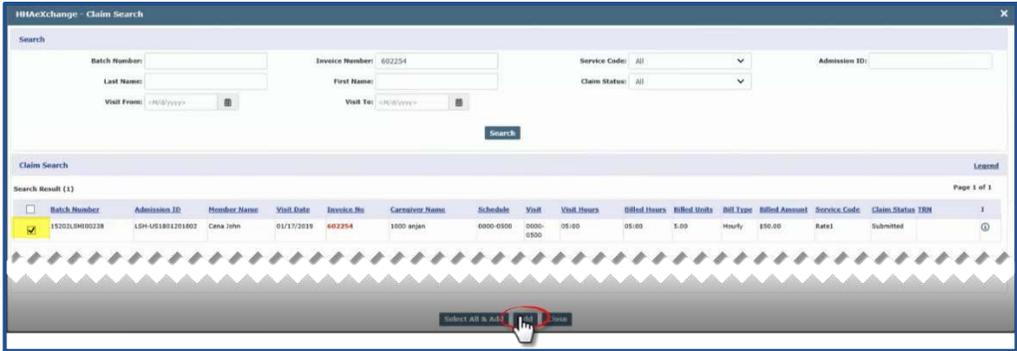
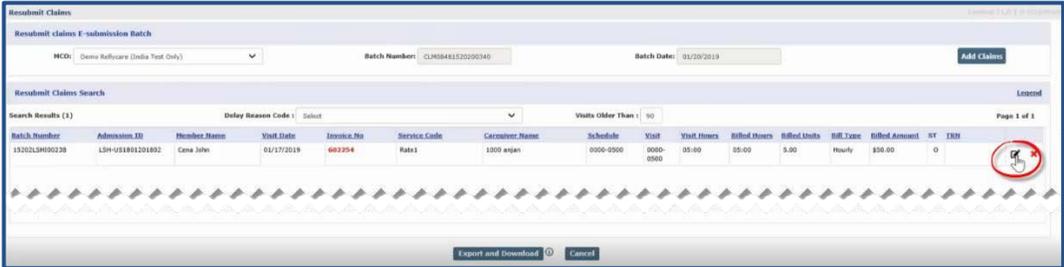


EDI Provider Rebilling Job Aid

This job aid provides guidance to the various rebilling scenarios for EDI Providers. These scenarios illustrate what takes place once a claim is exported and Payer Adjudication is complete. A Claim (TRN) number is required to rebill in the HHAExchange (HHAX) system.

Rebilling – Claims Billed Outside of HHAX

| | |
|-----------------|---|
| Scenario | Provider bills payer directly and must resubmit a corrected claim through the HHAX system. |
| Solution | Void the claim via the Rebilling Resubmission function for the incorrect Payer. Delete the invoice and visit records import visits; allow the visit to export to the Payer as an original claim. After claims have exported, un-export visit(s) and remove from invoices; then, re-invoice adding the TRN number. The system exports these claims as an <i>Adjustment</i> , allowing for a new original claim to the correct Payer. |

| Step | Action |
|----------|---|
| 1 | Navigate to Billing > Electronic Billing > Resubmit Claims function. |
| 2 | On the Resubmit Claims page, select the Payer (MCO) and click on the Add Claims button. |
| 3 | Search for the visit on the Claims Search window (enter the Invoice Number field). Note: The Invoice Number can be obtained from the Bill Info tab (click on the V: link on the Member Calendar to access). |
| 4 | On the Claims Search results, select the claim and click on the Add button.  |
| 5 | On the Resubmit Claims window, click the pencil icon to Edit the claim.  |
| 6 | The Claims Adjustment window opens. Select Adjustment in the Submission Type field and enter the TRN Number . Please DO NOT place the updated visit on Hold if you see this option; this prevents the system from re-exporting the claim. Click Save to continue. |

