Our Webinar Will Begin Shortly

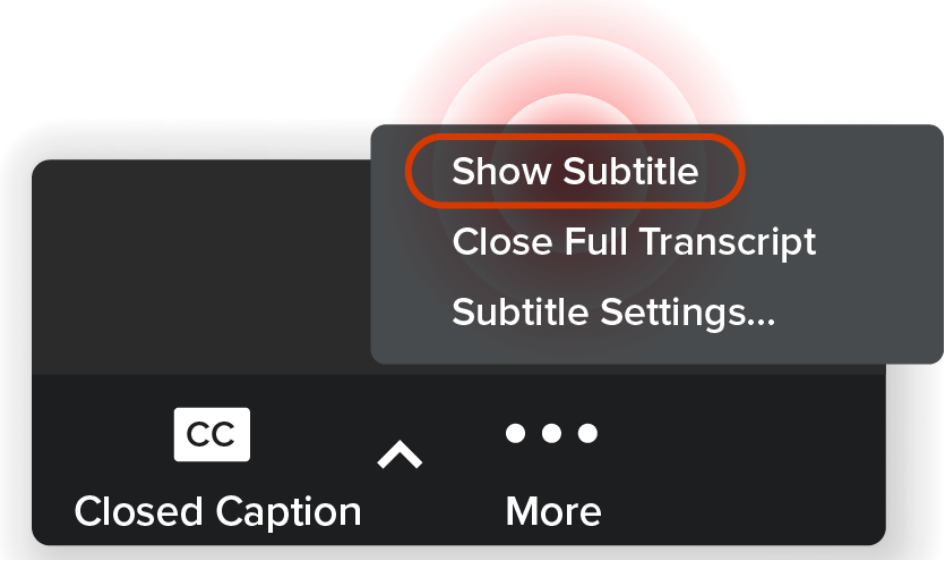
The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

© 2024 HHAeXchange

Accessibility Options

Enabling Closed Caption

- This webinar is being recorded. We will email the recording and slides after the session.
- Your camera and mics are turned off.
- Q&A at the end. Please submit your questions in the Q&A box.
- This webinar is Closed Caption enabled.
- Please proceed by selecting the Closed Caption option at the bottom of your screen to enable feature.



Florida: Milestone 5 Training

Billing Management

September 2024

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

© 2024 HHAeXchange

Milestone 5 : FL AHCA Agenda

- Map to EVV Mastery
- Prebilling
- Invoicing
- Billing Review
- E-Billing
- Rebilling
- Key Takeaways
- Next Steps
- Questions

© 2024 HHAeXchange

HHAeXchange

THE MAP TO EVV MASTERY

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition

Provider Milestones

Beginnings Base Camp

Onboarding Form
✓ Submitted

Information Sessions
✓ Register and Attend

Get Moving Mountain

Milestone: EDI Onboarding : Aug 22

Milestone 1: Portal Access *(New Providers) : August 27*

Milestone 2: Payer Contracts *(All Providers): Aug 28*

EVV Foundations Forest

Milestone 3: Payer Data and Scheduling: Sept 5

Milestone 4: EVV Management: Sept 13

Begin Billing Bay

Milestone 5: Billing Sept 17

Milestone: EDI Post Integration Sep 19

Provider Go Live: Oct 1, 2024

© 2024 HHAeXchange

Key Takeaways

Throughout today's training presentation, you will see this icon. It highlights important information, which we will summarize as key takeaways at the end of today's training.

