EVV For Home Health: NC PHP Implementation with HHAX

HHAX Presenters

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Agenda

> **In-Scope Services**

> **Bundled Authorizations and Service Codes**

> **Addressing Common Import Errors**

> **Addressing Common Prebilling Holds**

> **Address Common Billing Review Holds**

> **Support Resources**

> **Questions**

In Scope Services

Rev Codes

420 | 424 | 430 | 430 | 434 | 440 | 444 | 550 |
551 | 559 | 570 | 580 | 581

Service Codes

92521 | 92522 | 92523 | 97161 | 97162 | 97163 |
97164 | 97165 | 97166 | 97167 | 97168

G0151 | G0152 | G0153 | G0156 | G0157 | G0158
| G0159 | G0160 | G0161 | G0162 | G0283 |
G0299 | G0300 | G0493 | G0494 | G0495 | G2168
| G2169

S9122 | S9123 | S9128 | S9129 | S9131

T1002 | T1021

Revenue & Services Codes

NC HHCS

Review NC HHCS Home Health Services:
Home Health Services | NC Medicaid (ncdhhs.gov)

Identifying Billable Codes

o Refer to the [EDI Code Table Guide – NC PHP](#) for all billable codes

  o If there is only one potential revenue code in-scope, *only* the service code should be sent (Ex: G0494)

  o If a service code maps to multiple revenue codes, both the service code + revenue code should be sent (Ex: G0495 RC551)

Service Code	Description	Payer
G0494	LPN CARE EA 15MIN HH/HOSPICE	ACNC, CCH, WCNC
G0495 RC551	RN CARE TRAIN/EDU IN HH/HOSPICE	ACNC, CCH, WCNC
G0495 RC559	RN CARE TRAIN/EDU IN HH/HOSPICE	ACNC, CCH, WCNC
G0496 RC551	RN CARE TRAIN/EDU IN HH/HOSPICE	CCH
G0496 RC559	RN CARE TRAIN/EDU IN HH/HOSPICE	CCH

Bundled Services for Integrated Providers

Addressing Common Import Rejections

Addressing Common Import Rejections Cont.

Error: Patient not found in HHAX

Problem: The member is not loaded in HHAX, or the Medicaid ID, Payer ID, or Office NPI does not match what is loaded in the application.

Solution: Search Member by First and Last name in the HHAX system.

- If not found, contact the MCO and request to have Patient loaded in the HHAX system.

- For service codes not requiring authorization, include the NPI with the submissions. Use the EDI tool to edit the Office NPI.
    - Note: Discuss with your vendor about including the office NPI in the HHAX feed to prevent future issues.

- If found, verify the Medicaid ID sent matches the one on file in the HHAX system.

- Check that the correct Payer ID is submitted for the dates of service. Refer to the EDI Code Table Guide – NC PHP for a list of acceptable Payer IDs in your market.

Addressing Common Import Rejections Cont.

Error: Patient not found in HHAX (Cont.)

Problem: The Patient is not loaded in HHAX, or the Medicaid ID, Payer ID, or Office NPI does not match what is loaded in the application.

Solution: To correct an NPI issue, move the Patient to the correct office under the Patient's general page, then "office move."

Addressing Common Import Rejections Cont.

Error: Visits cannot be imported prior to patient Start of Care (SOC) date or after patient discharge date.

- **Problem:** The visit submitted is before the patient SOC or after the patient discharge date.

- **Solution:**

- If the visits occurred before the SOC date:
  - In the Patient profile page, under '**Contracts**', check if the Patient was active for the DOS submitted.
  - Verify the Patient has an authorization in HHAX to cover.
  - Edit the SOC date under the Payer tab and reimport visits.

- If the visit occurred after the discharge date:
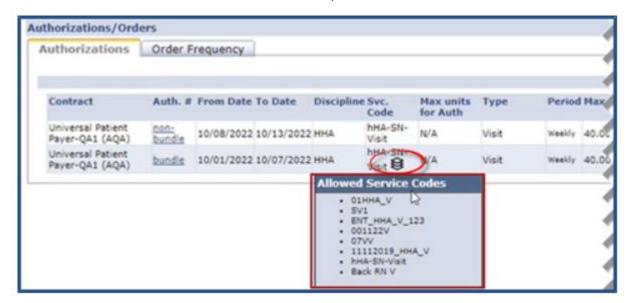 - Contact the payer to update the date if it has been entered by them and cannot be edited.

Addressing Common Import Rejections Cont.

Error: Procedure Code not found in HHAX. Refer to the EDI Code Table Guide.

Problem: The submitted Procedure Code is invalid or doesn't match the current active authorization for the Patient.

