



Prebilling Process Guide

Provider User Guide

Document Revision History

Date	Description of Revision
09/25/2020	Initial version of the document
03/15/2021	Accessibility standards applied
08/22/2022	General updates

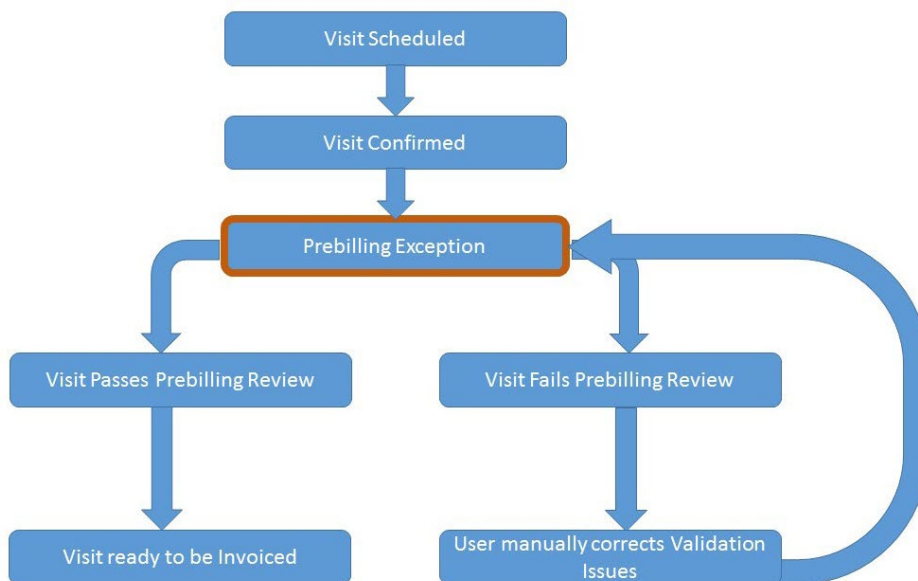
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Overview

Prebilling is one of the *Exception* pages in the HHAeXchange (HHAX) system. The *Exception* pages are automated auditing processes which ensure that visits with missing or incorrect information do not get invoiced and billed.

The **Prebilling** page checks visits to ensure that all validation requirements established by the Payer are met. If a visit does not meet all the validation requirements, then it is 'held' on this page until the issue is manually corrected. Visits held on any of the exception pages cannot be processed for billing.



Please direct any questions, thoughts, or concerns regarding the content herein to the HHAX Customer Support Team.

HHAX System Key Terms and Definitions

The following provides basic definition of HHAX System key terms applicable throughout the document.

Term	Definition
Patient	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
Caregiver	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MCO), Contract, or HHS. The Payer is the organization placing Patients with Providers.
HHAX	Acronym for HHAeXchange

The Prebilling Exception Page

The **Prebilling Review** page is where visits are reviewed once scheduled. Visits that do not meet the validation requirements set forth by the Payer are held in the Prebilling Exception page. Follow the steps below to review visits that are held on the Exception page.

