# Maximizing API Integration with HHAeXchange Webinar Q&A Document

HHAeXchange (HHAX) hosted the Maximizing API Integration with HHAeXchange webinar on January 17, 2024, for Texas program providers and financial management services agencies (FMSAs) who use, or plan to use, a third-party vendor system to interface with HHAX. This question and answer (Q&A) document contains HHAX responses to all API-related questions that were asked throughout the presentation.

To access this webinar's recording, presentation slides (PDF), and updates on API Integration with HHAeXchange, refer to the Third-Party Integration tab on the [Texas EVV Vendor Information Center](#) web page.

For assistance with your selected third-party vendor's integration with HHAeXchange, please submit a ticket through our Client Support Portal:
- Access the [Client Support Portal](#).
- Select **API Integration**.
- Enter and submit the request.
- For information on how to submit a ticket in the Client Support Portal, refer to the [Client Support Portal](#) job aid located on the HHAX Knowledge Base.

Note: After the ticket is submitted, please allow 24 hours for our HHAX Support Team to respond to your request. For any additional support, please email [TXsupport@hhaexchange.com](mailto:TXsupport@hhaexchange.com).

| Question | Answer |
|---|---|
| **What does API integration mean?** | APIs allow data to flow from one software component to another in real-time. You are able to manage all activity in your third-party vendor system, except for clock in and clock out and visit maintenance which must be performed in HHAX. |
| **How long does it take for data to appear in HHAX via an API transaction from my third-party vendor?** | API Transactions are real-time. The frequency at which HHAX consumes data is dependent on how frequently your third-party vendor calls the HHAX API methods. |
| **How long does it take for data to appear in my third-party vendor system from HHAX?** | This will depend on how frequently your third-party vendor calls the HHAX API GET methods. The data transaction is real-time but requires your third-party vendor to call the GET method to populate your third-party system. |

| Question | Answer |
|---|---|
| **How can I submit a support request to HHAX about any API related issues?** | Submit all issues using API Integration ticket category in the Client Support Portal. For information on how to submit a ticket in the Client Support Portal, refer to the Client Support Portal Job Aid located on the HHAX Knowledge Base. |
| **A lot of our visits (or any other expected data) is not getting to our third-party vendor. What do we do?** | Your third-party vendor should be utilizing the Get methods to retrieve data out of HHAX regularly. If they are having issues, please encourage your third-party vendor to reach out to HHAX directly via the Client Support Portal to create a ticket. |
| **We have visit based authorizations in our third-party vendor software for OT (Occupational Therapy) and PT (Physical Therapy) clients. Will these integrate to HHAeXchange successfully?** | Service codes in HHAeXchange are configured based on the EVV Service Bill Codes tables established by HHSC. Only service codes present on those tables will successfully integrate. |
| **I was informed by our software vendor that the state of Texas does not allow integration (API) unless the vendor was part of the proprietary system operator (PSO) initiative. Please clarify.** | Application Programming Interface (API) can be used to exchange data between third-party software systems and HHAeXchange, the EVV vendor. Refer to the GovDelivery notice "API EVV Third-Party Software System Integration" for more information. |
| **If our authorization has 8 visits, will it be for 8 hours when it comes over to HHAX?** | Configuration of this type is handled by the service bill code. If the service bill code is configured to be a "per-visit" service bill code, then the hours are not relevant, and you will simply receive 8 visits for use in HHAX. |
| **Our testing shows that we cannot send visits to HHAX without also sending payer contracts and authorizations. The API throws errors. Is there a reason for that? We don't want contracts or authorizations in HHAX.** | The HHAeXchange Portal must be used to capture visit data such as clock in and clock out. APIs cannot be used to transmit visit data. There are required validations to ensure the member, authorization, and services are tied to the correct payer in order for the data to be submitted to the EVV Aggregator. The appropriate workflow in HHAX is to create the member, associate the member with the correct payer/program, perform the visit, submit visits to the EVV Aggregator, then bill for visits once accepted. |
| **Is there any REST API? or only SOAP** | HHAX APIs only utilize Simple Object Access Protocol (SOAP). |