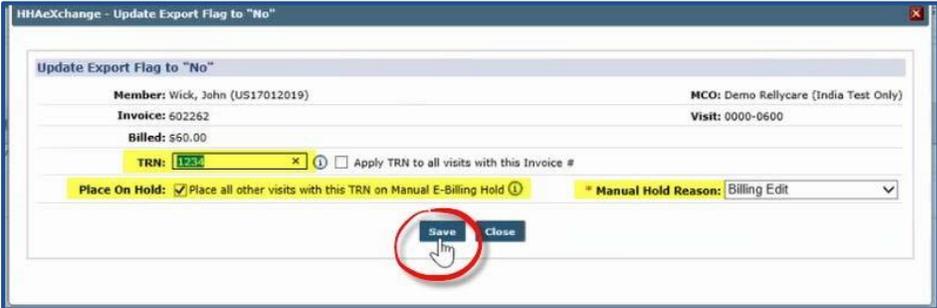
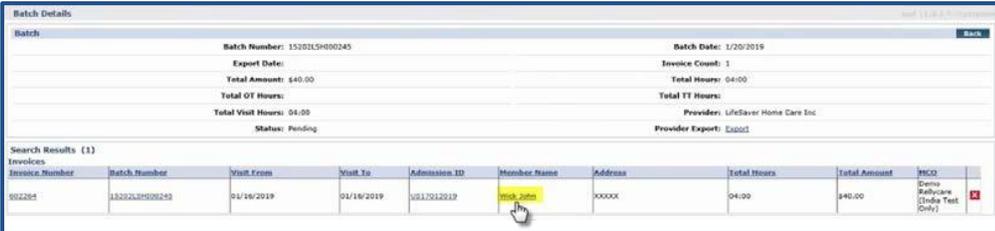
| Step | Action |
|----------|---|
| | |
| 7 | <p>Select Save Batch & Send. Once completed, the system automatically generates an 837 Adjustment File and exports both Visits/Claims via the nightly process (overnight). To view, navigate to Admin > File Processing.</p> |

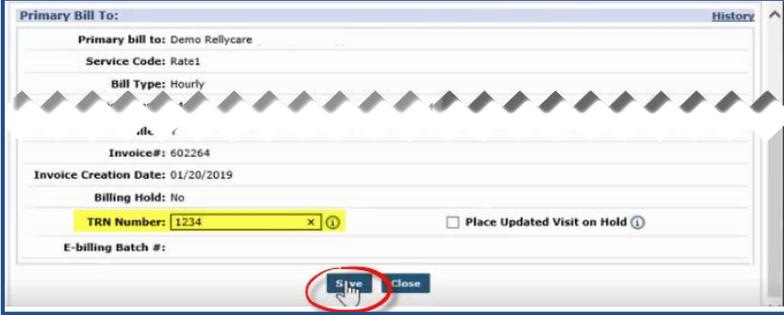
Billing Review – On Hold Reason

Visits on Same Day/Service Code must be Billed on Same Invoice

| | |
|-----------------|--|
| Scenario | <ul style="list-style-type: none"> Provider invoices Visit 1 and the HHAX system exports the claim. Upon Payer Adjudication, the Provider adds Visit 2 on the same day, for the same Patient, with the same Service Code. Before exporting Visit 2, it is held in Billing Review with the Visits on same day/service code must be billed on same invoice reason. |
| Solution | <ul style="list-style-type: none"> Un-Export Claim 1 Add TRN Number to both Claims <p>As a result, HHAX exports both claims as an Adjustment</p> |

