* HAeXchange

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
Sechario	system.
	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
Solution	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 <i>Billing > Electronic Billing > Resubmit Claims</i> function.
2	On the <i>Resubmit Claims</i> page, select the Payer (MCO) and click on the <i>Add Claims</i> 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 <i>Claims Adjustment</i> window opens. Select <i>Adjustment</i> 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 <i>Save</i> to continue.



Step		Action
	Claim Adjustment All fields marked with an asterisk (*) are All fields marked with an asterisk (*) are idjustment in Billed Adjustment cha adjustment in Billed Adjustment in Usist Date 07/04/2021 TERN Number * 5tart Time 07/04/2021 0956 Billed Adj Hours () HHMM	equired. spes will bypass ALL billing validations and rounding rules. It is an override function. Make sure you have authorizations to cover any ours. Submission Type * Adjustment Void End Time Service Hours 07/04/2021 1159 02:00 TI Hours Billed Hours 02:00 () HHMM 02:00 () HHMM
7	Select Save Batch & Send. One Adjustment File and exports be navigate to <i>Admin > File Proce</i>	e completed, the system automatically generates an 837 oth Visits/Claims via the nightly process (overnight). To view, Assing.

Billing Review - On Hold Reason

Visits on Same Day/Service Code must be Billed on Same Invoice		
	 Provider invoices Visit 1 and the HHAX system exports the claim. 	
Scenario	 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. 	
	Un-Export Claim 1	
Solution	Add TRN Number to both Claims	
	As a result, HHAX exports both claims as an Adjustment	

Step	Action
	Un-export Visit 1. Navigate to <i>Billing > Search > Search by Invoice</i> to find the Invoice associated with the visit. <i>Note:</i> The Invoice Number can be obtained from the Bill Info tab (click on the V: link on the Member Calendar to access).
1	Primary Bill To: History Primary bill to: Demo Rellycare Service Code: Rate1 Bill Type: Hourly Sirvice Hours: 05:00 Sirvice Hours: 05:00 Billed: Y Invoice#: 602262 Invoice#: 602262 Invoice Creation Date: 01/20/2019 Billing Hold: No TRN Number: 1234 Image: Place Updated Visit on Hold (image: 1234



Step	Action
	On the Invoice Search results screen, click on the <u>Invoice Number</u> 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.
2	Invoice plendity Control of the
	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 <i>Save</i> .
3	Update Export Flag to "No" Member: Wick, John (US17012019) Invoice: 602262 Wisit: 0000-0600 Billed: \$60.00 TRN: Year Place On Hold: Year all other visits with this TRN on Manual E-Billing Hold ① * Manual Hold Reason: Billing Edit
	Note: The visit and associated TRN is found in the Remittance File.
4	The Expert Status changes to W (NO).
	On the Batch Details page, click on the <u>Member Name</u> (link) to access the Member Profile/Calendar
5	Interficient dation Batch Rumber: 1302(5400245 Tetal Annum # (±0.0) Tetal Annum # (±0.0) Tetal Annum # (±0.0) Tetal Visit Hours: Tetal Visit Hours: Tetal Visit Hours: State: Floring: Devider: Tetal Hours: State: Tetal Visit Hours: State: Tetal Visit Teram Method: Floring: Tetal Hours: Tetal Visit Teram
6	On the Member's Calendar, click on the \underline{V} : link on Visit 2.



Step	Action
	15 16 S:0000-0600 V:2000-0600 V:0000-0600 B: Y (06:00) 1000 IX 1000 IX 11200-1600 B: Y (06:00) V:1200-1600 B: Y (06:00) 1000 IX 22 23
7	Select the <i>Bill Info</i> tab and enter the TRN Number and <i>Save</i> .
_	Once completed, the system automatically invoices the visits and generates an 837 Adjustment
8	File and exports both visits/claims via the nightly process (overnight). To view, navigate to
	Autinin - rite Frocessing.



