

Michigan Training

Agenda



- **IVR Overview**
- **Resolving Top Billing Holds**
- **Resolving Common EDI Issues**
- **Resources/Survey**

IVR Overview

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Interactive Voice Response



What is IVR?

Interactive Voice Response (IVR) is an EVV method used for caregivers to clock in and out of patient visits.

Who is it for?

- Caregivers that may not have access to the HHAeXchange+ Mobile app.

It requires:

- IVR Phone Number
- Caregiver's unique time and attendance pin
- Patient's landline phone





Interactive Voice Response

Requirements



How do I receive an IVR line?

- Contact the State of MI to request an English and/or non-English IVR line.
- This email is: MDHHS-HomeHealthandHospice@michigan.gov

Where is the Caregiver Time & Attendance Pin located?

- Navigate to **Caregiver > Search Caregiver > Time & Attn. Pin** is in the profile


Where is the Patient's Landline located?

- Navigate to **Patient > Search Patient**

Profile Profile Log [Edit](#)

Service Provider Type * ↻
Employee

Demographics History



First Name
Sloane

Initials
SM

Middle Name
Alexandra

Gender
Female

Last Name
McVee

Date of Birth * History
01/01/1990

Service Provider Code *
PGB-1001

Secondary Offices ⓘ

Marital Status

Alt. Service Provider Code

Rehire **Rehire Date**
No

Dependents

Time & Att. PIN
100001

Ethnicity

Upload Picture ↻

Social Security Number * ⓘ
[History](#)
555-55-5555

Country of Birth
United States

DeRosa Tiffany Active

Home Phone
214-687-5967 ▼

Address

Languages
English

Date of Birth
01/02/1945

Payer
Private Pay 1

Member [Alt ID]
-- [--]


Coordinators
Amanda Hartman

Admission ID
PGB-900001


Office
Devotion Homecare



IVR Walkthrough

A woman with dark hair, wearing a black and white striped long-sleeved shirt and blue jeans, is standing in a modern living room. She is holding a smartphone to her ear and has her other hand raised in a gesture. The room features light wood paneling on the walls, a yellow sofa, and large windows. A thought bubble above her contains text.

Caregiver dials IVR phone number from Patient's Landline.

A 3D rendered male customer service agent with brown hair, a beard, and a friendly expression. He is wearing a light blue dress shirt, a dark blue tie, and a black headset with a microphone. A speech bubble points from him towards the center of the image.


Welcome to HHAeXchange! Press 1 for call in, press 2 for call out.

A woman with braided hair, wearing a black and white striped sweater and blue jeans, stands in a modern living room with light wood floors and walls. She is looking down at a smartphone in her hands. In the background, there is a bright yellow sofa, a large window with a view of mountains, and a kitchen area with white cabinets and a wooden countertop. A thought bubble is positioned above her head.


Caregiver dials 1.

A 3D rendered male customer service agent with brown hair, a beard, and a friendly expression. He is wearing a light blue dress shirt, a dark blue tie, and a black headset with a microphone. A speech bubble is positioned to his left.

Enter Assignment ID.

A woman with braided hair, wearing a black and white striped sweater and blue jeans, stands in a modern living room with light wood walls and a yellow sofa. She is looking down at her smartphone. A thought bubble above her contains the text 'Caregiver enters Time & Attendance PIN.'


Caregiver enters Time &
Attendance PIN.


A 3D rendered male customer service agent with brown hair, a beard, and a friendly expression. He is wearing a light blue dress shirt, a dark blue tie, and a black headset with a microphone. A speech bubble points from him towards the center of the image.

If this is correct, press 1, or press 2 to re-enter.

