

# The HHAExchange Homecare EDI Process

## Overview

Thank you for participating in the Electronic Data Interchange (EDI) project for your Agency. This letter provides information, general requirements, and steps to take to successfully integrate your Agency Management System with HHAExchange (HHAX).

HHAExchange coordinates directly with your contracted LME(s) - Sandhills Center, Alliance Health, Trillium Health Resources, Vaya Health, Cardinal Innovations Healthcare, Partners, and Eastpointe - to ensure that members and authorizations are passed directly into the HHAX system. HHAX uses your Tax ID Number (TIN) to identify files sent to and from your Agency.

To integrate between your 3<sup>rd</sup> Party Agency Management System and HHAX, EDI Import file must be created according to HHAX specifications detailed in the following documentation (links below) and as further explained in this letter.

- Import: [Homecare Provider Integration Visit Import Guide v5](#)
- Code Values: [NC EDI Code Table Guide](#)

## HHAX EDI Import

### HHAX EDI Import Interface Files (into HHAExchange)

The **EDI Import File** can be imported into HHAX from your Agency Management System.

Once the EDI Import file has been created according to the required format it is ready for the testing phase. To ensure the format validity of the created files, access the [HHAExchange File Format Validation Portal \(https://edi.hhaexchange.com/\)](https://edi.hhaexchange.com/) and follow the steps within the portal. Instructions are also available on the [HHAExchange File Format Validation Portal Job Aid](#).

Once you have successfully validated your EDI Import file format, information will be provided in the HHAX Regional Information sessions regarding next steps in the EDI Process.

## HHAX EDI Export

### HHAX EDI Export Interface Files (from HHAExchange)

The below-listed files are exported from HHAExchange on a nightly basis (frequency) for you to integrate with your Agency Management System. The export files are automatically placed by the HHAExchange system in the Outbox folder on the SFTP site setup for your Provider Agency.

- Billing Exceptions
- Billed/Processed Visits
- Pre-Adjudication Rejections

HHAExchange has provided links to sample files in the [HHAExchange EDI Export Interface Guide](#) which are used for you to perform integration testing with your Agency Management System.

## Production Process

The import and export files detailed in this letter make up the entirety of the integration files for production. While HHAExchange places Export files on the SFTP server on a nightly basis, your contracted LME(s) can determine the required frequency for integrating the Import files into the HHAX Provider Portal.

## Timeline and Steps for EDI Integration Readiness

If your Agency plans to produce the required EDI Import file format, then follow the steps outlined below for guidance and expectations throughout the EDI Integration process.

Step	Timeline Dates	Expectations
1	Monday, October 26, 2020 Tuesday, October 27, 2020 Thursday, October 29, 2020	<p><b>Review the Provider Information Session</b> Provider Information Sessions were conducted in late October 2020 containing all information regarding the implementation, next steps, and a short Provider Portal demo.</p> <p><i>*Click <a href="#">here</a> to access the recording and <a href="#">here</a> to access the coordinated PowerPoint.</i></p>
2	Work with the EDI Integration Team to complete this task to be compliant prior to the EVV mandate on January 1, 2021.	<p><b>Review File Format Specifications for Integration</b> Review the <a href="#">Homecare Provider Integration Visit Import Guide v5</a> and the <a href="#">HHAExchange EDI Interface Export Guide</a> to determine if you have resources and the ability to produce the required EDI file formats.</p> <p><b>Create the required EDI Import interface file formats for your Agency</b> Work with your Agency's technical team to create your EDI Import files prior to testing.</p> <p><b>Test Import File to verify successful format</b> Use the <a href="#">HHAExchange File Format Validation Portal</a> to test (validate) your Agency's EDI Import interface file format.</p>
3	November 23, 2020	<p><b>System User Training</b> Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAExchange Provider Portal, including the video for <a href="#">What to Expect when Integrating with HHAExchange</a>.</p> <p><i>*If additional staff attends the training for your agency, please share the credentials with other members of your Agency.</i></p>

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4	November 30-December 4, 2020	<p><b>System User Training Webinar Week</b> Register and attend the training webinar week from Monday-Friday. Each day we review a different aspect of the HHAExchange functionality with a live Q/A chat option allowing providers to ask questions related to the Provider Portal functionalities. Each webinar is specific to the staff role in your agency:</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Monday, 11/30: Overview video</td> </tr> <tr> <td>2</td> <td>Tuesday, 12/1: HHAX Management</td> </tr> <tr> <td>3</td> <td>Wednesday, 12/2: <i>attend only ONE session from the options below (based on your Provider EVV selection):</i> <ul style="list-style-type: none"> <li>• HHAX EVV</li> <li>• EDI Integration</li> </ul> </td> </tr> <tr> <td>4</td> <td>Thursday, 12/3: Billing</td> </tr> <tr> <td>5</td> <td>Friday, 12/4: Admin &amp; Next Steps</td> </tr> </tbody> </table> <p><a href="#">Click here</a> to register and review the description providing more insight on the associated roles and content of each webinar.</p> <p><b><i>*For those who are unable to attend the webinars below, please view this content using the LMS, as listed above.</i></b></p>	Day	Topic	1	Monday, 11/30: Overview video	2	Tuesday, 12/1: HHAX Management	3	Wednesday, 12/2: <i>attend only ONE session from the options below (based on your Provider EVV selection):</i> <ul style="list-style-type: none"> <li>• HHAX EVV</li> <li>• EDI Integration</li> </ul>	4	Thursday, 12/3: Billing	5	Friday, 12/4: Admin & Next Steps
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5	November 30, 2020	<p><b>Log-in to your Provider Portal</b> Receive your Provider Portal credentials to login to the system. Ensure your portal is setup prior to go-live and work with your caregivers to ensure they are prepared for EVV.</p>												
6	December 14, 2020	<p><b>Go-Live for all Providers</b> <b>Import your file</b> Import your files via your Agency's SFTP site (starting after the Go Live date). Click on <a href="#">HHAX EDI Tool</a> to view the video on how to use this tool.</p>												
7	January 1, 2021	<p><b>EVV Mandate</b> All paid claims under the EVV mandate (PCS services) need to be supported by the visit data to be compliant with the CURES ACT mandate.</p>												

## Provider Information Center

Visit the North Carolina LME [Provider Information Center](#) page to learn more about the partnership, training details and EDI Process.

## EDI Assistance

Please contact [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com) if any questions or further guidance is needed. An available Support Team Members will contact you directly to assist.