| Question | Answer |
|---|---|
| **When changes are made to the API, how are third-party vendors notified of the changes?** | Before API changes occur, HHAX notifies all Texas third-party vendors via the email that we have on file. The email includes the specifications and their associated changes. |
| **I am getting two schedules each day, and if I didn't do the correct schedule, the hours are not transferred. Who is supposed to create the right schedule?** | The schedule should be coming from your third-party vendor through the API. Manual schedule creation should not be done in the HHAX portal. Make the schedule corrections in your third-party vendor system, and it will use the API to transfer to HHAX. |
| **Does HHAX return error codes when we've exceeded the API call limit?** | Yes, the error will indicate that you exceed the limit, and you will need to try again after the 1 minute threshold has passed. |
| **The API Specs seem to be related to non-skilled visits, which require Contract IDs and are not required for skilled visits. What are some examples of CreateSchedule and CreateAuthorizations for skilled visits?** | Contract IDs are required for all transactions. The Contract ID refers to the payer's internal ID which is configured in HHAX. For examples and information on CreateSchedule and CreateAuthorizations, please refer to CreateAuthorization on page 26 and CreateSchedule on page 62 in the HHAX TX API Specifications guide. |
| **Does the CreateCaregiver method actually create a caregiver, or does it associate an existing service provider with the member?** | The CreateCaregiver method creates a new caregiver (service provider) in the HHAeXchange portal. |
| **When will there be an implementation for patients with commercial insurance and secondary Medicaid? The API doesn't mean anything for that process since you all do not have mapping for secondary payers.** | All visit data in HHAeXchange must be associated with a Medicaid Payer. Billing for the primary payer that is not Medicaid must be managed outside of HHAeXchange. If any portion of the services are to be covered by Medicaid, please associate the member and the visit with the correct Medicaid payer in HHAeXchange. Third-party vendors may need to configure their system to send the secondary payer (Medicaid payer) as primary payer to accommodate. |
| **Sometimes a client has multiple authorizations, each with their respective code. But when the visit generates in HHAX, it will repeat the same code twice. How is that fixed, rather than having to go back and change the code every time?** | This is related to visit capture. When clocking in and out, please ensure the service provider selects the correct service code (HCPCS + Modifier). This value is available based on the authorizations in the Member Profile. |

| Question | Answer |
|---|---|
| **Can HHAX publish the definition of the required data elements and the resource tables that are being checked and validated against when calling methods that create data?** | The HHAX TX API Specifications guide defines the required elements needed to successfully execute CREATE methods. If specific examples are provided, we can update our specs guide accordingly and make it more concise where necessary. Submit all examples using API Integration ticket category in the Client Support Portal. For information on how to submit a ticket in the Client Support Portal, refer to the Client Support Portal job aid located on the HHAX Knowledge Base. |
| **Our third-party vendor is not receiving visits despite them showing approved in the EVV Aggregator. How do we resolve this from the modifier perspective?** | The third-party has the ability to call our GetVisitsChangesV2 API to obtain verified visits that are showing in the HHAX Portal. If your third-party vendor is experiencing trouble obtaining visit data, they need to reach out to us via our Client Support Portal so we can troubleshoot the cause. |
| **How do you resolve "LTC CONTRACT NUMBER IS MISSING DUE TO NO MATCHING LTC AUTHORIZATION RETREIVED FROM THE FFS AUTHORIZATION WE SERVICE"?** | On 1/10/2024, TMHP published a notice to tmhp.com that includes steps on how to resolve this error message. Please refer to the notice Update to "EVV Visits on Hold in the EVV Transaction Manager in HHAeXchange - LTC Authorization Issue". |
| **How come my third-party vendor cannot see the visit data in HHAX? What is missing?** | Your third-party vendor is able to validate all visit data in HHAX using the GetVisitChangesV2 method. Please have them contact HHAX if they are unable to do so via the HHAX Client Support Portal. |
| **Has HHAX found a solution for error message: VISIT DOES NOT HAVE VALID AUTHORIZATION?** | Each visit should be associated with a valid authorization in HHAX. If your third-party vendor has not submitted an authorization, or if the authorization which was submitted does not match the scheduled service, you will receive this error |
| **When we send the authorization via the API, do you cross reference it against the MCO to verify that it is correct?** | Our system does not have the ability to cross reference authorization data against MCO systems. Once the EVV visit transaction is exported to the EVV Aggregator, the EVV Aggregator performs validations to ensure the member's payer matches the Medicaid data. |
| **Is there an API to check member's eligibility in real-time?** | Currently, it is not possible for API to conduct a member eligibility check in real-time. |

