

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 Aetna Better Health of New York (ABHNY) 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: [Aetna NY 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, ABHNY 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 March 9, 2021	<p>Initiate contact with HHAX to begin the integration process Contact EDIsupport@hhaexchange.com with a subject line of "Aetna NY Integration" to begin the integration process.</p>
2	Monday March 15, 2021 Thursday March 18, 2021 <i>*Please select only one session to attend</i>	<p>Attend the Provider Information Session: Sessions are offered in morning or afternoon and include a demo of the HHAExchange platform. Attendance is only required for ONE (1) session as all sessions provide the same information. The pre-recorded webinar sessions allow for a Q/A chat option to answer all questions.</p> <p>Registration Link</p>
3	Work with the EDI Integration Team to complete this task prior to the ABHNY Go-Live Date of April 26, 2021	<p>Review File Format Specifications for Integration Review the HHAExchange EDI Interface Import Guide and the HHAExchange EDI Interface Export Guide to determine if you have resources and the ability to produce the required EDI file formats.</p> <p>Create the required EDI Import interface file formats for your Agency Work with your Agency's technical team to create your EDI Import files prior to testing.</p> <p>Test Import File to verify successful format Use the HHAExchange File Format Validation Portal to test (validate) your Agency's EDI Import interface file format.</p>
4	Monday March 22, 2021 Monday March 29, 2021	<p>Attend EDI Provider Onboarding Webinar Register for the EDI specific user training using the registration link provided below. This training provides an understanding of the HHAExchange Provider Portal and the EDI integration process.</p> <p>Register here for EDI Specific Webinar</p>

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5	Week of April 5-9, 2021	<p>System User Training Webinar Week Register and attend the training webinar week from Monday-Friday. Each day a different aspect of the HHAeXchange functionality is reviewed with a live Q/A chat option allowing Providers to ask questions related to the Provider Portal functionalities. Each of the webinars are 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, 4/5: Overview video</td> </tr> <tr> <td>2</td> <td>Tuesday, 4/6: HHAX Management</td> </tr> <tr> <td>3</td> <td> Wednesday, 4/7: <i>attend only ONE session from the options below (based on your Provider EVV selection):</i> <ul style="list-style-type: none"> EDI Integration (AM Session) (This session applies to you as an EDI Provider) HHAX EVV (PM Session) </td> </tr> <tr> <td>4</td> <td>Thursday, 4/8: Billing</td> </tr> <tr> <td>5</td> <td>Friday, 4/9: Admin & Next Steps</td> </tr> </tbody> </table> <p>Click here to register 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	Monday, 4/5: Overview video	2	Tuesday, 4/6: HHAX Management	3	Wednesday, 4/7: <i>attend only ONE session from the options below (based on your Provider EVV selection):</i> <ul style="list-style-type: none"> EDI Integration (AM Session) (This session applies to you as an EDI Provider) HHAX EVV (PM Session) 	4	Thursday, 4/8: Billing	5	Friday, 4/9: Admin & Next Steps
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6	Tuesday April 6, 2021	<p>Log-in to your Provider Portal (Specific to New HHAX Providers integrating) Receive your Provider Portal credentials to login to the system and begin entering your caregivers. Ensure your portal is setup prior to go-live.</p>												
7	Monday April 26, 2021	<p>Go-Live Date Providers are expected to start utilizing the HHAeXchange Provider Portal to schedule, confirm and bill EVV compliant visits. 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>												
8	Monday April 19, 2021 Wednesday May 5, 2021	<p>EDI Provider- Post Integration Training To assist our Providers with post go-live review of EDI processes in the HHAeXchange System. This training provides an understanding of the HHAeXchange Provider Portal and the EDI Integration Process. Q/A is available for Providers to ask question and receive support.</p> <p>Register Here for EDI Post Integration Webinar</p>												

Provider Information Center

Visit the [ABHNY Information Center Page](#) which shares an overview behind the Aetna Better Health of NY partnership with HHA, as well as information on training, integration, and the EDI Process.

EDI Assistance

Please contact EDISupport@hhaexchange.com if any questions or further guidance is needed. An available Support Team Members will contact you directly to assist. Please use the subject line “Aetna NY” when sending emails for a timely response.