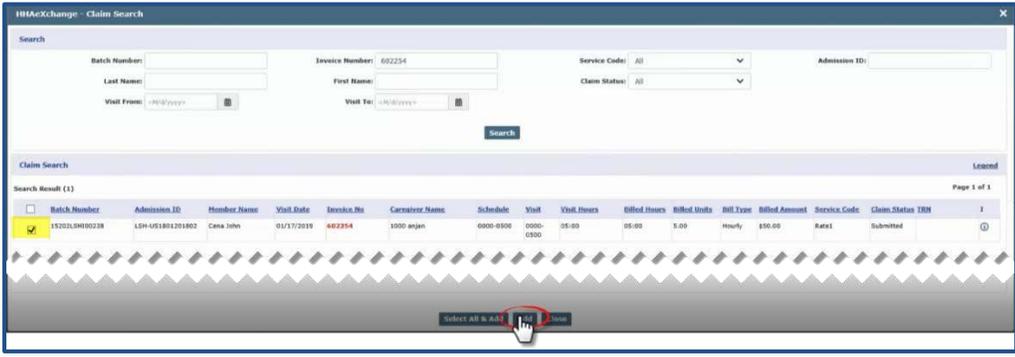
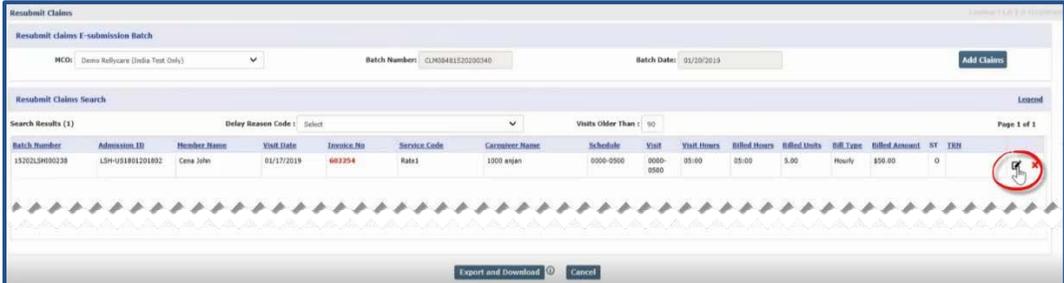
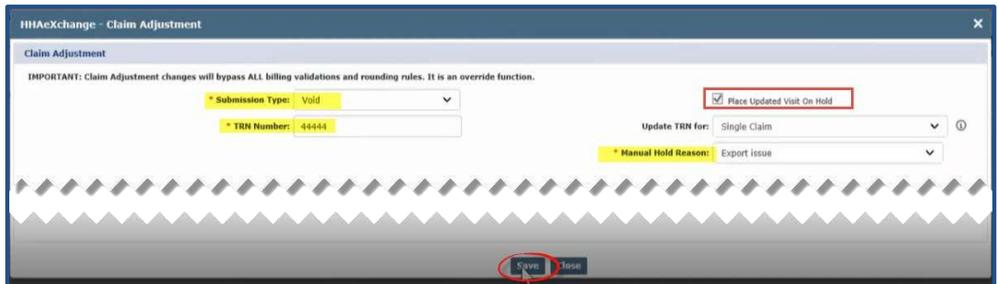
| Step | Action |
|----------|---|
| 1 | <p>Un-export Visit 1. Navigate to Billing > Search > Search by Invoice to find the Invoice associated with the visit.</p> <p>Note: The Invoice Number can be obtained from the Bill Info tab (click on the V: link on the Member Calendar to access).</p> |

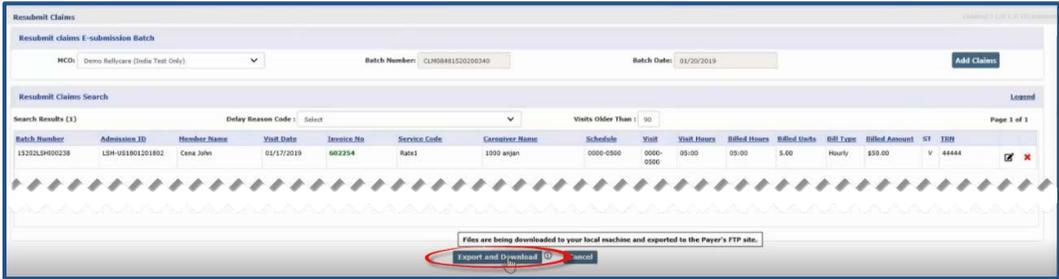
| Step | Action |
|------|---|
| 2 | <p>On the Invoice Search results screen, click on the Invoice Number link to open the Invoice Details page. On the <i>Invoice Details</i> page, click on the “Y” link under the Export Status column to change the Export Status.</p>  |
| 3 | <p>The <i>Update Export Flag to “No”</i> window opens. Enter the TRN number (sent with ERA by the Payer) and select the Apply TRN to all visits with this Invoice # checkbox. If all changes are completed on the same day, then DO NOT select the Place On Hold checkbox. Click Save.</p>  <p>Note: The visit and associated TRN is found in the Remittance File.</p> |
| 4 | <p>The Export Status changes to “N” (No).</p>  |
| 5 | <p>On the Batch Details page, click on the Member Name (link) to access the Member Profile/Calendar.</p>  |
| 6 | <p>On the Member’s Calendar, click on the V: link on Visit 2.</p> |

| Step | Action |
|------|--|
| |  |
| 7 | <p>Select the Bill Info tab and enter the TRN Number and Save.</p>  |
| 8 | <p>Once completed, the system automatically invoices the visits and generates an 837 Adjustment File and exports both visits/claims via the nightly process (overnight). To view, navigate to Admin > File Processing.</p> |