| Question | Answer |
|---|---|
| **What is the solution to this error message that we are receiving? "PAYER MEMBER PLAN CODE IS MISSING"** | Payer Plan Code is captured when you assign a contract or payer to a member. Please check the Payer tab for each member where you are experiencing this issue to ensure the contract was added correctly. The Payer Plan Code can be added to each visit in HHAeXchange so that you are able to export the visit successfully to the EVV Aggregator. This can be completed from the Visit Info tab. |
| **If we have patients that have been manually added in HHAX but we later get the interface working properly, would that patient be an updated then?** | If you create the patient manually in HHA, then that record is not available in a third-party vendor system. The third-party vendor will most likely create that record since they are keeping track of the member records. If you have API, member records should be managed in the third-party vendor system. Please work with your third-party vendor to verify any duplicative data. |
| **Is it possible to incorporate AuthorizationID in the GetVisitInfoV2 call? Currently, it is difficult to know the specific authorization used in a given set of schedule data.** | That is not available through GetVisitInfoV2 API and would require an enhancement. AuthorizationID is obtainable via other API GET methods, such as GetPatientAuthorizationInfo. |
| **What if the authorization in the third-party vendor system is not reflecting or does not match in HHAeXchange?** | You will need to consult with your third-party vendor to understand how they are transmitting data to HHAeXchange. |
| **Is the ServiceCodeID an internal ID created by the HHAX system, or is it a more generic code, such as G0299?** | According to the HHAX TX API Specifications guide, the ServiceCodeID refers to the internal ID used in HHAeXchange. The field 'ServiceCodeName' would be the generic code such as G0299. |
| **Is there a published error/bug fix log for your API? The log in the API shows feature updates, but not specific, detailed bug fixes. We keep testing and getting different errors at different times with no notice that your API changed.** | API changes are recorded in the version log within the HHAX TX API Specifications guide. API changes are also communicated to your third-party vendor via email before they are implemented. |

| Question | Answer |
|---|---|
| **At what point is a visit ready so our third-party vendor can transmit the data to us? If our third-party transmits the visit data every 2 hours, what would stop a visit from transmitting?** | The third-party vendor can GET the visit information at any time. The API makes the data available, but the third-party vendor should interpret what to do with that data in their system and at what frequency. |
| **Is there a way to get the "Billed Hours" field from the HHAX user interface through the API - specifically the hours that are sent to the EVV Aggregator? None of the available "Hours" fields in the API seem to match these hours.** | Payable hours is the equivalent field available via API. This value will match billable hours in the HHAeXchange Portal. |
| **Is it possible for HHAX to return ServiceCodeID and ServiceCodeName when returning GetVisitInfoV2 results?** | You can submit an API enhancement request to our EISD queue via HHAX Client Support Portal. Select the Provider API Integration category for all API related questions. |
| **All of our January visits that are in the EVV Aggregator are not moving over to our third-party system for reconciliation and billing. When will this happen?** | If your visits are in EVV Aggregator, your third-party vendor system should be able to retrieve these from HHAX. You can also access these visits in the EVV Aggregator directly. |
| **Our third-party vendor states we are not to make changes in HHAX to member data, attendant data, schedule data, and authorization data. We have had issues with some members who have visits on EVV Aggregator holds due to "payer member plan code missing". The payer was updated within HHAX, but this did not fix the issue. We were advised by HHAX to add a new authorization for the member to match the correct payer. We have reached out to our third-party vendor in reference to this. Is it possible to update/add a new authorization in HHAX that would not have issues in our third party for billing purposes?** | Payer Plan Code is captured when you assign a contract or payer to a member. Please check the Payer tab for each member where you are experiencing this issue to ensure the contract was added correctly. The Payer Plan code can be added to each visit in HHAeXchange so that you are able to export the visit successfully to the EVV Aggregator. This can be completed from the Visit Info tab. This step will not impact your third-party system. |
| **Do we need to call our third-party vendor in order to reconcile or integrate the information? Will they be the one to use the Call method?** | The third-party vendor calls the API methods to Create and Get the data. Your third-party vendor needs to initiate the calls every time EVV visit data is transferred. |

