

Frequently Asked Questions: Arkansas Provider Information Session

The following questions address some of the most frequently asked question sent to HHAExchange during the Provider Information Sessions hosted on 10/13 – 10/15.

Can I continue to use my existing EVV system?

Yes, you will be able to send necessary data to HHAX in order to submit the visits and claims to your PASSE. Please check with your EVV vendor that they are able to submit this data, and contact EDIsupport@hhaexchange.com to begin the integration process.

If I'm using my own EVV system, do I submit claims to the clearinghouse or through HHAX?

EDI Providers will send visits to HHAX, HHAX will then generate an 837 and submit claims to the clearinghouse.

If I'm using my own EVV system, do I need to submit two files (one for visits and one for bills)?

A single file can be used for all EDI data. Your scheduled, confirmed, and billed visits can all be sent on the same file. When you are ready to bill a visit, your internal invoice number will trigger the billing process in HHAX. Please consult your EDI training guides for additional details.

Am I required to schedule my visits in HHAX?

Yes, although Arkansas makes scheduling optional, it is required for the PASSEs.

Do I need to create a schedule each week for every member?

You can setup a Masterweek in HHAX to have the repeating schedule rollover on a regular basis. This is covered during system user training.

Where can I find the Caregiver Roster template to send to the PASSEs?

Rosters are specific to each PASSE. A copy of each PASSEs Caregiver Roster Template can be found on the Provider Information Center (<https://hhaexchange.com/ar/>). This roster is used to collect Medicaid IDs and caregiver names. Please submit your list promptly so your caregivers will be ready in HHAX.

What is the process for FOBs?

FOBs are provided by the PASSE. If you believe you have members that will require a FOB you can request one from the PASSE. The PASSE will confirm if there will be a fee for the provider.

If I have multiple offices within the state, how will I note which location a member is being serviced from?

If you have multiple offices in HHAX, you will have to place the member in the correct office when the authorization is received. This will be covered more during system user training.