Solution:

- Ensure that the Procedure Code submitted is one of the active billing codes, referring to the NC PHP EDI Code Table Guide.

- Verify in HHAX that the Patient has an active authorization for the Procedure Code submitted.

- If the authorization has a stack icon, ensure that the Procedure Code submitted is an allowed service code.

Addressing Common Import Rejections Cont.

Error: Visit edit reason and action taken codes are required when Visit Start/End Times do not match the EVV start/End times.

Problem: The Visit Start/End Times do not match the EVV Start/End Times, or the Visit is missing Call or GPS In/Out information.

Solution: These errors can be corrected using the EDI tool in HHAX manually by select the appropriate Visit Edit Codes from the list available in the [NC PHP EDI Code Table Guide](#).

Note: To prevent future errors, work with your 3rd party vendor to auto select visit codes from the list available for each of the following scenarios.

- EVV In/Out Time does not match Visit In/Out Time

- Missing Call In/Out Phone Number

- Missing Call In/Out Longitude/Latitude

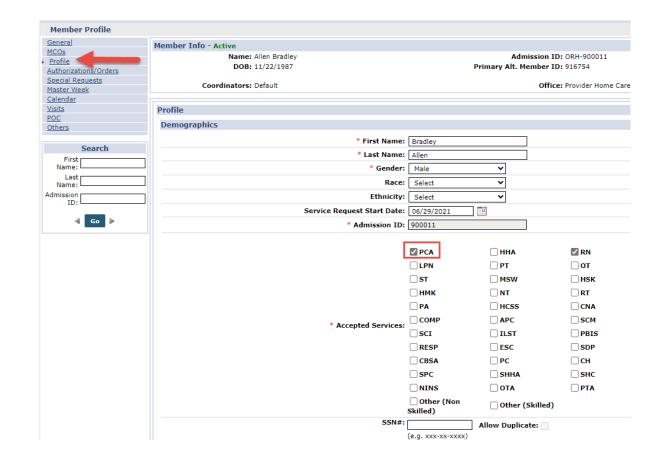- Missing Service Location In/Out

- Missing Clock In/Out Call Type

Addressing Common Import Rejections Cont.

Error: Service code inconsistency: You should only select RN Service Code.

Problem: The Service Type of the Patient in the application doesn't match the Procedure Code Submitted.

Solution:

If the Procedure Code submitted is for PCA and the Patient is only configured for RN:

- Search for the Patient by Medicaid ID.

- Navigate to the Patient profile page and click 'Edit' to update the accepted services field.

- Check each applicable selection.

- Save changes and reimport visits.

Addressing Common Prebilling Holds

Addressing Common Prebilling Holds Cont.

Hold Reason: Not Authorized (authorization not available).

Problem: There is no authorization in HHAX for the Procedure Code submitted on the visit.

Solution:

To resolve, contact the Payer utilizing the HHAX portal and request to have the authorization sent to HHAX.
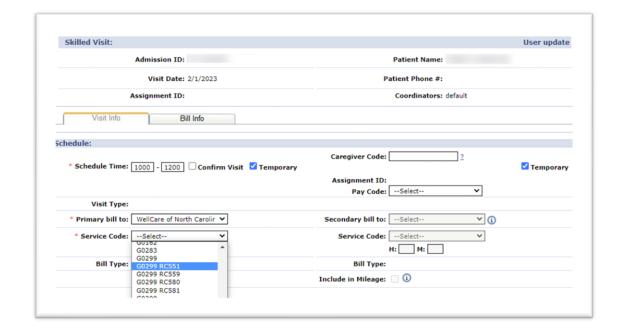
Addressing Common Prebilling Holds Cont.

Hold Reason: Not Authorized (authorization not available with this service code).

Problem: There is no authorization in HHAX for the Procedure Code on the visit.

Solution:

- Search Patient in HHAX and verify the Procedure Code on the Authorization.

- To prevent recurrence, ensure corrections are made in your 3rd party system to export visits with the Procedure Code on the authorization.

- Manually edit the visit on the Visit Info tab by selecting the correct Procedure Code from the drop-down menu.
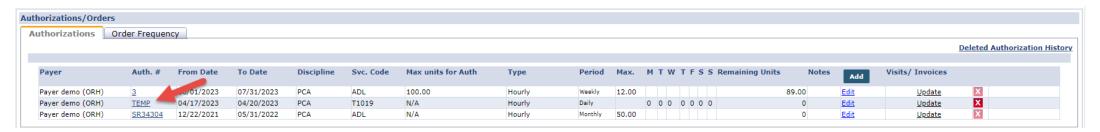
Addressing Common Prebilling Holds Cont.

Hold Reason: Not Authorized (insufficient authorization).

Problem: An authorization exists in HHAX for the Procedure Code on the visit, but it doesn't have enough units to bill.

