

# The HHAExchange Implementation 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 North Carolina, Home Health to ensure that members and authorizations are passed directly into the HHAX system. HHAX uses the Provider Agency Tax ID Number (TIN) and NPI number combination to identify data records sent to and from your Agency.

To integrate between your 3rd 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: [HHAExchange EDI Interface Import Guide](#)
- Export: [HHAExchange EDI Interface Export Guide](#)
- EDI Code Table: [North Carolina 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 is then 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 and Transmission Frequency

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, you 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	Friday, Nov 4, 2022	<p><b>Review File Format Specifications for Integration</b></p> <p>Review HHAExchange <a href="#">EDI Interface Import Guide</a>, <a href="#">HHAExchange EDI Interface Export Guide</a>, and North Carolina <a href="#">EDI Code Table Guide</a> to determine if your Agency has the resources to integrate with the North Carolina Home Health program.</p>
2	Friday, Nov 4, 2022	<p><b>Create the required EDI Import interface file formats for your Agency</b></p> <p>Access the <b>HHAExchange File Format Validation Portal</b> (<a href="https://edi.hhaexchange.com/">https://edi.hhaexchange.com/</a>) and follow the steps in the Portal to confirm the format validity of the created files. Once you successfully pass validation, the Integration Team receives a notification and initiates the integration process. If an email is not received within 48 hours, contact <a href="mailto:edisupport@hhaexchange.com">edisupport@hhaexchange.com</a> with a subject line of "NC Home Health Integration". In the body of the email include the <b>Agency Name</b> (as it appears in HHAX) and the <b>Agency Tax ID</b>.</p>
3	Monday, Nov 7, 2022 Thursday, Nov 10, 2022 Tuesday, Nov 15, 2022	<p><b>Attend the Provider Information Session</b></p> <p>Sessions are offered in the morning and afternoon and include a demo of the HHAX platform. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded webinar sessions include a Q/A chat option to answer questions. <a href="#">Click here to register</a> for the Provider Information Sessions</p>
4	Thursday, Nov 17, 2022 Tuesday, Nov 29, 2022 Thursday, Dec 1, 2022	<p><b>Attend EDI Provider Onboarding Webinar</b></p> <p>Register for the EDI-specific user training using the registration link below. This training provides an understanding of the HHAX Provider Portal and the EDI Integration Process. <a href="#">Register here</a> for the EDI-Specific Webinar</p>
5	Wednesday, Nov 30, 2022	<p><b>System User Training-LMS Credentials</b></p> <p>Receive login credentials for Learning Management System (LMS) to review videos, documents, and test questions providing an understanding of the HHAX Provider Portal.</p>
6	Tuesday, Dec 6, 2022- Thursday, Dec 8, 2022	<p><b>System User Training Webinar Week</b></p> <p>Register and attend the training webinars covering the different aspects of HHAX functionality. Each day a different topic is reviewed and includes a live Q/A chat option where Providers can ask questions related to the Provider Portal functionalities. Each webinar is specific to the Agency staff role.</p>

Step	Timeline Dates	Expectations								
		<table border="1"> <thead> <tr> <th>Day</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> <b>Tuesday, December 6, 2022</b> <ul style="list-style-type: none"> <li>Topics covered: Member Management, Visit Management, and EVV</li> <li>Intended audience (Role): Admins and Coordinators; Billing optional</li> </ul> </td> </tr> <tr> <td>2</td> <td> <b>Wednesday, December 7, 2022</b> <ul style="list-style-type: none"> <li>Topics covered: HHAX Intro to EDI Integration</li> <li>Intended audience: EDI Providers ONLY</li> </ul> </td> </tr> <tr> <td>3</td> <td> <b>Thursday, December 8, 2022</b> <ul style="list-style-type: none"> <li>Topics covered: Billing and Administration</li> <li>Intended audience (Role): Admin and Billing; Coordinators optional.</li> </ul> </td> </tr> </tbody> </table> <p><a href="#">Click here to register</a> and review the descriptions providing more insight on the associated roles and content of each webinar. These webinars are correlated with the LMS training and can be attended by multiple staff members of your Agency.</p>	Day	Topic	1	<b>Tuesday, December 6, 2022</b> <ul style="list-style-type: none"> <li>Topics covered: Member Management, Visit Management, and EVV</li> <li>Intended audience (Role): Admins and Coordinators; Billing optional</li> </ul>	2	<b>Wednesday, December 7, 2022</b> <ul style="list-style-type: none"> <li>Topics covered: HHAX Intro to EDI Integration</li> <li>Intended audience: EDI Providers ONLY</li> </ul>	3	<b>Thursday, December 8, 2022</b> <ul style="list-style-type: none"> <li>Topics covered: Billing and Administration</li> <li>Intended audience (Role): Admin and Billing; Coordinators optional.</li> </ul>
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7	Monday, Dec 5, 2022	<b>Log-in to your Provider Portal (Specific to New HHAX Providers integrating)</b> Receive your Provider Portal credentials to log in to the system and begin entering your Caregivers. Ensure your Portal is set up prior to go-live.								
9	Sunday, Jan 1, 2023	<b>Go-Live for Providers</b> Providers are expected to start using the HHAeXchange Provider Portal to schedule and confirm EVV compliant visits. Note that claims are not denied at this time if there is no EVV data.								

## Provider Information Center

Visit the [North Carolina Home Health Provider Information Center Page](#) which shares an overview behind North Carolina’s partnership with HHA, as well as information on training, integration, and the 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 Member will contact you directly to assist. Please use the subject line “North Carolina Home Health EVV” when sending emails for a timely response.