| Question | Answer |
|---|---|
| **What about the validation errors that are not specific to the API specs, but instead specific to a provider's account configuration in HHAX? Providers should be educated by HHAX to understand this and how it affects the API success.** | HHAX provider portals have been configured to match TX requirements. In the event that a provider portal is not configured correctly for any reason, that misconfiguration may result in API errors. For example, if the Medicaid ID field is not configured to expect 9 digits, any 9 digit Medicaid ID would result in an API transaction error. |
| **Would we use the PatientUpdate method if we have patients that were manually added in HHAX, but later get the interface working?** | Yes.  Please utilize the GET method first to identify all data already entered into HHAeXchange in order to prevent creating duplicates. |
| **HHA is taking 24 hours to integrate EVV visit data to our third-party vendor system. Is there is a way to decrease the amount of time it takes to integrate?** | Your third-party vendor's EVV visit data is updated with HHAX visit data as often as your third-party vendor has enabled. Please contact your third-party vendor for questions. |
| **Does the API transfer the EVV visit data when the visit is created CDS employer or the FMSA?** | Yes, your third-party vendor transmits all in-scope data which would include data related to CDS employer or FMSA. |
| **Regarding the Create and UpdatePatient functions and since HHAeXchange only allows one member profile per Medicaid ID, how will it work if we have multiple member profiles in our third-party vendor system for different lines of business?** | API Integration aligns with HHAeXchange & HHSC business rule requirements. If different Medicaid IDs are utilized for the same member, then that would result in two distinct member profiles in HHAX. |
| **When a duplicate patient error is returned, how can we find the duplicate when the API doesn't allow searching by Medicaid Number?** | To locate a duplicate in the API, search by name. You may also search for the member(s) in the HHAeXchange Portal to identify the duplicate records. |
| **We have clinicians who have schedules that are disappearing from the app or they can clock-in, but not clock-out. Schedules are also not being transferred over. Yes, support tickets have been entered, but the issues continue. Is this an API problem? Will this always be an issue?** | Please ensure the service provider (clinician) has the most recent version of the HHAX+ mobile app installed. Search "HHAX+" in the Apple or Google Play store. |

| Question | Answer |
|---|---|
| **After EVV visit maintenance is performed in HHAeXchange, do the visits go to TMHP or to the third-party vendor system that we use?** | The visits are submitted to TMHP. After EVV visit maintenance is performed in HHAeXchange, the program provider or FMSA must submit the EVV visit to the EVV Aggregator from the HHAX EVV Aggregation Transaction Manager. For more information, refer to the EVV Aggregation Transaction Manager instructions located on the HHAX Knowledge Base. |
| **When adding an EVV visit by date in our third-party vendor software, sometimes it will not interface with HHA and we will get the error "VISIT INTERFACE UPLOAD FAILED" "Invalid visit date should be past due in case of weekly variable or no schedule" What does this mean exactly and why does this error occur?** | The API currently does not support transmitting future weekly variable schedules. The HHAX API is being enhanced to support this type of transmission. An alternate workflow has been provided to mitigate the gap in the interim which allows visits to still come in. |
| **What is the best way to test the API integration, including the clock in/clock out functionality?** | Third-party vendors have been granted all required access to test the APIs. Please coordinate directly with your third-party vendor if you wish to test specific scenarios.<br><br>Please note that clock in and clock out cannot occur through API and must be performed in HHAX. |
| **Why do the hours not match between our third-party vendor system and the EVV Aggregator?** | Please submit a ticket to HHAX via the Client Support Portal. For information on how to submit a ticket in the Client Support Portal, refer to the Client Support Portal Job Aid located on the HHAX Knowledge Base. |
| **Are you saying that our EMR should be communicating data across APIs virtually in real time? We were told at one point that it might take hours for visit times to reflect correctly in our third-party vendor.** | Yes, data should be transferring in real time. It is possible that some delays may occur in the frequency of those transmissions, but that largely depends on your third-party vendor's system capabilities. |
| **Why is the provider number HHAX system change that took place on January 20, 2024, not included in your API specifications?** | The provider number is available in the user interface of HHAX, but not in the API. Once it becomes available, we will update the specifications and notify your third-party vendors. |

| Question | Answer |
|---|---|
| **Is it possible for us to set up a meeting with an HHAX representative that also includes our third-party vendor to discuss specific issues all at once?** | Yes, HHAeXchange can schedule a meeting with you and include your third-party vendor. To request, please submit a ticket under the API Integration category on the HHAeXchange Client Support Portal.  An HHAX API integration specialist will reach out and schedule time with you and your third-party vendor. |
| **The visit has been submitted to the EVV Aggregator but is not interfacing with HHAeXchange. How is this resolved?** | HHAeXchange has defined services, service types, and disciplines based on the EVV Service Bill Codes tables published by HHSC.  Please create a ticket via the Client Support Portal. Make sure to click Provider API Integration for all API related questions. |
| **Our visits have been verified in HHAX but are not showing up in our third-party vendor software. How is this fixed?** | The third-party vendor needs to call the HHAX GetVisitChangesV2 API to retrieve the data. They can set the frequency based on how often they want the data. |
| **How can I ensure my address updates are transmitted to HHAX successfully?** | When sending addresses, the third-party vendor must send the address ID via the API to ensure proper updates. |