

HHAeXchange Texas Provider Town Hall May 2024

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Agenda

- Electronic Visit Verification (EVV) Updates
- System Updates
- Claims Match Process
- Billing Review Hold
- EVV Transaction Manager Common Rejections
- Claim Status
- Town Halls Reviews
- Support Resources
- Question and Answer (Q&A)



EVV Updates

EVV Compliance Review Grace Period



EVV Compliance Review Grace Period for personal care services (PCS) has extended to December 31, 2024

- HHSC has extended the compliance reviews grace period for EVV Usage Reviews and EVV Landline Phone Verification Reviews for PCS.
- The extended Grace Period is for dates of service July 1, 2023, through Dec 31, 2024.

EVV Compliance Review Grace Period for home health care service (HHCS)

- EVV was implemented for Medicaid HHCS on Jan. 1, 2024.
- HHSC will provide an EVV Usage and Home Phone Landline Review Compliance Grace Period for visits with dates of service between Jan. 1, 2024, and Dec. 31, 2024.

Payers will continue to conduct EVV Compliance Reviews and send compliance notifications; however, HHSC and MCOs will not take enforcement actions against program providers, FMSAs or Consumer Directed Services (CDS) employers who do not meet the compliance requirements during the grace period.



System Updates

➤ EVV System Updates



Implemented since April 23:

- Automatic release of visits in status 'Visit Verified Manually' and 'Updated After Approval' in the EVV Aggregation Transaction Manager
- Removing "Unknown Value" from Visit Location in/out
- Report Timestamp updates
- Texas terminology to reflect in HHAX system
- Billing Review Hold for unaggregated Visits

Upcoming

- EVV Aggregation Transaction Manager Export

For HHAeXchange system updates that were implemented prior to April 23rd, refer to the recordings and slide decks from our previous Texas Provider Town Hall webinars located on the Training & FAQ page on the EVV Vendor Information Center."

<https://www.hhaexchange.com/info-hub/texas>





Claims Match Process

Avoid EVV Claim Mismatches



Ensure the visit has been accepted by the EVV Aggregator

- Status reflected in HHAeXchange EVV Transaction Manager OR
- Use the Accepted Visit Search tab or the Visit History Search tab in the EVV Portal to ensure the EVV visit transaction was accepted. Refer to the EVV Portal Search Tab Job Aids for instructions.

Ensure data elements on the EVV claim match data elements on the accepted EVV visit transaction before submitting the EVV claim.

- Medicaid ID
- Date of Service
- National Provider Identifier (NPI) or Atypical Provider Identifier (API) or EVV Service Provider ID (HCS/TxHmL Only)
- Healthcare Common Procedure Coding System (HCPCS) Code
- HCPCS Modifiers
- Billed Units

Interpreting Claims Match Results



Based on the result of the claims matching process, the EVV Portal displays a claims match result code and the EVV Aggregator returns the claims match result code to the claims management system for final claims processing.

The claims match result codes viewable in the EVV Portal are:

- EVV01 – EVV Successful Match
- EVV02 – Medicaid ID Mismatch
- EVV03 – Visit Date Mismatch
- EVV04 – Provider (NPI/API) or EVV Service Provider ID Mismatch
- EVV05 – Service Mismatch (HCPCS and Modifiers if applicable)
- EVV06 – Units Mismatch
- EVV07 – Match Not Required
- EVV08 – Natural Disaster



Most Common EVV Claims Mismatch Codes



How to Correct EVV 03 (Visit Date Mismatch) Claim Denials



1. Go to the **Hold** tab in **EVV Aggregation Transaction Manager** under **Admin > EVV Aggregation Transaction Manager**. Search for the visits.
2. Correct all holds and then resubmit visits in the **EVV Aggregation Transaction Manager**.
3. Make sure the visits have an **Approved** status in the **EVV Aggregation Transaction Manager** before you rebill. Process all manually verified visits in the **EVV Aggregation Transaction Manager**. If the status is Ready or Sent, the visit validates overnight.
4. Rebill the visit. If the claim was not paid ignore the prompt for missing TRN number and proceed to re-submit claims.