Step	Action
1	Navigate to Billing > Prebilling .
2	<p>Select search parameters using the available filters.</p> <div data-bbox="311 655 1393 785" style="border: 1px solid #ccc; padding: 5px;"> <p style="text-align: center;">Prebilling Review Search Filters</p> </div> <p>Note: Select a date range with no From Date, and a To Date of yesterday. This ensures that in the search results no older held visits are missed and current day visits are skipped (as these may in progress and not fully confirmed until a later time/date).</p>
3	<p>Under the search fields, select the checkboxes to specify which validations the search result returns. For example, to review all visits held due to the <i>With Temp Caregiver</i> validation, select the corresponding checkbox (as illustrated below).</p> <div data-bbox="328 1150 1377 1314" style="border: 1px solid #ccc; padding: 5px;"> <p><input type="checkbox"/> Check All Validation:</p> <p> <input type="checkbox"/> Unbalanced Visits <input type="checkbox"/> Incomplete Confirmation <input checked="" type="checkbox"/> With Temp Caregiver <input type="checkbox"/> Caregiver Compliance <input type="checkbox"/> POC Compliance </p> <p> <input type="checkbox"/> Overlapping Shifts <input type="checkbox"/> OT/TT Not Approved <input type="checkbox"/> Restricted Caregivers <input type="checkbox"/> Timesheet <input type="checkbox"/> Insufficient Duty Minutes </p> <p> <input type="checkbox"/> Authorization <input type="checkbox"/> Clinical Documentation <input type="checkbox"/> Medicaid Compliance <input type="checkbox"/> Custom Validations </p> <p style="text-align: right;"> <input type="button" value="Search"/> <input type="button" value="View Report"/> </p> </div> <p style="text-align: center;">Search by Validations</p>
4	<p>In the results, each row is a visit with at least one failed validation. Each line item contains visit details, as well as the failed validation reasons in the Problem column. Click the Patient Name (link) to navigate to the Patient Profile.</p>
5	<p>Click the delete “X” icon to delete the visit, or the edit “” icon to open the Visit Window.</p>
6	<p>To resolve a Prebilling issue, the failed validation (Problem) must be corrected. For example, if the listed Problem is <i>With Temp Caregiver</i>, then the visit remains in Prebilling until a Caregiver is assigned to the visit.</p>

Step	Action																																																																						
<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p>Prebilling Review Search</p> <p>From Date: <input type="text" value="08/19/2020"/> To Date: <input type="text" value="09/13/2020"/></p> <p>Coordinator: <input type="text" value="All"/> Patient Team: <input type="text" value="All"/> Office(s): <input type="text" value="All"/> Contract: <input type="text" value="All"/></p> <p>Discipline: <input type="text" value="All"/> Caregiver Team: <input type="text" value="All"/> Patient Location: <input type="text" value="All"/> Patient Branch: <input type="text" value="All"/></p> <p>Patient: <input type="text"/> Caregiver: <input type="text"/> Caregiver Location: <input type="text" value="All"/> Caregiver Branch: <input type="text" value="All"/></p> <p>Timesheet: <input type="text" value="All"/> Service Code: <input type="text"/></p> <p><input type="checkbox"/> Check All Validation:</p> <p> <input type="checkbox"/> Unbalanced Visits <input type="checkbox"/> Incomplete Confirmation <input checked="" type="checkbox"/> With Temp Caregiver <input type="checkbox"/> Caregiver Compliance <input type="checkbox"/> POC Compliance <input type="checkbox"/> Overlapping Shifts <input type="checkbox"/> OT/TT Not Approved <input type="checkbox"/> Restricted Caregivers <input type="checkbox"/> Timesheet <input type="checkbox"/> Insufficient Duty Minutes <input type="checkbox"/> Authorization <input type="checkbox"/> Clinical Documentation <input type="checkbox"/> Medicaid Compliance <input type="checkbox"/> Custom Validations </p> <p style="text-align: right;">Search View Report</p> <p>Total Search Result: 10 Total Hourly: (79:00) Total Visit: (00:00) Total Daily: (00:00) Refresh</p> <p>Search Results</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <thead> <tr> <th>Date</th> <th>AdmissionID</th> <th>Patient Name</th> <th>Office</th> <th>Contact</th> <th>Caregiver Code</th> <th>Caregiver Name</th> <th>Service Code</th> <th>Coordinators</th> <th>Scheduled Time</th> <th>Visit Time</th> <th>Discipline</th> <th>IE</th> <th>Problem</th> </tr> </thead> <tbody> <tr> <td>08/19/2020</td> <td>YNR-900004</td> <td>Baudex, E. Marc</td> <td>Hope & Care Providers</td> <td>TS Home Health Care (YHR)</td> <td>1000</td> <td>Temp Temp</td> <td>S5120</td> <td>null</td> <td>0900-1700</td> <td></td> <td>Other (Non Skilled)</td> <td></td> <td>Incomplete Confirmation, TEMP Caregiver</td> </tr> <tr> <td>08/20/2020</td> <td>YNR-900004</td> <td>Baudex, E. Marc</td> <td>Hope & Care Providers</td> <td>TS Home Health Care (YHR)</td> <td>1000</td> <td>Temp Temp</td> <td>S5120</td> <td>null</td> <td>0900-1300</td> <td></td> <td>Other (Non Skilled)</td> <td></td> <td>Incomplete Confirmation, TEMP Caregiver</td> </tr> <tr> <td>08/24/2020</td> <td>YNR-900004</td> <td>Baudex, E. Marc</td> <td>Hope & Care Providers</td> <td>TS Home Health Care (YHR)</td> <td>1000</td> <td>Temp Temp</td> <td>S5120</td> <td>null</td> <td>0900-1300</td> <td>0900-1300</td> <td>Other (Non Skilled)</td> <td></td> <td>TEMP Caregiver</td> </tr> <tr> <td>08/25/2020</td> <td>YNR-900004</td> <td>Baudex, E. Marc</td> <td>Hope & Care Providers</td> <td>TS Home Health Care (YHR)</td> <td>1000</td> <td>Temp Temp</td> <td>S5120</td> <td>null</td> <td>0900-1300</td> <td></td> <td>Other (Non Skilled)</td> <td></td> <td>Incomplete Confirmation, TEMP Caregiver</td> </tr> </tbody> </table> </div> <p style="text-align: center; font-weight: bold; margin-top: 10px;">The Prebilling Page</p> <p>Note: Validation requirements vary from Payer to Payer.</p>	Date	AdmissionID	Patient Name	Office	Contact	Caregiver Code	Caregiver Name	Service Code	Coordinators	Scheduled Time	Visit Time	Discipline	IE	Problem	08/19/2020	YNR-900004	Baudex, E. Marc	Hope & Care Providers	TS Home Health Care (YHR)	1000	Temp Temp	S5120	null	0900-1700		Other (Non Skilled)		Incomplete Confirmation, TEMP Caregiver	08/20/2020	YNR-900004	Baudex, E. Marc	Hope & Care Providers	TS Home Health Care (YHR)	1000	Temp Temp	S5120	null	0900-1300		Other (Non Skilled)		Incomplete Confirmation, TEMP Caregiver	08/24/2020	YNR-900004	Baudex, E. Marc	Hope & Care Providers	TS Home Health Care (YHR)	1000	Temp Temp	S5120	null	0900-1300	0900-1300	Other (Non Skilled)		TEMP Caregiver	08/25/2020	YNR-900004	Baudex, E. Marc	Hope & Care Providers	TS Home Health Care (YHR)	1000	Temp Temp	S5120	null	0900-1300		Other (Non Skilled)		Incomplete Confirmation, TEMP Caregiver	
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Prebilling Validations