© 2024 HHAeXchange

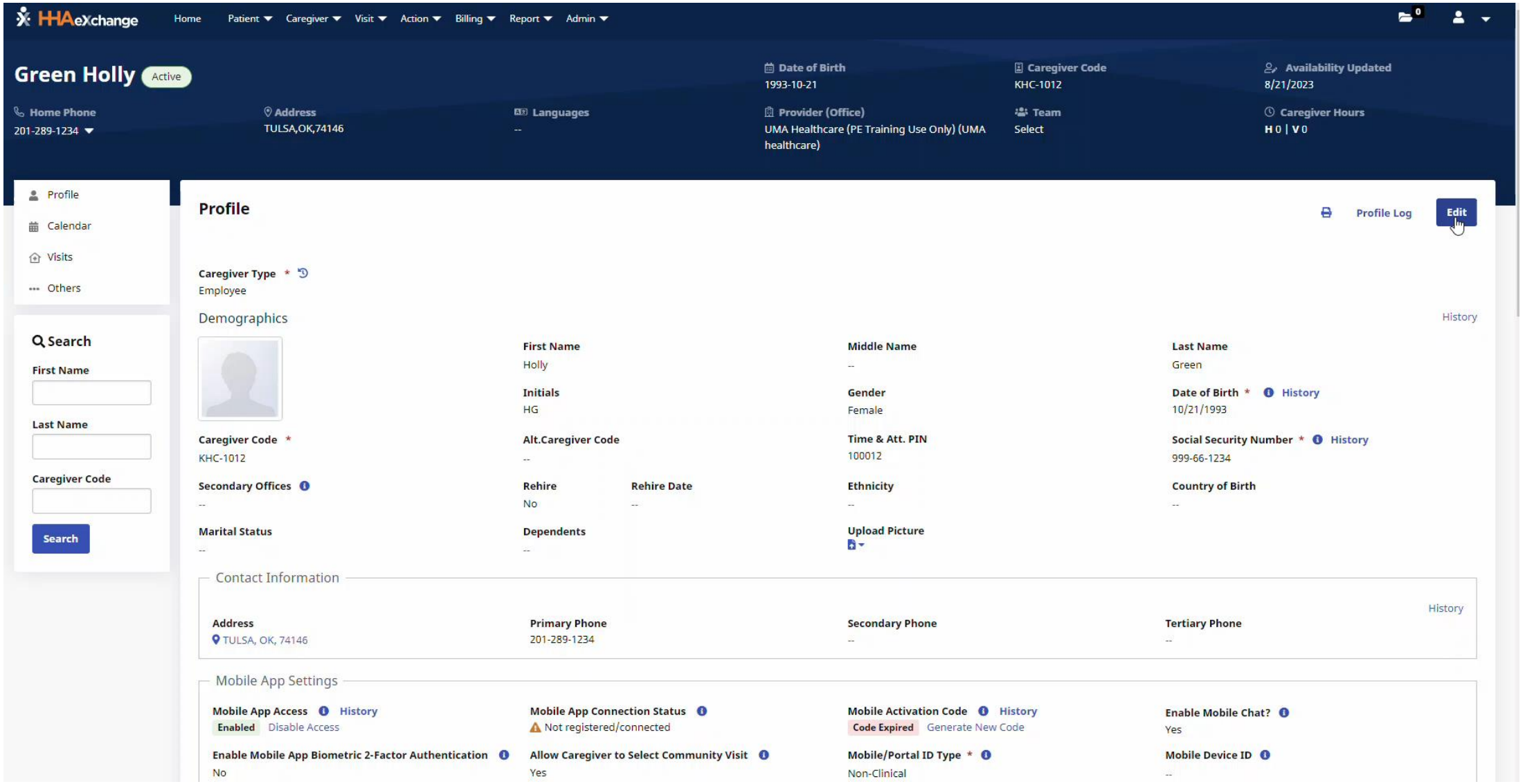
Reminder Action for Rendering Caregivers

Caregiver's NPI is required for these Service Codes

Service Codes
S9124:SQ:TT:UF - SOE
S9122:TT:UF - SOE
S9122:UF - SOE
S9122:TT - SOE
S9122 - SOE
S9122:TT:UF
S9122:UF
S9122:TT
S9122

© 2024 HHAeXchange

Rendering Caregiver :

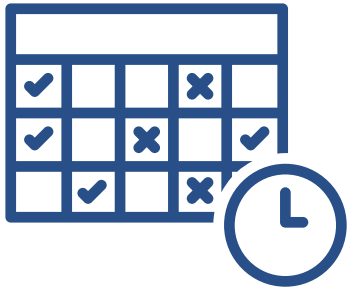


© 2024 HHAeXchange

Billing in HHAeXchange

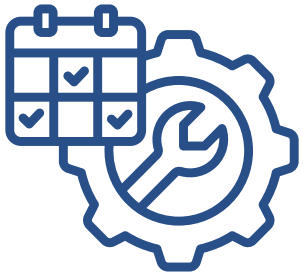
© 2024 HHAeXchange

Billing Workflow



Caregiver completes EVV

+



Provider manages visit maintenance

Step 1
Prebilling

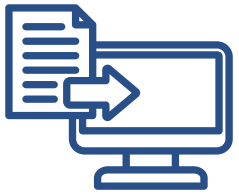
Prepare and verify data

Step 2
Invoicing

Generate an invoice

Step 3
Billing Review

Review and finalize invoice



Step 4
eBilling

Submit invoices electronically

Prebilling

What is Prebilling ?

- **Review and resolve billing issues before invoicing visits. A good practice is to check this daily.**

What prebilling issue occur in HHAeXchange?