Home Patient Caregiver Visit Action Billing Report Admin

EVV Aggregation Transaction Manager

All (37) Ready (0) Hold (37) Sent (0) Approved (0) Rejected (0) Canceled (0)

All Visits

Visit Date/Time	Visit ID	Patient	Admission Id	Aggrega Status	Hold Reason	Aggregator Res
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Export Status Contract

☐ Exported - Missing TRN for Resubmission



How to Correct EVV 06 (Units Mismatch) Claim Denials



1. Delete the invoice on the visit. After the invoice is deleted, the **Billed Hours** automatically updates to the confirmed time.
2. Review the EVV time of the visit and adjust the visit if necessary. If a downward adjustment needs to be made for the **Billing Hours**, go to the **Billing Info** tab in the Visit and enter the negative adjusted time. For example, if you need to adjust by 15 minutes, enter -0015. For an hour and a half, enter -0130.
3. Select a **Reason Code** from the **Note Required** window and then select **Downward Adjustment of Bill Hours**.
4. The visit shows up in the **EVV Aggregation Transaction Manager** holds as **Updated after Approval**. Resubmit the visits to **EVV Aggregation Transaction Manager**. Once the visit has an approved status, create a new invoice and then submit using the **Add Original Claims** button.

Adjusted Hours ⓘ

-0015

HHAEExchange - Note Required

Visit Date	Schedule	Member Name	Field Updated	Old Value	New Value
05/08/2024	1630-2000		Primary Bill Adj. Hours	[Empty]	-0015

ⓘ This visit's Primary Payer has been configured to require a Note when the fields above have been edited. Please enter a Reason and Note below, explaining the change. ✕

Reason *

Select

- No Electronic Clock In or Clock Out: 210 - F - Alt device not available
- No Electronic Clock In or Clock Out: 210 - G - Alt device value expired
- Phone number did not link to the Member
- Service Delivery Exception: 110 - A - Service delivery differs from schedule
- Service Delivery Exception: 110 - B - Downward adjustment of Bill Hours**
- Service Delivery Exception: 110 - C - Fill-in service provider
- Service Delivery Exception: 110 - D - Allowable overlapping visits
- Service Suspension 500: Reason when the member's services are suspended due to a lapse in eligibility
- Service Variation 100: Reason Code Number and the appropriate EVV Reason Code Description when service variations occur
- Technical Issues 300: Reason when technical issues prevented staff from clocking in and/or clocking out of the EVV system
- Timesheet Received



Aggregation Bill Hold | Billing Review |

➤ Billing Review – Aggregation Bill Hold



To help ensure visit has been accepted by the aggregator prior to billing in HHAX, a Billing Review hold titled **Visit Not Accepted by Aggregator** has been added. Such visits are held in billing review until an Accepted status is received from the EVV Aggregation Transaction Manager.

Billing Review

Invoice # ▼	Invoice Date	Admission ID	Office	Member	MCO	Care Coordinator	Visit Date	Service Code	Units	Amount on Hold	TF	On Hold Reasons
607444	03/07/2024	SUM-550459412456432212	Support Training MO Updated	Patient, Internal	Aging Care		03/01/2024	V_HHA_I1	1.40	\$14.00		Visit Not Accepted by Aggregator
607444	03/07/2024	SUM-550459412456432212	Support Training MO Updated	Patient, Internal	Aging Care		03/01/2024	V_HHA_I1	1.40	\$14.00		Visit Not Accepted by Aggregator
607444	03/07/2024	SUM-550459412456432212	Support Training MO Updated	Patient, Internal	Aging Care		03/01/2024	V_HHA_I1	1.40	\$14.00		Visit Not Accepted by Aggregator
607444	03/07/2024	SUM-550459412456432212	Support Training MO Updated	Patient, Internal	Aging Care		03/01/2024	V_HHA_I1	1.40	\$14.00		Visit Not Accepted by Aggregator
Total:									5.60	\$56.00		



Determining Claim Status

➤ View Claim Status for services billed in HHAX



A Claims Status column is displayed on the Invoiced Visit Search page (Billing > Invoice Search > By Visit)

- Not Submitted
- Submitted
- Accepted (999)
- Rejected (999)
- Unexported
- Resubmitted
- Accepted (277ca)
- Rejected (277ca)



Visit History

Date	Status	Additional Info
04/26/2024 01:49:55 PM	Accepted (277ca)	A2:Acknowledgement/Acceptance into adjudication system-The claim/encounter has been accepted into the adjudication system 19:Entity acknowledges receipt of claim/encounter. Usage: This code requires use of an Entity Code
03/13/2024 12:22:04 PM	Submitted (837 Transfer to SFTP)	



➤ View Claim Status for services billed in HHAX



Claim Status Report under the Report tab (Report > Billing > Claim Status Report).