This section provides a step-by-step walkthrough of correcting the various validation errors that hold visits on the Prebilling exception page. The remainder of this process guide focuses on resolving **Prebilling Review** issues in HHAX. This guide does not cover how to resolve these issues in 3rd party software.

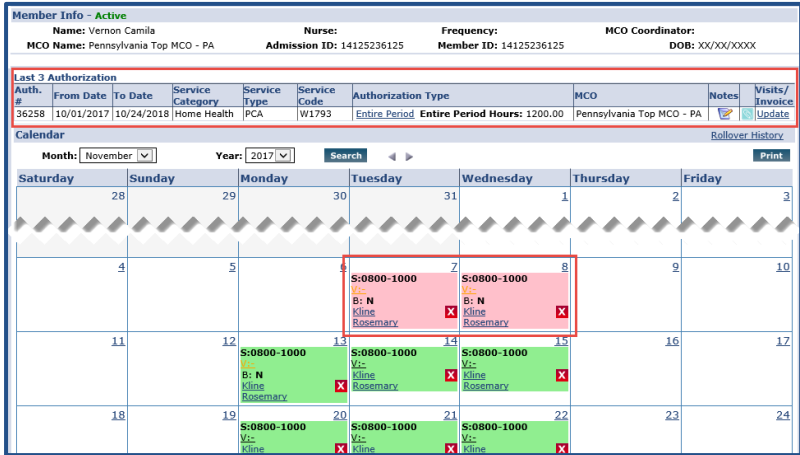
Authorization

Any visit that does not adhere to an **Authorization** rule is held on the *Prebilling* page. This is the most common validation infraction, as there are many ways in which a visit may break an **Authorization** rule.