Resubmit as Void Due to Incorrect Billing to the Wrong Payer

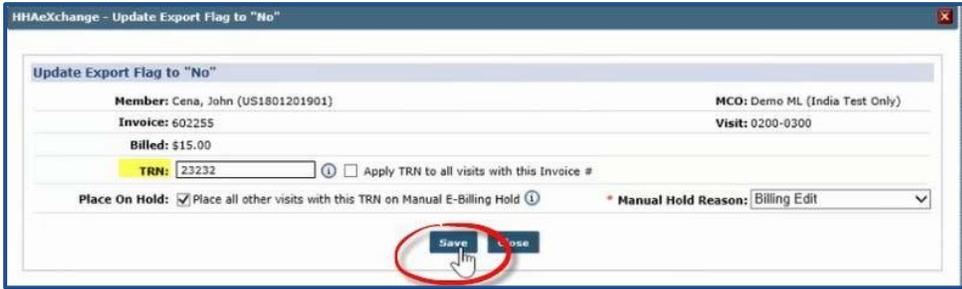
| | |
|-----------------|--|
| Scenario | Provider bills a Claim to the wrong Payer. |
| Solution | Void the Claim via the Rebilling Resubmission function for the incorrect Payer. Delete the Invoice and visit records allowing for a new original claim to the correct Payer. |

| Step | Action |
|----------|---|
| 1 | Navigate to Billing > Electronic Billing > Resubmit Claims function. |
| 2 | On the Resubmit Claims page, select the Payer (MCO) and click on the Add Claims button. |
| 3 | Search for the visit on the Claims Search window (enter the Invoice Number field). Note: The Invoice Number can be obtained from the Bill Info tab (click on the V: link on the Member Calendar to access). |
| 4 | On the Claims Search results, select the claim and click on the Add button.  |
| 5 | On the Resubmit Claims window, click the pencil icon to Edit the claim.  |
| 6 | The Claims Adjustment window opens. Select Void in the Submission Type field and enter the TRN Number . Upon selecting Void, the visit is automatically placed on Hold (preventing the system from re-exporting the claim). Select the Manual Hold Reason and click Save to continue.  |

| Step | Action |
|------|---|
| 7 | <p>Back on the <i>Resubmit Claims</i> window, click the Export and Download button. This completes the first part of this process. Proceed to the next step to “un-bill” the visit.</p>  |
| 8 | <p>Navigate to Billing > Invoice Search > Search by Invoice to locate the applicable Invoice.</p> |
| 9 | <p>On the Invoice Search results, click on the Invoice Number link.</p> |
| 10 | <p>On the <i>Invoice Details</i> page, click  to delete the visit and Invoice records.</p>  |
| 11 | <p>Select <i>Remove Visit from Invoice and Delete Visit Schedule and Confirmation</i> from the dropdown menu.</p>  |
| 12 | <p>The <i>Visit Delete</i> popup window appears. Select a Reason from the required field. Click Delete to finalize.</p>  |
| 13 | <p>The visit is now removed. A new visit can now be created and billed as usual to the correct Payer.</p> |

Resubmit as Adjustment Due to Updated Visit Information/Correction of Hours

| | |
|-----------------|--|
| Scenario | Provider bills a Claim. After Payer Adjudication, the Provider must make changes to Scheduled and/or Visit times. |
| Solution | Un-export visit(s) and remove from Invoices. Edit Schedule and Visit Times accordingly and re-invoice adding the TRN number. The system exports these claims as an <i>Adjustment</i> . |

| Step | Action |
|----------|---|
| 1 | Navigate to Billing > Invoice Search > Search by Invoice to locate the applicable Invoice. |
| 2 | On the Invoice Search results, click on the Invoice Number link. |
| 3 | <p>On the <i>Invoice Details</i> page, click on the Y link under Export Status to un-export the claim.</p>  |
| 4 | <p>The <i>Update Export Flag to "No"</i> window opens. Enter the TRN number (sent with ERA by the Payer) and select the Apply TRN to all visits with this Invoice # checkbox. If all changes are completed on the same day, then DO NOT select the Place On Hold checkbox. Click Save.</p>  <p>The Export Status changes to "N" (No).</p> <p>Note: The visit and associated TRN is found in the Remittance File.</p> |
| 5 | On the <i>Invoice Details</i> page, click on  to remove the visit from the Invoice. Select Remove Visit from Invoice from the dropdown menu. |

| Step | Action |
|------|--|
| | |
| 6 | <p>The <i>Visit Delete</i> popup window appears. Select a Reason from the required field. Click Delete to finalize.</p> |
| 7 | <p>Navigate to the Member's Calendar (Member > Search Member > Calendar). Notice that the Billed Status has changed to "N" (No).</p> |
| 8 | <p>Submit all edits and updates from your 3rd party EVV vendor via interface. Ensure to include the 3rd party invoice number.</p> |
| 9 | <p>Once completed, the system automatically invoices the visits and generates an 837 Adjustment File and exports both visits/claims via the nightly process (overnight). To view, navigate to Admin > File Processing.</p> |