

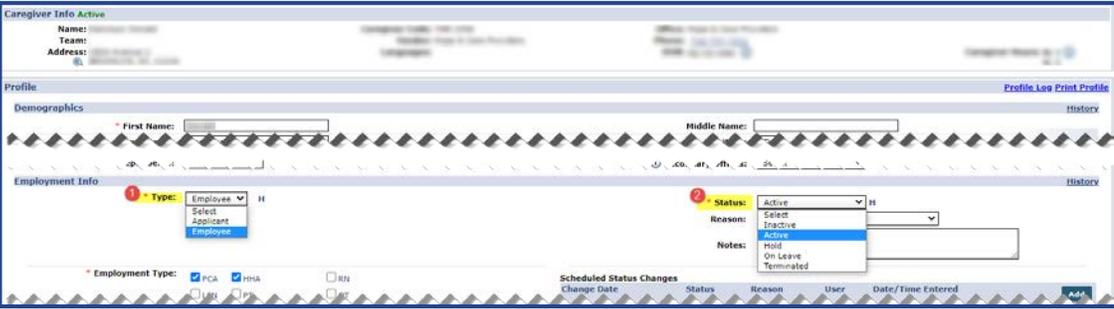
Activating a Caregiver Profile Received from PASSE

In Arkansas, Caregivers must be licensed with a Professional License Number to provide care. For this reason, the Caregiver Management process requires that the Payer (PASSE) creates the Caregiver Profiles to include the required license number and HHAExchange (HHAX) imports Caregiver records into the system. Once imported, the Provider must take added steps to activate the profiles in their Provider Portal to be able to service the Patient.

This job aid details the steps to take to activate a Caregiver Profile once imported by the HHAX system.

Note: Caregiver Profiles manually entered by the Provider in HHAX will result in claim denial. Contact the respective PASSE if a Caregiver Profile and/or information is not seen in the HHAX system.

Complete the following steps to activate a Caregiver Profile in the HHAX system, once the Profile (with the **Professional License Number**) is received by the agency from each PASSE.

Step	Action
1	Navigate to Caregiver > Search Caregiver to locate the Caregiver Profile.
2	<p>Select All from the Type search filter field to locate all Caregiver Profiles (<i>Employee</i> and <i>Applicant</i>). All Caregiver files are imported with a Type = Applicant and the system defaults searches to Type = Employee. Click on Search to continue.</p>  <p style="text-align: center;">Search Type All</p>
3	On the <i>Search Results</i> , click on the Caregiver Name (link) to access the Profile.
4	<p>The Caregiver Profile opens. Click on the Edit button at the bottom of the page. Under the <i>Employment Info</i> section adjust the Type and Status fields, as follows:</p> <ol style="list-style-type: none"> Select <i>Employee</i> in the Type field. Select <i>Active</i> in the Status field.  <p style="text-align: center;">Caregiver Profile: Type and Status Fields</p>
5	Click Save at the bottom of the page to save the updated fields.

Step	Action	
6	<p>Verify the following information:</p> <ol style="list-style-type: none"> Employment Type has <i>PCA, HHA, and PC</i> selected. Professional License Number is captured and matches the Caregiver. <p>If the Professional License number is missing or incorrect, contact the respective PASSE to request corrections.</p> <p>Note: <i>If the Caregiver's Professional License Number is <u>expired</u>, then all visits assigned to the Caregiver become unauthorized (turning pink in the Patient Calendar). The agency CANNOT bill for any visits serviced by the Caregiver until the Professional License Number is <u>updated by the PASSE</u>.</i></p>	

The image below illustrates a completed and compliant Caregiver Profile in the system.

Caregiver Info Active

Name: Kerry Johnson Caregiver Code: YYX-8876 Office: Sunshine Agency
 Team: Vendor: Phone: 555-555-5555
 Address: 123 Sesame St Languages: DOB: 12/25/1970 Caregiver Hours: H: 0 V: 0

Profile Profile Log Print Profile

Demographics History

* First Name: Kerry Middle Name: Initials: KJ
 * Last Name: Johnson * DOB: 12/25/1970 H
 * Gender: Female Time & Att. PIN: Mobile/Portal ID Type: Non-Clinical
 * Caregiver Code: YYX-8876 * Mobile Device ID: Ethnicity: Country of Birth: Picture:

① Caregiver Mobile/Portal ID: Active
 Alt. Caregiver Code: * SSN#: 123-45-6789 H
 Rehire: No Rehire Date: * Secondary Offices: History

Employment Info History

* Type: Employee H * Status: Active H
 * Employment Type: PCA, HHA, PC Reason: Notes: Employee ID: Team: Location: Branch: Payer: Added/Checked Registry Date: NPI Number: Referral Person: Signed Payroll Agreement: No Date: ①
 * Application Date: 06/01/2020 Hire Date: First Work Date: Last Work Date: HHA/PCA Registry Number: Professional License Number: 45988214
 Referral Source: Ad NYC Registry checks: Exclusion/Verification Lists Checked On:

Completed Caregiver Profile

Additional Caregiver demographics can be updated as needed (for example, **DOB** or **Patient Address**). Refer to the [Caregiver Management Process Guide](#) for guidance and details on how to update and manage a Caregiver Profile.