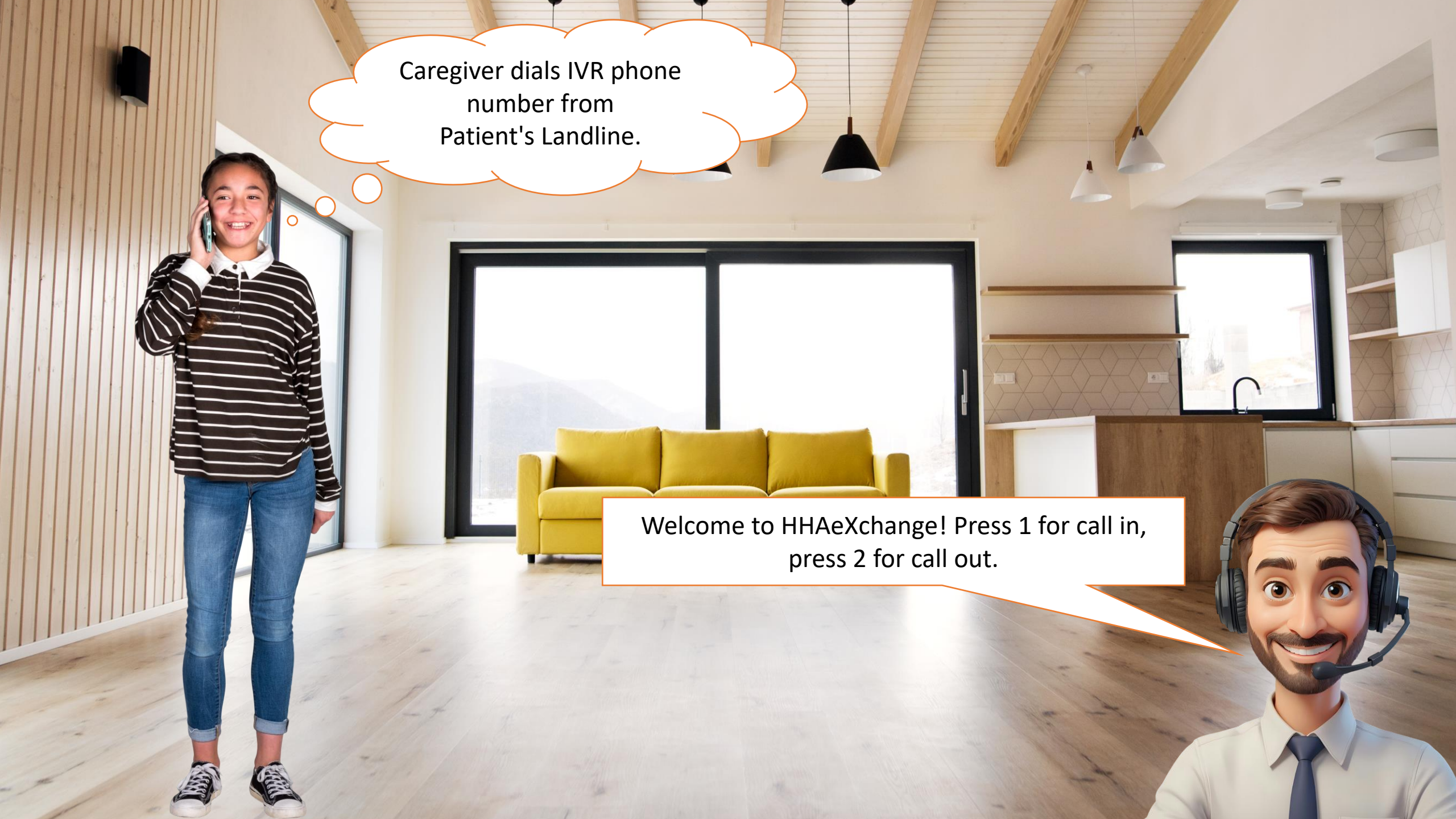
Caregiver enters 1 and hangs up to start their shift.




- 
- A young girl with braids, wearing a striped sweater and jeans, stands in the center of a bright, modern living room. She is holding a large white sign with a list of services. The room features a high ceiling with exposed wooden beams, a yellow sofa, and large windows. In the background, an older woman is visible in the kitchen area.
- Assists with personal care
 - Provides companionship
 - Light housekeeping

A young girl with braids, wearing a striped shirt and jeans, gives a thumbs up. In the background, an older woman in a light-colored shirt and dark pants takes a selfie with her smartphone. The room features a yellow sofa, large windows, and a kitchen area.

Tasks are complete and it's
time to clock out!

A young woman with dark hair, wearing a black and white striped long-sleeved shirt and blue jeans, is standing in a modern living room. She is smiling and talking on a mobile phone held to her ear. The room features light wood paneling on the walls, a yellow sofa, and large windows overlooking a mountainous landscape. A kitchen area is visible in the background. A thought bubble above her contains text.

Caregiver dials IVR phone
number from
Patient's Landline.

