

# HHAExchange EDI Provider Training

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# Agenda



-  Prebilling
-  Billing Review
-  Rebilling
-  Claim Status Review
-  Support Resources



# Training

# Prebilling



- Prebilling Review allows you to check your visits against key compliance edits prior to submitting your claims
- It is highly recommended you correct the issues identified prior to submitting your claims for billing
- The system offers multiple filters to allowing you to check for specific areas of concern

1. No Authorization
2. Overlapping Shifts
3. Incomplete Confirmations



## Provider System Training

### *Integrating with HHAeXchange: EDI Post-Integration Processes*

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# ➤ Billing Review



Billing Review is another exception page which checks visit information against export requirements specific to each Payer. If a visit violates a rule set by a Payer, it is held at Billing Review until the error is corrected.

- Pending Billing of additional shifts on the same day
- Visits on the same/service code must be billed on the same invoice
- DX Code may fail for specificity
- Missing DX Code



## Provider System Training

### *Integrating with HHAeXchange: EDI Post-Integration Processes*

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# DX Code may fail for specificity

## Billing Review



- Diagnosis codes that are sent via the EDI interface override diagnosis codes that you may have set-up on the authorization.
  - Only for contracts with provider-managed diagnosis codes. Does **not** apply to contracts with payer-managed diagnosis codes
- All codes included in your EDI file are applied to the visit.
- If any of the codes submitted are invalid, the visit will be placed on hold.

<b>Diagnosis Code</b>	Patient diagnosis code attributed to the visit. <b>Required when:</b> If visit is confirmed or billed. <b>Format:</b> Pipe ( ) separated list of the DX codes; for example: H00 B99 U99. Field must be alpha numeric and contain up to 3-7 characters (including the decimal), special characters are not allowed.	Text	Situational	208	T
	<b>Note:</b> Up to 26 Diagnosis Codes can be passed for a single record.				
	Refer to the <i>EDI Code Table Guide</i> for your specific Payer(s).				

V5 Import guide

# DX Code may fail for specificity

Billing Review



To resolve the hold:

1. Un-invoice
2. Submit the updated diagnosis code(s) in a new file on the same day.

**Visits must be un-invoiced in HHAeXchange to allow for changes to be imported.**

- An import status of “Success” indicates that the changes were applied successfully.
- An import status of “Success. Visit is already billed.” indicates that the visit was still invoiced when the data was processed and **no** changes were applied to the visit.

# DX Code may fail for specificity



## Billing Review

To resolve the hold via the interface:

1. Submit the visit with the updated diagnosis code and a Submission Type of 'Original'

To resolve the hold manually:

1. Un-invoice
2. Submit all edits and updates from your 3<sup>rd</sup> party EVV vendor via the interface on the same day.

Step	Action
1	Navigate to <b>Billing &gt; Invoice Search &gt; Search by Invoice</b> to locate the applicable Invoice.
2	On the Invoice Search results, click on the <a href="#">Invoice Number</a> link.
3	On the <i>Invoice Details</i> page, click on <b>X</b> to remove the visit from the Invoice. Select <b>Remove Visit from Invoice</b> from the dropdown menu.

\*Depending on your portal, the dropdown may say "Delete Visit" instead. Select this option.

4	<p>The <i>Visit Delete</i> popup window appears. Select a <b>Reason</b> from the required field. Click <b>Delete</b> to finalize.</p>
5	Navigate to the Member's Calendar ( <b>Member &gt; Search Member &gt; Calendar</b> ). Notice that the <b>Billed Status</b> has changed to "N" (No).

# Managing Diagnosis Codes

Authorization Level  
Invoice Level

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# Rebilling



- Rebilling via the EDI interface is an option if your EVV vendor has the capability to do so. Reach out to your vendor to discuss the workflow.
  - Otherwise, manual rebilling process must be followed
- Review the EDI Code Table Guide for your market for a list of the required fields when submitting a rebilling file.

