

Provider Multiple Office Job Aid (Florida)

Viewing and Assigning Members



This functionality is configured and enabled by HHAX. Please contact Customer Support for further details at Support@hhaexchange.com.

The HHAExchange system allows Providers who use a unique NPI (by Office location) to bill. This functionality allows Providers to override the default billing setup with either an NPI or address to segment Members by location. This job aid provides the phased process and instructions when multiple Offices are set up.

Phase	Action
1	HHAX sets up Offices in the system (based on Payer instructions)
2	Provider views Offices via the Reference Table Management function
3	The Member is assigned to an Office – either by Placement or via Member Profile

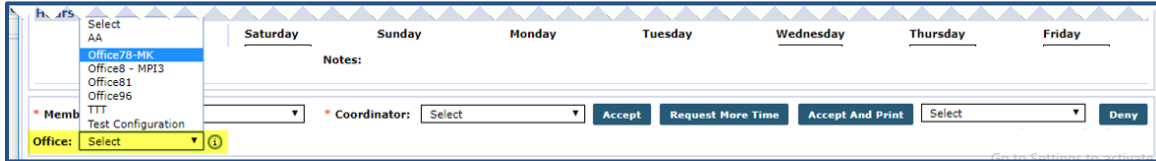
PHASE 2 – View Offices

Step	Action
1	<p>Navigate to Admin > Reference Table Management.</p> <p>Select Office from the Reference Table field.</p> <p>Click Search.</p>
	<p style="text-align: center;">Office Reference Table</p>
2	<p>View the Office details on the Search Results grid.</p>
	<p style="text-align: center;">Viewing Office Details</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>NOTE: Information in the Office fields are set to Payer adjudication specifications. Please do not alter information in these fields which may result in denied claims. To add or edit Office details, please contact HHAX Customer Support for assistance.</p> </div>

PHASE 3 – Assign Member(s) to an Office

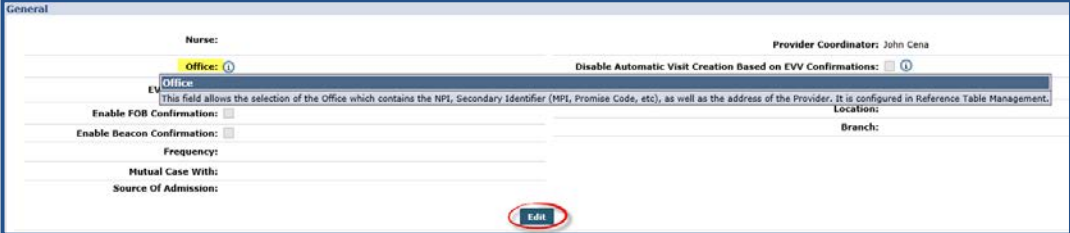
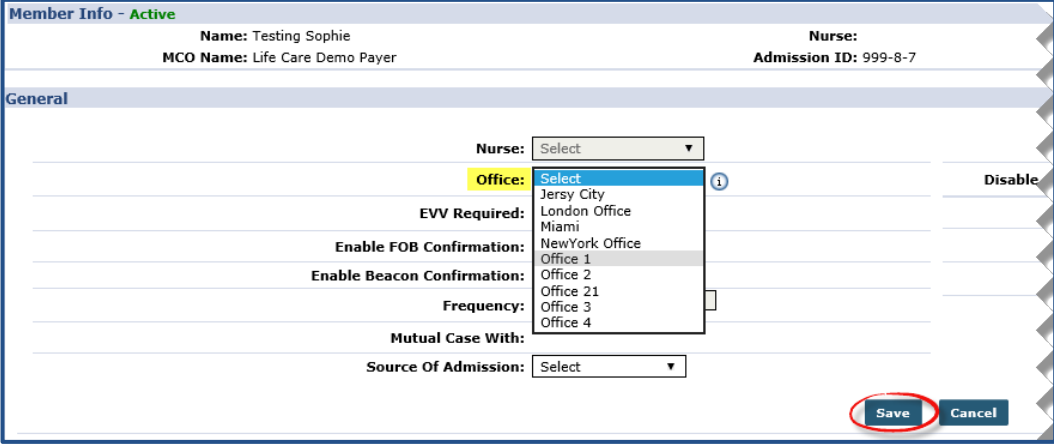
Member Placement

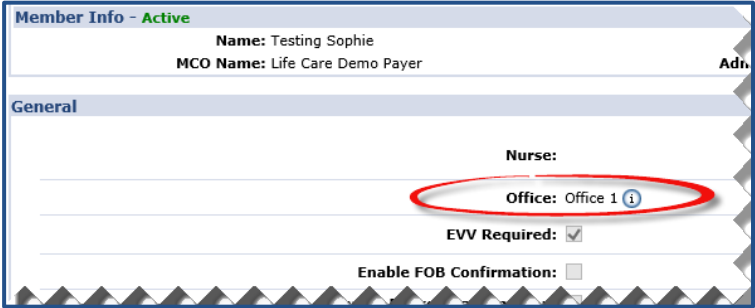
On the Placement page, the **Office** field (optional) is located at the bottom of the page. If a Payer sends a placement with a selected Office, the Provider can change the selection when accepting the placement (provided that the Payer has not restricted the **Office** field when issuing the placement; not editable by the Provider).



Office Field – Patient Placement

Member Profile

Step	Action
1	Navigate to Member > Member Search to locate and select a Member.
2	<p>On the <i>Member General</i> page, the Office field is empty. Click on the Edit button.</p>  <p>The screenshot shows the 'Member General' page. The 'Office' field is highlighted with a yellow box and has an information icon. Below it, there is a red circle around the 'Edit' button. The page includes fields for 'Nurse:', 'Provider Coordinators: John Cena', 'Office:', 'Disable Automatic Visit Creation Based on EVV Confirmations:', 'Branch:', 'Enable FOB Confirmation:', 'Enable Beacon Confirmation:', 'Frequency:', 'Mutual Case With:', and 'Source Of Admission:'.</p> <p style="text-align: center;">Member General – Office Field</p>
3	<p>The Member's <i>General</i> section unlocks fields to edit. Select the <i>Office</i> from the Office field to assign.</p>  <p>The screenshot shows the 'Member Info - Active' page. The 'Office' dropdown menu is open, showing a list of office options: 'Jersey City', 'London Office', 'Miami', 'NewYork Office', 'Office 1', 'Office 2', 'Office 21', 'Office 3', and 'Office 4'. The 'Office' field is highlighted with a yellow box. There is a red circle around the 'Save' button. The page includes fields for 'Name: Testing Sophie', 'MCO Name: Life Care Demo Payer', 'Nurse:', 'Admission ID: 999-8-7', 'Nurse:', 'Office:', 'EVV Required:', 'Enable FOB Confirmation:', 'Enable Beacon Confirmation:', 'Frequency:', 'Mutual Case With:', and 'Source Of Admission:'.</p> <p style="text-align: center;">Assigning an Office to a Member</p>

Step	Action
4	<p>Select Save to save the Office in the Member's Profile.</p>  <p>The screenshot shows a form titled "Member Info - Active" with the following fields: Name: Testing Sophie, MCO Name: Life Care Demo Payer, and a General section containing Nurse, Office: Office 1 (circled in red), EVV Required: <input checked="" type="checkbox"/>, and Enable FOB Confirmation: <input type="checkbox"/>.</p>

Note: The **Office** field displays in associated pages across the system to include: Member Placement (acceptance), Member Search, Member Info, Prebilling, Invoice Search, and Invoice Details.