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 <i>Resubmit Claims</i> page, select the Payer (MCO) and click on the <i>Add Claims</i> 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 <i>Resubmit Claims</i> 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
	Back on the <i>Resubmit Claims</i> window, click the <i>Export and Download</i> button. This completes the first part of this process. Proceed to the next step to "un-bill" the visit.
7	Readwall Claims Control Claims Control Claims Control Claims Control Claims MCD_ Derow Rollware (Index Text Only) W Both Readware (Index Text Only) Add Claims MCD_ Derow Rollware (Index Text Only) W Both Readware (Index Text Only) Add Claims Readware (Index Text Only) W Both Readware (Index Text Only) No Leased Search Readware (Index Text Only) W Both Readware (Index Text Only) No Page 1 af 1 Readware (Index Text Only) Defore Reasone Caffer: (Index Text Only) Defore Reasone Caffer: (Index Text Only) Search Readware (Index Text Only) Page 1 af 1 Readware (Index Text Only) Defore Reasone Caffer: (Index Text Only) Search Readware (Index Text Only) Search Readware (Index Text Only) Page 1 af 1 122220500228 Life-Virgital Defore Reasone Caffer: (Index Text Only) Search Readware (Index Text Only) Search Readware (Index Text Only) Search Readware (Index Text Only) Figure 1 af 1 12220500228 Life-Virgital Defore Reasone Caffer: (Index Text Only) Search Readware (Index Text Only) 12220500228 Life-Virgital Defore Reaso
8	Navigate to <i>Billing > Invoice Search > Search by Invoice</i> to locate the applicable Invoice.
9	On the Invoice Search results, click on the <u>Invoice Number</u> link.
	On the Invoice Details page, click X to delete the visit and Invoice records.
10	Provide Delails Provide Delails <t< th=""></t<>
11	Select Remove Visit from Invoice and Delete Visit Schedule and Confirmation from the dropdown menu.
12	The Visit Delete popup window appears. Select a Reason from the required field. Click Delete to finalize.
13	The visit is now removed. A new visit can now be created and billed as usual to the correct Payer.

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	On the Invoice Details page, click on the ⊻ link under Export Status to un-export the claim.
4	The Update Export Flag to "No" 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.
	Note: The visit and associated TRN is found in the Remittance File.
5	On the <i>Invoice Details</i> page, click on M to remove the visit from the Invoice. Select Remove Visit from Invoice from the dropdown menu.



Step	Action		
	Invoice Details	Limited YLG LE TERMUN	
	Invoice	Rack	
		H Invoice Number: 602255 Edit Admission ID: US1801201901	
		Member Name: Cena John Address: XXXXXX	
		Total Hours: 1:0 Total Amount: \$15.00 Batch Date: 01/18/2019 Batch Number: 000415H00112	
		Office: NPI:	
		Office Address: Secondary Identifier:	
	Search Results (1) PrintInvoice Print		
	Visits Visit Date Admission	JD Member Name Provider Name Caregiver IN Car. OI OI Amount Export Status manual Status	
	01/18/2019 US180120	901 Cena John LifeSaver Home Care SC Sar Sar \$15.00 Remove Visit from Invoice	
	L	Deleter Viet from Visit Conh. Addin visiblet Remove Visit Conh. Addin Visit Conh. Visit Conh. Addin Visit Schedule and Deleter Visit Schedule and	
	The Visit Delete p	opup window appears. Select a Reason from the required field. Click Delete	
6	to finalize.		
		Visit Delete	
		Vieit 0000-0500 Vieit House: 05:00	
		Total Amount: 50.00	
		* Reason: Default	
		Notes:	
		Delete	
	New instants the Manufactor Color day (Manufactor Council Manufactor Color day). Notice that the		
7 8	Navigate to the Member's Calendar (<i>Member's Search Member's Calendar</i>). Notice that the		
	Billed Status has changed to "N" (NO).		
	Submit all edits and updates from your 3rd party EVV vendor via interface. Ensure to include		
	the 3rd party invoice number.		
9	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 .		