A 3D rendered male customer service agent with brown hair, a beard, and a friendly expression. He is wearing a light blue dress shirt, a dark blue tie, and a black headset with a microphone. A speech bubble points from him towards the center of the image.


Welcome to HHAeXchange! Press 1 for call in,
press 2 for call out.

A woman with braided hair, wearing a black and white striped sweater and blue jeans, stands in a modern living room. She is looking down at a smartphone in her hands. The room features light wood flooring, a yellow sofa, and large windows with a view of mountains. A kitchen area is visible in the background. A thought bubble is positioned above her, and a speech bubble is positioned below her.


Caregiver dials 2.

Enter Assignment ID.

A 3D rendered man with brown hair and a beard, wearing a light blue shirt, a dark tie, and a headset with a microphone. He is smiling and looking towards the camera. A speech bubble points from him towards the center of the image.

A woman with braided hair, wearing a black and white striped sweater and blue jeans, stands in a modern living room with light wood walls and a yellow sofa. She is looking down at a smartphone in her hands. A thought bubble above her contains the text 'Caregiver enters Time & Attendance PIN.'

Caregiver enters Time &
Attendance PIN.

A 3D rendered male customer service agent with brown hair, a beard, and a friendly expression. He is wearing a light blue dress shirt, a dark blue tie, and a black headset with a microphone. A speech bubble points from him towards the center of the image.

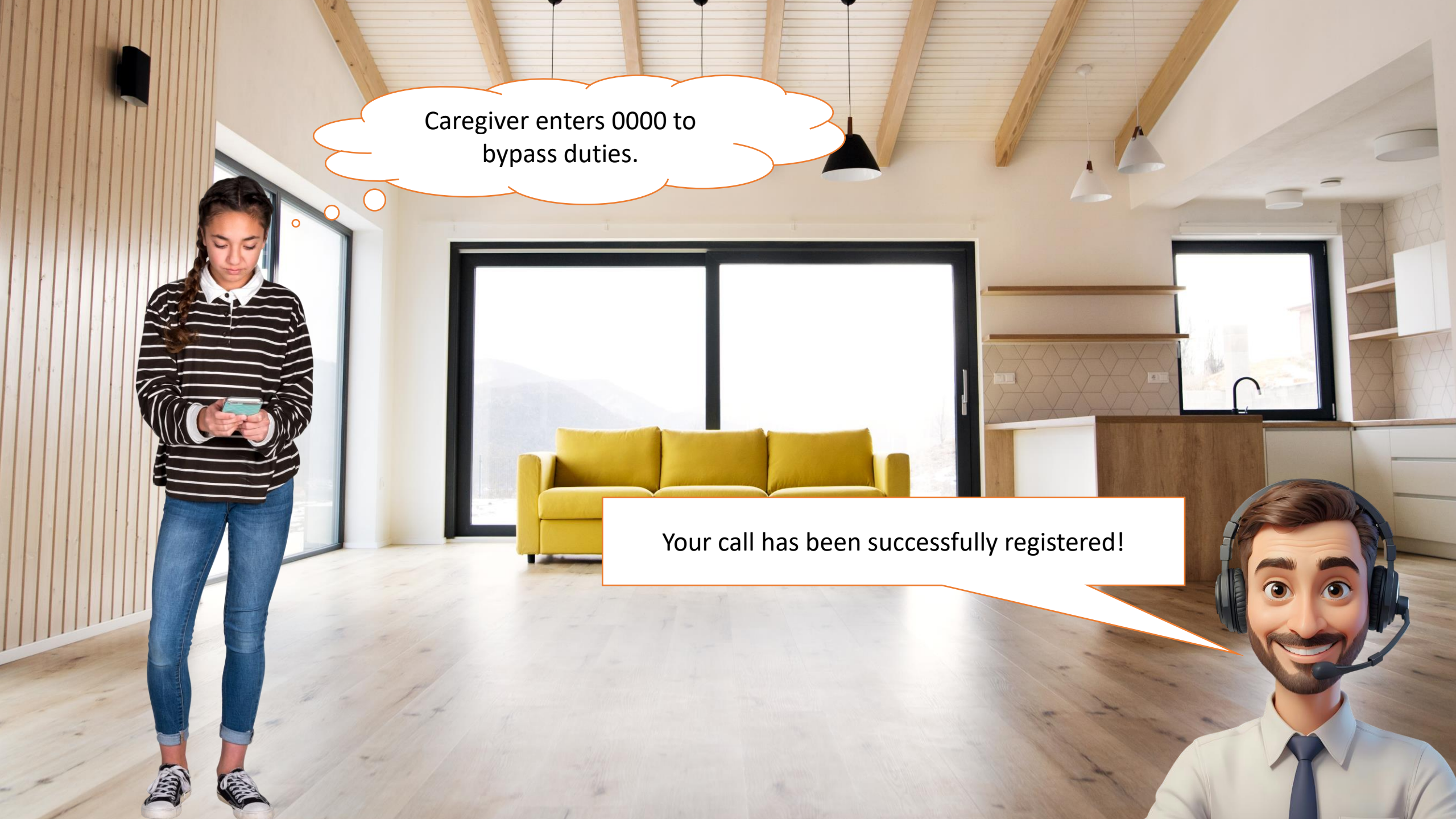
If this is correct, press 1, or press 2 to re-enter.