- **Incomplete Confirmation**
- **Authorization**
- **Unbalance Visit**
- **Overlapping Shifts**
- **Temp Caregiver**

Note: *Manually confirmed visits will not be in compliance.*

HHAeXchange Standard System Terminology	Corresponding Terminology		
CONTRACT / PAYER	– FFS – HHS	– MCO – State	– Plan
PATIENT / MEMBER	– CDS Employer – Consumer	– Recipient – Client	– Participant – Beneficiary
CAREGIVER	– Aide – Homecare Aid – Homecare Worker	– Worker – Direct Care Worker – Service Provider	– Attendant – CDS Employee
AGENCY / PROVIDER	– FMSA – Vendor	– Program Provider	
COORDINATOR	– Care Coordinator – Case Coordinator	– Service Coordinator – Care Types	
UNITY NUMBER	– EMPI – Master Patient Number	– Shared Patient Number	
SECONDARY IDENTIFIER	– MPI – Promise Code		

HHAeXchange Prebilling Demo

© 2024 HHAeXchange

Invoicing

What is Invoicing ?

- **EVV confirmed or manually confirmed visits can now be billed.**

How to invoice in HHAeXchange?

1. **Create an Invoice Batch**
2. **Print Invoice**

Note: *Ensure billing rates are entered under your Contract/ Service Codes*

HHAeXchange Invoicing Demo

© 2024 HHAeXchange

Billing Review

What is Billing Review ?

- **Review and resolve billing hold specific to FL AHCA**

What billing review issue occur in HHAeXchange?

- **Missing Diagnosis Code**
- **Pending Billing of Additional Shifts on Same Day**

Note: *Ensure diagnosis codes are entered in patient's profile.*

HHAeXchange Billing Review Demo

© 2024 HHAeXchange

E- Billing

What is E- Billing ?

- Electronically submit claims to FL AHCA and or rebill.

- How to create an e-billing batch?

1. Navigate to Billing > Electronic Billing > E-Submission Batches.
2. The E-Submission Batches page opens. Click the Add Original Claims to create a batch
3. Select contract, add claims, click on Search
4. Select claims that will be billed, select Add
5. Lastly click on Save Batch & Send

HHAeXchange E- Billing Demo

© 2024 HHAeXchange

Rebilling

What is Rebilling ?

- **If Payer rejects a claim, provider can adjust or void and electronically resubmit claim to FL AHCA.**

How to re-bill batch if there was a discrepancy in the original claim you sent, you can rebill with the changes that were needed.

1. **Navigate to Billing > Electronic Billing > E-Submission Batches.**
2. **The E-Submission Batches page opens. Select the Add Resubmit Claims button, Select a Contract, then add claims.**
3. **Search claim by invoice batch number or click on search.**
4. **Select the claim then click on add.**
5. **Select on the pen/paper icon under claim, determine if its adjustment or void.**
6. **Insert TRN number also known as Claim Reference number to resubmit adjustment or void**
7. **Click on save then Save Batch & Send**

Note: *Ensure you have the TRN number also known as Claim Reference number when rebilling.*

HHAeXchange Rebilling Demo

© 2024 HHAeXchange

Key Takeaways

© 2024 HHAeXchange

Key takeaways

- *Manually confirmed visits will not be in compliance.*
- *Ensure billing rates are entered under your Contract/ Service Codes.*
- *Ensure diagnosis codes are entered in patient's profile*
- *Ensure you have the TRN number also known as claim reference number when rebilling.*

© 2024 HHAeXchange

Next Steps

© 2024 HHAeXchange

Provider Milestones

Beginnings Base Camp

Onboarding Form
✓ Submitted

Information Sessions
✓ Register and Attend

Get Moving Mountain

Milestone: EDI Onboarding : Aug 22

Milestone 1: Portal Access *(New Providers) : August 27*

Milestone 2: Payer Contracts *(All Providers): Aug 28*

EVV Foundations Forest

Milestone 3: Payer Data and Scheduling: Sept 5

Milestone 4: EVV Management: Sept 13

Begin Billing Bay

Milestone 5: Billing Sept 17

Milestone: EDI Post Integration Sep 19

Provider Go Live: Oct 1, 2024

© 2024 HHAeXchange

Post Go Live Support

Open Hours: October 1st

Open Hours: October 8th

Open Hours: October 15th

Open Hours: October 22nd

© 2024 HHAeXchange

Provider Resources

The State Info Hub will be your primary source of information throughout this implementation to stay up to date on all information and dates.

HHAeXchange
Florida Info Hub
Florida Information Center | HHAeXchange

FL Medicaid Web Portal Website
Florida Medicaid Web Portal.

© 2024 HHAeXchange

How To Resources: Milestone 5

Knowledge Base: Getting Started

- Billing Walkthrough Overview
- How to Resolve Incomplete Confirmation
- How to Resolve Authorization
- How to Resolve Unbalance Visit
- How to Resolve Overlapping Shifts
- How to Resolve Missing Diagnosis Code
- How to Print Invoice and Duty Sheets
- How to Create an Invoice Batch
- How to Resolve Temp Caregiver

© 2024 HHAeXchange

Questions?

Register for
Open Hours (1)

© 2024 HHAeXchange