<b>Submission Type</b>	Possible Values: <b>Original, Adjustment, or Void</b> <b>Required when:</b> <ul style="list-style-type: none"> <li>• <b>Original:</b> If hours or billed amount needs to be adjusted/corrected and claim has not been paid.</li> <li>• <b>Adjustment:</b> If hours or billed amount needs to be adjusted/corrected.</li> <li>• <b>Void:</b> If visit needs to be deleted/reversed.</li> </ul> <i>Note: Is Deletion should be marked as 'Y' if visit is voided.</i>	Text	Situational	20	BF
<b>TRN Number</b>	<b>Required when:</b> If visit is adjusted or voided.  TRN is not required if claim is billed as Original.	Text	Situational	20	BG

# ➤ Manual rebilling process

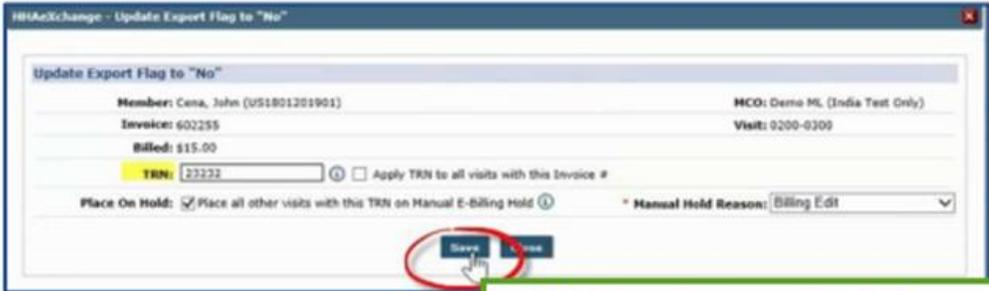


<b>Scenario</b>	Provider bills a Claim. After Payer Adjudication, the Provider must make changes to any of the visit data.
<b>Solution</b>	Un-export visit(s) and remove from Invoices. Submit a new file with changes and re-invoice adding the TRN number. The system exports these claims as an Adjustment. If a TRN is not added, the system exports these claims as an Original.

1. Un-export
2. Add TRN
3. Un-invoice
4. Submit EDI file with updated visit information with invoice number.
5. Visit is automatically re-invoiced and re-exported.

# ➤ Manual rebilling process (continued)



Step	Action
1	Navigate to <b>Billing &gt; Invoice Search &gt; Search by Invoice</b> to locate the applicable Invoice.
2	On the Invoice Search results, click on the <a href="#">Invoice Number</a> link.
3	<p>On the <i>Invoice Details</i> page, click on the <u>Y</u> link under <b>Export Status</b> 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 <b>Apply TRN to all visits with this Invoice #</b> checkbox. If all changes are completed on the same day, then <b>DO NOT</b> select the <b>Place On Hold</b> checkbox. Click <b>Save</b>.</p>  <p>The <b>Export Status</b> changes to "N" (No).</p> <p><b>Note:</b> The visit and associated TRN is found in the Remittance File.</p>

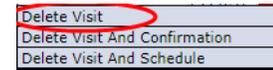
- If your portal is missing the Y link under Export Status please email [support@hhaexchange.com](mailto:support@hhaexchange.com)

# ➤ Manual rebilling process (continued)



5	<p>On the <i>Invoice Details</i> page, click on <b>X</b> to remove the visit from the Invoice. Select <b>Remove Visit from Invoice</b> from the dropdown menu.</p>
	
6	<p>The <i>Visit Delete</i> popup window appears. Select a <b>Reason</b> from the required field. Click <b>Delete</b> to finalize.</p> 
7	<p>Navigate to the Member's Calendar (<b>Member &gt; Search Member &gt; Calendar</b>). Notice that the <b>Billed Status</b> 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 <b>Admin &gt; File Processing</b>.</p>

\*Depending on your portal, the dropdown may say "Delete Visit" instead. Select this option.



- Email [support@hhaexchange.com](mailto:support@hhaexchange.com) for assistance with manual rebilling.