Claim Status Report		AWSWEBRP2 Report No. 1117 HHA Reports - Version 2.98				
Claim Status Report						
Office(s)	All	* Visit From Date	mm/dd/yyyy	* Visit To Date	mm/dd/yyyy	
Invoice From Date	mm/dd/yyyy	Invoice To Date	mm/dd/yyyy	Patient		
Invoice Number						
Service Code(s)	All					
	U	V	W	X	Y	Z
	Contract	Export Status	E-Billing Manual Hold	Claim Status	Claim Status Reason	Denial Remittance Code 1 Descriptions
	Wellpoint - STAR+PLUS (BRW)	Yes	N	Accepted (277ca)	A2:Acknowledgement/Acceptance into adjudication system-The claim/encounter has been accepted into the adjudication system 3:Claim has been adjudicated and is awaiting payment cycle	
	Wellpoint - STAR+PLUS (BRW)	Yes	N	Accepted (277ca)	A2:Acknowledgement/Acceptance into adjudication system-The	



EVV Transaction Manager Common Rejections

Common Rejections



Validations are applied to all visits submitted to the aggregator. If rejected, the visit rejection can be viewed in the EVV Aggregation Transaction Manager. You must take action to resolve prior to billing

Common Rejections:

- The Member's Payer on the EVV visit does not match our records for this Member.
- Member on the EVV visit is not authorized for this Provider Number on this visit date in our records
- The Member on the EVV visit is not authorized for this service group/service code on this visit date in our records.
- The plan code on the visit is not associated with the Member's Payer.
- The Member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.

https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EVV+Aggregation/TX/HHAX+EVV+Aggregation+Transaction+Manager+Rule+Holds_TX.pdf



HHAX Town Hall Schedule

➤ HHAX Town Hall Decks and Recordings



- Available Now:

- Webinar recording and slide deck from
 - Feb. 23rd,
 - Mar 28th
 - April 25th
 - **Coming soon: May 30th** town hall recording and slide deck

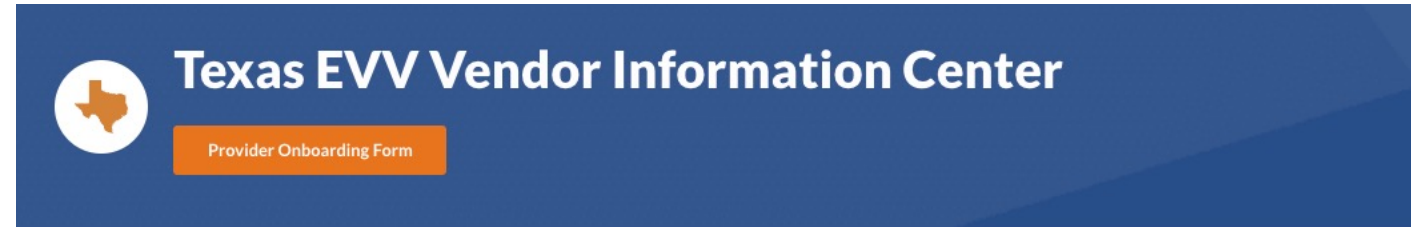


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Training

Provider Forum: HHAExchange Town Hall

Beginning February 23, 2024 and ending May 30, 2024, HHAExchange is hosting a monthly webinar series that provides an end of month EVV status update, summarizes upcoming system enhancements and current known issues, and a dedicated session for EVV staff to answer any questions that HHAX users may have. All Texas program providers and financial management services agencies (FMSAs) who use HHAExchange as their EVV system are invited to join.

For prior webinar materials and registration for upcoming dates, refer to the following:

- [Click here to register](#) for upcoming sessions:
 - Thursday, May 30th at 1 pm CT
- April 25th: [Recording](#) | [Slides](#)
- March 28th: [Recording](#) | [Slides](#)
- February 23rd: [Recording](#) | [Slides](#)

<https://www.hhaexchange.com/info-hub/texas>



Support Resources




Your home for all
HHAeXchange Texas EVV
information, updates,
registration, training
information and much more!