A few examples include:

- The visit was scheduled with an unauthorized **Service Code**;
- The visit was scheduled outside the specified date range of the **Authorization**;
- The visit exceeded the units allotted by the **Authorization**.

Complete the following steps to correct held visits that break an Authorization rule.

Step	Action
1	Navigate to Billing > Prebilling to search and locate the applicable Patient. Click on the Patient Name (link) to access the Patient’s profile.
2	Select the <i>Calendar</i> page from the left nav.
3	<p>Review the Last 3 Authorizations and then open the Visit Window for the visit in question.</p>  <p style="text-align: center;">Patient Calendar Page</p>

Step	Action
4	<p>Select the golden “V” to correct each visit denoted in pink (as illustrated above). Ensure the visit information matches the Authorization requirements. Once corrected, click Save to finalize.</p> <p><i>Note: In some cases, the Authorization validation error cannot be corrected. This may be because the visit was scheduled outside the effective date range of the Authorization, it was scheduled on an unauthorized day, or the number of allotted units has been exceeded.</i></p>

With TEMP Caregiver

The **With Temp Caregiver** validation catches visits that have a TEMP Caregiver assigned to them. Visits with TEMP Caregiver assigned are also applicable to the **Incomplete Confirmation** validation; as there is no way for a Caregiver to place an EVV for the visit. These calls are stored in the **Call Dashboard**, but not synced to the visit.

Complete the following steps to assign a Caregiver from the Prebilling Review page.

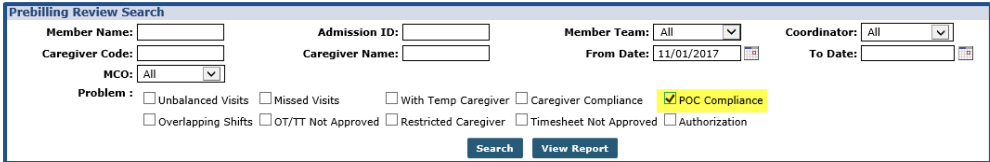


Step	Action
1	<p>Navigate to Billing > Prebilling. Select the “With Temp Caregiver” checkbox and search for the visit.</p> <div data-bbox="354 772 1354 926"> </div> <p style="text-align: center;">Prebilling Review Search: With Temp Caregiver</p>
2	<p>Locate the visit and click on edit icon as shown.</p> <div data-bbox="344 1052 1362 1142"> </div> <p style="text-align: center;">Visit held at Prebilling: Temp Caregiver</p>
3	<p>Go to the Schedule tab. Click the ? (hyperlink) to search for the applicable Caregiver.</p> <div data-bbox="342 1262 1362 1446"> </div> <p style="text-align: center;">TEMP Caregiver Assigned</p>
4	<p>Select the applicable Caregiver and click Save.</p>

Step	Action
	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid #ccc; margin-bottom: 5px;"> Schedule Visit Info Bill Info </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Schedule: History</p> <p>* Schedule Time: <input type="text" value="0900"/> - <input type="text" value="1300"/> <input type="checkbox"/> Temporary * Caregiver Code: <input type="text" value="YNR-1002"/> <input type="checkbox"/> Temporary Hamilton Kip</p> <p>POC: <input type="text" value="--Select--"/></p> <p>Assignment ID: 100002 * Pay Code: <input type="text" value="Non Payable"/></p> <p>* Primary bill to: <input type="text" value="TS Home Health Care (YNF)"/> History Secondary bill to: <input type="text" value="--Select--"/> History</p> <p>* Service Code: <input type="text" value="S5120"/> Service Code: <input type="text" value="--Select--"/></p> <p>* H: <input type="text" value="04"/> M: <input type="text" value="00"/> H: <input type="text" value=""/> M: <input type="text" value=""/></p> <p>Bill Type: Hourly Bill Type:</p> <p>Visit Type: Include in Mileage: <input type="checkbox"/> i</p> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="Save"/> <input type="button" value="Close"/> </p> </div> <p style="text-align: center; margin-top: 5px;">Caregiver Assigned</p> </div>
5	<p>Confirm the visit. Using the Call Dashboard, locate the Caregiver who worked the visit and placed EVV calls, and link to the visit.</p>

POC Compliance

The **POC Compliance** validation checks to ensure the required compliance rules, specific to each Payer, have been fulfilled.