A woman with braided hair, wearing a black and white striped sweater and blue jeans, stands in a modern living room. She is looking down at a smartphone in her hands. The room features light wood flooring, a yellow sofa, and large windows with a view of mountains. A kitchen area is visible in the background. A thought bubble is positioned above her, and a speech bubble is positioned below her.


Caregiver dials 1.

Enter the Duty ID.

A 3D rendered man with brown hair and a beard, wearing a light blue shirt, a dark tie, and a headset with a microphone. He is smiling and looking towards the camera. A speech bubble points from him towards the woman in the living room.

A woman with braided hair, wearing a black and white striped sweater and blue jeans, stands in a modern living room with light wood walls and a yellow sofa. She is looking down at her smartphone. A thought bubble above her contains text.

Caregiver enters 0000 to
bypass duties.

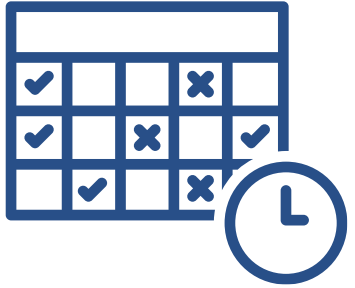
A 3D rendered male customer service agent with brown hair, a beard, and a friendly expression. He is wearing a light blue shirt, a dark tie, and a black headset with a microphone. A speech bubble points to him from the left.

Your call has been successfully registered!

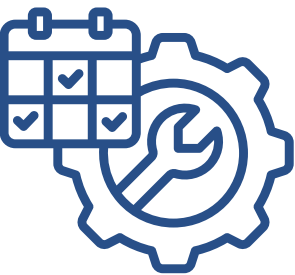


Resolving Top Billing Holds

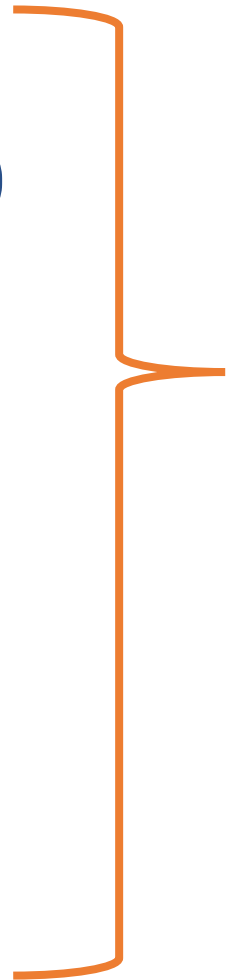
Billing Workflow Overview



Caregiver completes EVV



Provider manages visit maintenance



**Step 1
Prebilling**

Prepare and verify data



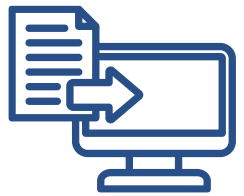
**Step 2
Invoicing**

Generate an invoice



**Step 3
Billing Review**

Review and finalize invoice



**Step 4
eBilling**

Submit invoices electronically

Adding an Attending Physician



Steps to resolve:

1. Navigate to **Patient > Search Patient**
2. Click into patient name.
3. Click on **Profile** in left navigation, then click **Edit**.
4. Scroll to the **Physician** section, click **Add Physician**.
5. Search for physician and click **Add**.
6. Click **Save**.