## Rebilling Process

# ➤ Claim Status Review



- Billing > Invoice Search > By Visit
- Please reach out to [Support@hhaexchange.com](mailto:Support@hhaexchange.com) for any claim status issues.

<u>Service Code</u>	<u>Billed Units</u>	<u>Rate</u>	<u>TT Hrs</u>	<u>TT Rate</u>	<u>OT Hrs</u>	<u>OT Rate</u>	<u>Amount</u>	<u>Contract</u>	<u>Export Status</u>	<u>E-billing manual Hold</u>	<u>Claim Status</u>
T1019:U1	20.00	\$27.40		\$27.40		\$0.00	\$137.00		Y	N	Accepted (277ca) X
T1019:U1	20.00	\$27.40		\$27.40		\$0.00	\$137.00		Y	N	Accepted (277ca) X
T1019:U1	20.00	\$27.40		\$27.40		\$0.00	\$137.00		Y	N	Accepted (277ca) X
T1019:U1	40.00	\$27.40		\$27.40		\$0.00	\$274.00		Y	N	Accepted (277ca) X
T1019:U1	40.00	\$27.40		\$27.40		\$0.00	\$274.00		Y	N	Accepted (277ca) X
T1019:U1	40.00	\$27.40		\$27.40		\$0.00	\$274.00		Y	N	Accepted (277ca) X
T1019:U1	24.00	\$27.40		\$27.40		\$0.00	\$164.40		Y	N	Accepted (277ca) X

# Claim Status Report



## Report > Billing > Claim Status Report

Admission ID	Medicaid Number	Patient Name	Office	Caregiver Name	Visit Time/Supply/Expense	Billed Hours	Service Code	Billed Units	Rate	Travel Time Hours (TT Hrs)	Travel Time Rate (TT Rate)	Overtime Hours (OT Hrs)	Overtime Rate (OT Rate)	Amount	Contract	Export Status	E-Billing Manual Hold	Claim Status	Claim Status Reason
KHC-900046	213123121X	Clause Santa	PE Home and Healthcare Demo	Green Molly	0900-1000	01:00	T1019:U1	4	\$36.00		\$36.00		\$0.00	\$36.00	Demo MCO (KHC)	Yes	N	Accepted (277ca)	A1:Acknowledgment/Receipt-The claim/encounter has been received. This does not mean that the claim has been accepted for adjudication 20:Accepted for processing
KHC-900046	213123121X	Clause Santa	PE Home and Healthcare Demo	Green Molly	1130-1745	06:15	T1019:U1	25	\$36.00		\$36.00		\$0.00	\$225.00	Demo MCO (KHC)	Yes	N	Rejected (277ca)	A3:Acknowledgment/Returned as unprocessable claim-The claim/encounter has been rejected and has not been entered into the adjudication system 21:Missing or invalid information. Usage: At least one other status code is required to identify the missing or invalid information
KHC-900046	213123121X	Clause Santa	PE Home and Healthcare Demo	Green Molly	0800-1030	02:30	T1019:U1	10	\$36.00		\$36.00		\$0.00	\$90.00	Demo MCO (KHC)	Yes	N	Accepted (277ca)	A1:Acknowledgment/Receipt-The claim/encounter has been received. This does not mean that the claim has been accepted for adjudication 20:Accepted for processing



# Support Resources

# State Info Hub



- To ensure you stay up to date on all the information for this project, please visit our State Info Hub
- The State Info Hub will be your primary source of information throughout this implementation
- The website also contains all documents such as welcome packets and training links

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

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## Provider Info Center

Homecare providers: here is your go-to source for the most up-to-date training, forms, EDI processes, FAQs, and contact information.

Search by Title  Filter by State All ▾

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Arkansas State Medicaid PASSE [Go to Info Hub →](#)
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New Jersey CSOC Information Center [Go to Info Hub →](#)



## HHaEXchange Support



### State Info Hub

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



### Email

[Support@hhaexchange.com](mailto:Support@hhaexchange.com)  
[EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)



### Phone

1-855-400-4429

## Payer Support



**Contact your provider  
relations representative**

# Provider Resources