Complete the following steps to resolve POC Compliance issues from the Prebilling Review page.

Step	Action
1	<p>Navigate to Billing > Prebilling. Select the “POC Compliance” checkbox and search for the visit.</p>  <p style="text-align: center;">Prebilling Review Search: POC Compliance</p>
2	<p>Locate the visit and click on edit icon as shown.</p>  <p style="text-align: center;">Visit held at Prebilling: POC Compliance</p>
3	<p>The <i>Visit Info</i> tab populates. Complete any required fields and scroll to the Duty Sheet section. Select the duties performed by the Caregiver on this visit.</p>  <p style="text-align: center;">POC Duties</p>
4	<p>Click Save to finalize.</p>
5	<p>Confirm the visit, if/as needed.</p>

Overlapping Shifts

The **Overlapping Shifts** validation flags visits with overlapping confirmations. This issue may be caused by either **Shift Overlapping** or **Caregiver Overlapping** as defined in the following examples.

A **Shift Overlapping** occurs when a single Patient has shifts with different Caregivers who have overlapping confirmations; typically happens during the Caregiver transition in “split shift” cases.

For example, Patient Benjamin Franklin is scheduled from 0800-1000 for shift 1, and 1000-1200 for shift 2. The Caregiver on shift 2 places her call ten minutes before the Caregiver on shift 1 places her call, creating the overlap.

Member Name	Caregiver Name	Scheduled Time	Visit Time	Discipline	Problem		
Franklin Benjamin	Cox Sandra	0800-1000	0800-1005	HHA	Shift Overlapping		
Franklin Benjamin	Taylor Jan	1000-1200	0955-1200	HHA	Shift Overlapping		

Visit held at Prebilling: Shift Overlapping

In the case of a **Caregiver Overlapping**, a single Caregiver has shifts that overlap, usually occurring with “linked cases” where the Caregiver is working for multiple individuals in the same location (scheduled back-to-back).

For example, Caregiver Jan Taylor is scheduled for Patient 1 at 1500-1700, then at Patient 2 from 1700-2000. Her confirmations overlap by ten minutes.

Member Name	Caregiver Name	Scheduled Time	Visit Time	Discipline	Problem		
Rooney Michael	Taylor Jan	1500-1700	1500-1705	HHA	Caregiver Overlapping		
Franklin Benjamin	Taylor Jan	1700-2000	1655-2000	HHA	Caregiver Overlapping		

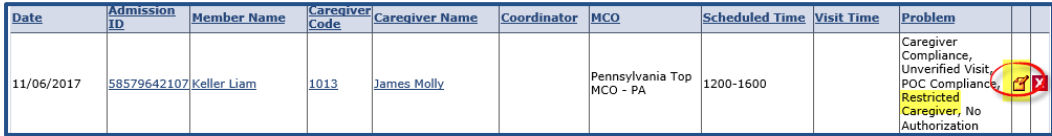
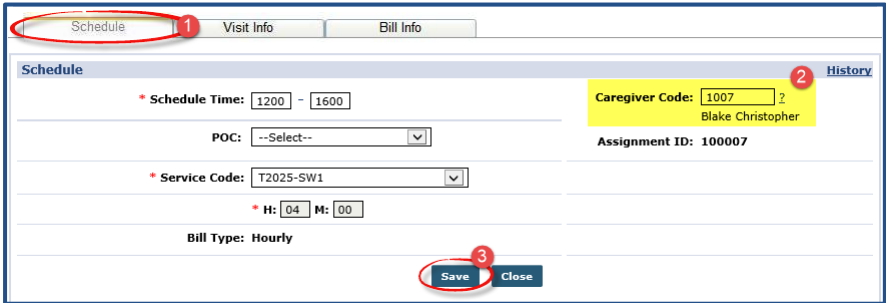
Visit held at Prebilling: Caregiver Overlapping

Both validation issues may be corrected by completing the following steps.