Physician

First Name *	<input type="text" value="Tom"/>	Last Name *	<input type="text" value="Jones"/>
NPI	<input type="text" value="1234567890"/>	License No	<input type="text"/>
License Expiration Date	<input type="text" value="mm/dd/yyyy"/>	Suspension Date	<input type="text" value="mm/dd/yyyy"/>
Revoke Date	<input type="text" value="mm/dd/yyyy"/>	Status	<input type="text" value="Active"/>



Missing Primary Diagnosis Code

Authorizations not required



Steps to resolve:

1. Navigate to **Patient > Search Patient**
2. Click into patient name.
3. Click on **Payers/Insurance** in left navigation.
4. On the payer, click the **ellipses** under **Action** to select **Patient Diagnosis Code Override**.
5. Click **Add**.
6. Search or enter ICD; select **ICD-10** code.
7. Select **Primary Diagnosis** checkbox.
8. Click **Save**, and **Close**.



Adjusting Zero Rate Visits



Steps to prevent:

1. Navigate to **Admin > Contract Setup > Search Contract**
2. Click into the contract.
3. Click on "**Billing Rates**" tab on top.
4. Locate the service code(s) that need rates.
5. Click on the "Edit Icon" and enter the rate.
6. Click **Save**, and **Close**. (Please note that this only updates rates for services that have not been invoiced yet)

Adjusting Zero Rate Visits During Invoicing



Steps to resolve/catch zero rates:

1. Navigate to **Billing > New Invoice** (Internal)
2. Use the filters to locate the records and click "**Search**"
3. Once the result populate click on the header named "**Amount**" on the top right-hand side.
4. The results will filter from smallest to largest so any zero rates will be shown at the top of the results
5. If you see any records with a zero rate follow the steps listed in the previous slide.
6. Once the rate has been corrected repeat steps 1-4 until all zero rates are corrected.



Resolving Common EDI Issues



Bookmark this page!



[HHAX EVV API Technical Specifications](#)

This specification document provides guidance and instructions in preparing data for import as well as error messages.

Table of Contents	
Introduction	4
Transmission Method and Environment Access	4
Transmission Frequency and Limits	4
Record Processing Workflow and Endpoints	4
Security	4
Authentication Endpoint.....	5
Caregiver Information.....	7
Caregiver Endpoint	7
Caregiver Data Structure.....	8
Caregiver Record Validation Rules.....	9
Electronic Visit Verification (EVV) Information	9
Electronic Visit Verification (EVV) Endpoints	11
EVV Request Data Structure	11
EVV Record Validation Rules.....	19
Appendix A- Acronyms.....	20
Appendix B - Code Information	21
Appendix C - HTTP Response Status Codes.....	31
Appendix D - YAML Specification.....	33
YAML	33
Sample Transactions	57
POST Request - Caregiver Request	57
POST Request – Batch EVV Request	57
POST Request – Update EVV Request.....	61
Appendix E – Caregiver Error Messages	63
Appendix F – EVV Error Messages	65

HTTP Response Status Codes



Issue: Server is responsible for the status code errors – HHAExchange must take action to resolve the errors.

HTTP Status Code	Result	Status	Description
200	Success	OK	Standard response for successful HTTP requests.
201		Created	The request has been fulfilled and resulted in a new resource being created.
202		Accepted	The request has been accepted for processing, but the processing has not been completed. The request might or might not eventually be acted upon, as it might be disallowed when processing takes place.
204		No Content	The request has been fulfilled and result has returned nothing based on input values
400	Client Error	Bad Request	The request cannot be fulfilled due to bad syntax. General error when fulfilling the request would cause an invalid state. Domain validation errors, missing data, etc. are some examples.
401		Unauthorized	The request requires user authentication information. The response must include a WWW-Authenticate header field containing a challenge applicable to the requested resource.
403		Forbidden	The client does not have access rights to the content. Unlike 401, the client's identity is known to the server. Contact HHAExchange at Provider EDI Integrations to gain permission to access the API.
404		Not Found	The requested resource could not be found but may be available again in the future. Subsequent requests by the client are permissible.
429		Too Many Requests	The user has sent too many requests in a given amount of time. Intended for use with rate limiting schemes.
500	Server Error	Internal Server Error	The server encountered an unexpected condition which prevented it from fulfilling the request. The request can be tried again once the API issues have been resolved.

