####</td><td>No</td><td></td><td>No</td><td>3,970:00</td><td>#####</td><td>1234567890</td></tr> <tr><td>####</td><td>No</td><td></td><td>No</td><td>3,970:00</td><td>#####</td><td>1234567890</td></tr> <tr><td>####</td><td>No</td><td></td><td>No</td><td>3,970:00</td><td>#####</td><td>1234567890</td></tr> <tr><td>####</td><td>No</td><td>Allegheny</td><td>No</td><td>3,970:00</td><td>#####</td><td>1234567890</td></tr> <tr><td>####</td><td>No</td><td>Allegheny</td><td>No</td><td>3,970:00</td><td>#####</td><td>1234567890</td></tr> <tr><td>####</td><td>No</td><td>Allegheny</td><td>No</td><td>3,970:00</td><td>#####</td><td>1234567890</td></tr> <tr><td>####</td><td>No</td><td>Allegheny</td><td>No</td><td>3,970:00</td><td>#####</td><td>1234567890</td></tr> <tr><td>####</td><td>No</td><td>Allegheny</td><td>No</td><td>3,970:00</td><td>#####</td><td></td></tr> <tr><td>####</td><td>N</td><td></td><td></td><td></td><td>#####</td><td></td></tr> <tr><td>####</td><td>N</td><td></td><td></td><td></td><td>#####</td><td></td></tr> </tbody> </table> <div data-bbox="548 575 938 690" style="background-color: orange; color: white; padding: 5px; text-align: center;"> <p>Complete! Save this updated report.</p> </div>	Modif	MissedVis	CountyNa	ResidingC	TotalHrs	TotalDura	NPI	####	No		No	3,970:00	#####	1234567890	####	No		No	3,970:00	#####	1234567890	####	No		No	3,970:00	#####	1234567890	####	No	Allegheny	No	3,970:00	#####	1234567890	####	No	Allegheny	No	3,970:00	#####	1234567890	####	No	Allegheny	No	3,970:00	#####	1234567890	####	No	Allegheny	No	3,970:00	#####	1234567890	####	No	Allegheny	No	3,970:00	#####		####	N				#####		####	N				#####	
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8	Save the updated report.																																																																													
9	Submit the report to the Payer based on their specific guidelines.																																																																													

While this change requires adjustments to the current workflow, HHAExchange is here to assist with any questions or concerns. Refer to the [Alabama Provider State Info Hub FAQ](#) for more information.