Step	Action
1	On the <i>Prebilling</i> page, click the edit icon to open the visit details.
2	<p>On the <i>Visit Info</i> tab, manually adjust the Confirmed Times to eliminate the overlap.</p> <div data-bbox="388 451 1313 630" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <div style="display: flex; justify-content: space-around; border-bottom: 1px solid gray;"> Schedule Visit Info Bill Info </div> <div style="background-color: #e6f2ff; padding: 2px;"> <p>Visit Information</p> <p>Scheduled Time: 0800-1000</p> <p>Visit Start Time: <input type="text" value="0800"/> <input type="text" value="07/02/2017"/> <input type="text" value="1000"/> <input type="text" value="07/02/2017"/></p> </div> </div> <p style="text-align: center; margin-top: 5px;">Visit Info Tab</p>













Restricted Caregiver

The **Restricted Caregiver** validation holds visits worked by Caregivers who have been marked as Restricted for a date prior to that of the Confirmed visit. Complete the following steps to correct this issue.

Step	Action																				
1	Navigate to Billing > Prebilling . Select the “Restricted Caregiver” checkbox and search for the visit.																				
2	Once located, click the edit icon as indicated on the image.  <table border="1" data-bbox="328 680 1373 814"> <thead> <tr> <th>Date</th> <th>Admission ID</th> <th>Member Name</th> <th>Caregiver Code</th> <th>Caregiver Name</th> <th>Coordinator</th> <th>MCO</th> <th>Scheduled Time</th> <th>Visit Time</th> <th>Problem</th> </tr> </thead> <tbody> <tr> <td>11/06/2017</td> <td>58579642107</td> <td>Keller Liam</td> <td>1013</td> <td>James Molly</td> <td></td> <td>Pennsylvania Top MCO - PA</td> <td>1200-1600</td> <td></td> <td>Caregiver Compliance, Unverified Visit, POC Compliance, Restricted Caregiver, No Authorization</td> </tr> </tbody> </table> <p style="text-align: center;">Visit held at Prebilling: Restricted Caregiver</p>	Date	Admission ID	Member Name	Caregiver Code	Caregiver Name	Coordinator	MCO	Scheduled Time	Visit Time	Problem	11/06/2017	58579642107	Keller Liam	1013	James Molly		Pennsylvania Top MCO - PA	1200-1600		Caregiver Compliance, Unverified Visit, POC Compliance, Restricted Caregiver, No Authorization
Date	Admission ID	Member Name	Caregiver Code	Caregiver Name	Coordinator	MCO	Scheduled Time	Visit Time	Problem												
11/06/2017	58579642107	Keller Liam	1013	James Molly		Pennsylvania Top MCO - PA	1200-1600		Caregiver Compliance, Unverified Visit, POC Compliance, Restricted Caregiver, No Authorization												
3	Select the <i>Schedule</i> tab. On the <i>Schedule</i> tab of the visit window, change the Caregiver assigned to the visit.  <p style="text-align: center;">Select new Caregiver</p>																				
4	Click Save to finalize.																				
5	Confirm the visit, if/as needed.																				

Timesheet







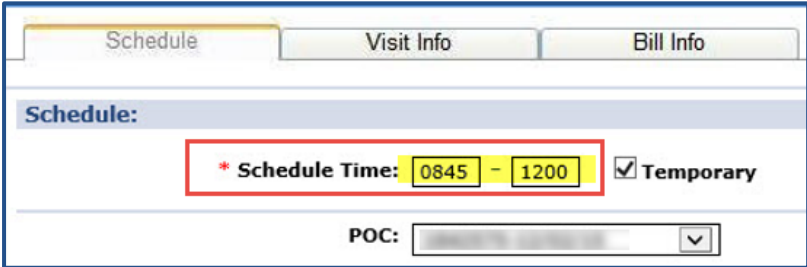
The **Timesheet** validation indicates that a “Timesheet Required” condition is required for a visit, but the **Timesheet Approved** checkbox is not selected. Complete the following steps to correct this issue.