Solution:

- Search for the Patient and click on Authorization/Orders on the left side of the menu bar. Select the applicable authorization for the visit.

- Verify the remaining units and adjust the visit hours under the Patient calendar page to align with the available authorized units.

Addressing Common Prebilling Holds Cont.

Hold Reason: Shift Overlap.

Problem: A visit is overlapping with another visit on the same day for the same patient or caregiver.

Solution:

- Identify the overlap and correct it by adjusting the visit times. You can make these edits either manually in HHAX or in your 3rd party system and then re-export the visit.

Addressing Common Billing Review Holds

Addressing Common Billing Review Holds Cont.

Hold Reason: Missing Primary Diagnosis

Problem: Visit imported was not submitted with a diagnosis code or the authorization on file was not updated with the primary diagnosis.

Solution:

- To prevent this from reoccurring, consider discussing with your vendor the option of including the diagnosis code in the export to HHAX.

- For a step-by-step guide on how to manually correct in HHAX, refer to the Setting Billing DX Code Job Aid.

Addressing Common Billing Review Holds Cont.

Hold Reason: Visits on the same day/service code must be billed on same invoice

Problem: Visits imported with the same service and date of service (DOS) weren't billed together on the same third-party invoice.

Solution:

- To prevent recurrence, verify with your third-party vendor if there's a feature in the application to halt billing until all visits are confirmed and billable.

- If your vendor supports rebilling through the V5 interface, claims can be resubmitted as adjusted claims, consolidating all visits on the same invoice.

- In HHAX, manually unexport/unbill visits, then re-import visits under the same invoice. If visits were previously billed, manually rebill claims in HHAX, following the standard workflow.

Addressing Common Billing Review Holds Cont.

Hold Reason: Discharge Date Exceeded

Problem: Imported visit occurs after the patient's discharge date.

Solution:

- Verify patient's eligibility. If the discharge date needs updating in HHAX, use the HHAX portal to contact the payer and request the necessary discharge date adjustment.
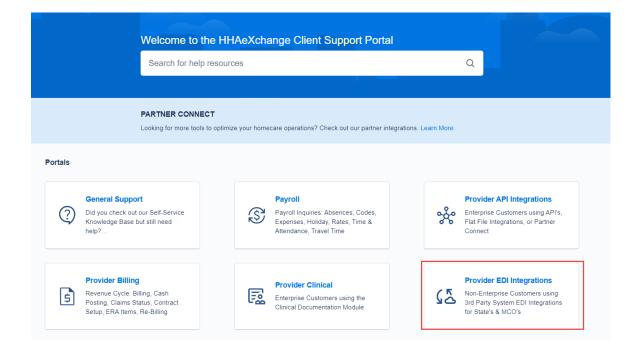
Support Resources

Need Additional Training?

For additional support, providers can open a ticket with the Provider EDI Integrations Help Desk and request for additional training.
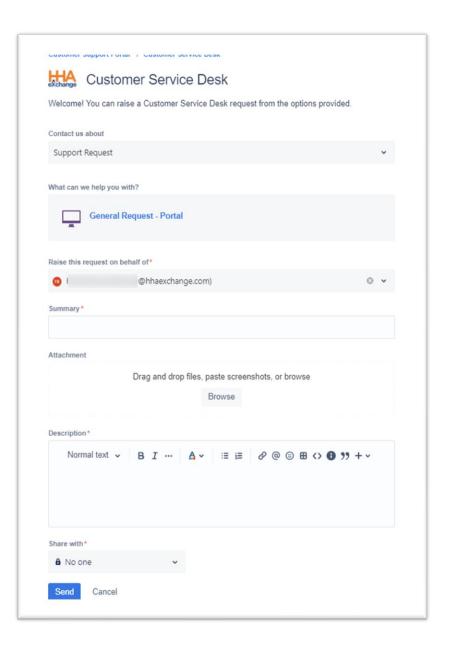
HHAX Support Portal

○ [Click Here](#) to access the Client Support Portal

○ Create new user account

○ [Support Portal Job Aid](#)

○ Types of Tickets:

- **General Support Desk:** General Support Requests or System Outages

- **EDI Provider Integrations Support**: EDI-related issues

- **Provider Billing Support:** Claim-related issues

Provider Resources

State Info Hub
https://www.HHAX.com/info-hub
NCDHHS EVV Homepage

HHAX Support
Customer Service Desk - Jira Service
Management (atlassian.net)

Carolina Complete Health: NetworkRelations@cch-network.com
WellCare NC: Wcnc_evvinquiries@wellcare.com
UHC NC: NCEVV@UHC.COM
AmeriHealth NC: Please reach out to your AE at AmeriHealth