<https://www.hhaexchange.com/info-hub/texas>

Login State Info Centers ▼

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 **Texas EVV Vendor Information Center**
[Provider Onboarding Form](#)

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> Learning Management System (LMS)



All information covered in today's session can be found in your learning plan located on the [HHAeXchange LMS](#).



You have continual access to the learning plan and can access the training at anytime.

All training must be completed, and users are required to pass the final test to receive HHAeXchange portal credentials.

LMS and HHAX portal credentials are sent to the email that was entered in the onboarding form.

The screenshot displays the HHAeXchange Learning Management System (LMS) interface. At the top, there is a navigation bar with the HHAeXchange logo and a search bar. Below the navigation bar, a welcome message states: "Welcome to the HHAeXchange learning platform; find courses designed for current HHAeXchange users." The main content area shows the "Texas Provider Learning Plan" with a progress indicator at 5% and a "RESUME WHERE YOU LEFT OFF" button. A list of topics is provided, including "HHAeXchange and Texas: Project Introduction" through "HHAeXchange Recap". A video player is overlaid on the screen, showing a video titled "Office * UMA healthcare" with a play button and a progress bar. A "Coordinator * Default" dropdown menu is also visible. At the bottom, a "Hello HHAX Trainer" section displays a table of placements.

Member *	Admission ID *	Frequency *	Service Category *	Service Type *	Request Sent At *	Status *	Cut Off Time *	Payer Name *
XXXXX	9087654325C		Home Health	PCA	10/19/2023 10:27:30 AM	Pending(Broadcast)	10/23/2042 9:06:30 PM	Life Care Demo Payer
XXXXX	9087654325C		Home Health	PCA	10/19/2023 10:27:30 AM (Eastern)	Pending(Broadcast)	10/23/2042 9:06:30 PM (Eastern)	Life Care Demo Payer

▶ HH AeXchange Knowledge Base

Support Resources




- Process Guides
- Interactive Guides
- Videos
- Technical Support

[HHAX Knowledge Base](#)




HH AeXchange Knowledge Base

Search documents, videos, and help resources




Getting Started

Browse resources to help get you started on the right foot with HH AeXchange.




What's New

Learn about HH AeXchange's latest features and updates.




FAQs

HH AeXchange FAQs is a one-stop shop for our customers' most common questions and their answers.




Troubleshooting

See common holds and errors and the steps to resolve.



Training Videos

Watch training videos to refresh your skills and knowledge of HH AeXchange features and



Documentation

Documentation includes an extensive collection of topics for all of our product features.



Client Support Portal

Portals



General Support

Did you check out our Self-Service Knowledge Base but still need help?...



Payroll

Payroll Inquiries: Absences, Codes, Expenses, Holiday, Rates, Time & Attendance, Travel Time



Provider API Integrations

Enterprise Customers using API's, Flat File Integrations, or Partner Connect



Provider Billing

Revenue Cycle: Billing, Cash Posting, Claims Status, Contract Setup, ERA Items, Re-Billing



Provider Clinical

Enterprise Customers using the Clinical Documentation Module



Provider EDI Integrations

Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's



Provider Invoice Inquiries

Enterprise Customers with invoice questions for Accounts Receivable



Self-Direction

Self-Direction Customers, formerly Annkissam



State & MCO Integration

Missing Linked Contract Information, Texas Data Transfer Requests, and Payer Requests



State EVV Aggregation

EVV Data Submission Inquiries related to State & MCO Aggregators

<https://www.hhaexchange.com/supportrequest>



Client Support Portal



hhaexchange.com/supportrequest

Contact us by phone
1-833-430-1307

Email



HHAX	TXSupport@hhaexchange.com
TMHP	EVV@tmhp.com
HHSC	EVV@hhs.texas.gov

Web Pages



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Texas Info Center](#)



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[HHSC EVV](#)

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Provider Resources



Q&A



**Texas EVV Vendor
Information Center**



Client Support Portal



Texas Knowledge Base



HHAX LMS



Thank you!