Step	Action														
1	Navigate to Visit > Visit Search . Select the held visit on the <i>Prebilling</i> page.														
2	Once located, click the edit icon as indicated on the image. <table border="1" data-bbox="321 583 1386 667"> <thead> <tr> <th>Caregiver Name</th> <th>Service Code</th> <th>Coordinators</th> <th>Scheduled Time</th> <th>Visit Time</th> <th>Discipline</th> <th>Problem</th> </tr> </thead> <tbody> <tr> <td>Anderson Rebecca</td> <td>HHA</td> <td>Jon Franqui</td> <td>1000-1400</td> <td>1000-1400</td> <td>HHA</td> <td>Timesheet Not Approved  </td> </tr> </tbody> </table> <p style="text-align: center;">Visit held at Prebilling: Timesheet Not Approved</p>	Caregiver Name	Service Code	Coordinators	Scheduled Time	Visit Time	Discipline	Problem	Anderson Rebecca	HHA	Jon Franqui	1000-1400	1000-1400	HHA	Timesheet Not Approved  
Caregiver Name	Service Code	Coordinators	Scheduled Time	Visit Time	Discipline	Problem									
Anderson Rebecca	HHA	Jon Franqui	1000-1400	1000-1400	HHA	Timesheet Not Approved  									
3	On the <i>Visit Info</i> tab of the visit window, select the Timesheet Approved checkbox. <table border="1" data-bbox="415 793 1292 905"> <tr> <td>Duty Sheet POC: 0(00:00)</td> <td>Others: 7(00:00)</td> <td>Total: 7(00:00)</td> <td>Visit Duration:</td> </tr> <tr> <td><input checked="" type="checkbox"/> Timesheet Required</td> <td><input checked="" type="checkbox"/> Timesheet Approved</td> <td colspan="2">Upload Scanned Timesheet:  </td> </tr> </table> <p style="text-align: center;">Timesheet Approved</p>	Duty Sheet POC: 0(00:00)	Others: 7(00:00)	Total: 7(00:00)	Visit Duration:	<input checked="" type="checkbox"/> Timesheet Required	<input checked="" type="checkbox"/> Timesheet Approved	Upload Scanned Timesheet:  							
Duty Sheet POC: 0(00:00)	Others: 7(00:00)	Total: 7(00:00)	Visit Duration:												
<input checked="" type="checkbox"/> Timesheet Required	<input checked="" type="checkbox"/> Timesheet Approved	Upload Scanned Timesheet:  													
4	The system provides a link to upload a scanned copy of the Timesheet. This is optional to validate the visit and remove the hold. <i>Note: Ensure to follow all internal policies when marking visits as Timesheet Approved.</i>														
5	Click Save to finalize.														
6	Confirm the visit, if/as needed.														

Unbalanced Visit

An **Unbalanced Visit** occurs when an EVV confirmation for a visit falls outside the specified tolerance range. The following provides steps on how to set and fix this validation. For example, a Caregiver clocks in for a visit scheduled for 0800-1200 at 0845. The **Unbalanced Tolerance** is set for 30 minutes (configured by the Payer).

With an **Unbalanced Tolerance** of 30 minutes, EVV confirmations must be made *within 30 minutes* of the scheduled Start and End Time. In this case, the Clock-In time (0845) breaches this validation.

Step	Action												
1	Navigate to Visit > Visit Search to locate and select the visit held on the <i>Prebilling</i> page.												
2	Once located, click the edit icon as indicated on the image. <div style="text-align: center;"> <table border="1" data-bbox="451 852 1252 1001"> <thead> <tr> <th>Scheduled Time</th> <th>Visit Time</th> <th>Discipline</th> <th>Problem</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>0800-1200</td> <td>0845-1200</td> <td>HHA</td> <td>Unbalanced</td> <td></td> <td></td> </tr> </tbody> </table> <p>Visit held at Prebilling: Unbalanced</p> </div>	Scheduled Time	Visit Time	Discipline	Problem			0800-1200	0845-1200	HHA	Unbalanced		
Scheduled Time	Visit Time	Discipline	Problem										
0800-1200	0845-1200	HHA	Unbalanced										
3	Adjust the Schedule Time to match the Visit Confirmed Time . <div style="text-align: center;">  <p>Adjusted Schedule Time</p> </div>												