**Found on page 32 of [API Specifications](#)*

Appendix F – EVV Error Messages



Provides a list of error messages related to specific error codes, descriptions of the issue, and recommended actions for correcting them.

Appendix F – EVV Error Messages

Element	Error Code	Error Message	Action
providerTaxID	101001	Provider Tax ID is required	Include the Provider Federal Tax ID and call API.
providerTaxID	101002	Provider is not found based on Provider Tax ID	The Provider was not found. Provide the correct federal Tax ID and call API.
providerTaxID	101003	Provider is not active	Contact HHAExchange to rectify this issue.
providerTaxID	101004	Invalid Provider Tax ID format	Review the EVV Data Aggregator Specification and confirm that your data is in the required format. Make the required changes and call API.
office	101005	Office (qualifier and identifier) is required	Include Office (qualifier and identifier) and call API.
office	101006	Invalid Office's Qualifier value	Correct the Office's Qualifier and call API.
office	101007	Office is not found based on Qualifier value	Office was not found. Provide the correct Qualifier value and call API.
office	101008	Office is not active	Contact HHAExchange to rectify this issue.
office	101009	Multiple Office records found based on Qualifier value. Please provide unique identifier.	Use an Office Qualifier that is unique for this Office and call API.
member	101010	Member (qualifier and identifier) is required	Include Member (qualifier and identifier) and call API.
member	101011	Invalid Member's Qualifier value	Correct the Member's Qualifier and call API.
member	101012	Member is not found based on Qualifier value	Member was not found. Provide the correct Qualifier value and call API.
member	101013	Member is not active	Contact MCO and determine why Member is not active. Once the issue is resolved call API.
member	101014	Multiple Member records found based on Qualifier value. Please provide unique identifier.	Use a Member Qualifier that is unique for this Member and call API.
caregiver	101015	Caregiver (qualifier and identifier) is required	Include Caregiver (qualifier and identifier) and call API.
caregiver	101016	Invalid Caregiver's Qualifier value	Correct the Caregiver's Qualifier and call API.
caregiver	101017	Caregiver is not found based on Qualifier value	Provide the correct Qualifier value and call API.
caregiver	101018	Caregiver is not active	Change the Caregiver status to Active and call API.
caregiver	101019	Caregiver is not linked with Provider	Link the Caregiver to the Provider and call API.

**Found on page 65-70 of [API Specifications](#)*



How to Get In Touch with HHAeXchange EDI Team for Assistance



1. Navigate to [Customer Login - Help Center - Jira Service Management \(atlassian.net\)](#)
2. Enter your email.
3. Select Provider EDI Integrations.
4. Select topic.

Welcome to the HHAeXchange Client Support Portal

Search for information

PARTNER CONNECT
Looking for more tools to optimize your homecare operations? Check out our partner integrations. [Learn More.](#)

Portals

- Technical Customer Care**
Did you check out our Self-Service Knowledge Base but still need help? Tell us who you are, and then be
- Provider Billing**
Revenue Cycle: Billing, Cash Posting, Claims Status, Contract Setup, ERA Items, Re-Billing
- Provider EDI Integrations**
Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's
- Self-Direction**
Self-Direction Customers, formerly Annkissam
- Provider Invoice Inquiries**
Enterprise Customers with invoice questions for Accounts Receivable
- State EVV Aggregation**
EVV Data Submission Inquiries related to State & MCO Aggregators...
- Provider API Integrations**
Enterprise Customers using API's, Flat File Integrations, or Partner Connect
- Payroll**
Payroll Inquiries: Absences, Codes, Expenses, Holiday, Rates, Time & Attendance, Travel Time
- State & MCO Integration**
Missing Linked Contract Information, Texas Data Transfer Requests, and Payer Requests



Known Issue: EPIC Integration and DX Code Handling



- Providers using the vendor, EPIC, have been sending the Diagnosis Codes with an incorrect “Array of String” format.
- This must be corrected and resubmitted.

Priority contract rates					
5	diagnosisCodes	When Required: When visit is billed; this field should be sent along with externalInvoiceNumber. Diagnosis Code Up to 26 of these are allowed.	50	Array of String	Situational

Incorrect Format Example

```
1 "DiagnosisCodes": [  
2     "Z483, C187, C787, Z433, I10, M1990"  
3 ]
```

Correct Format Example

```
1 "DiagnosisCodes": ["Z483",  
2     "C187",  
3     "C787",  
4     "Z433",  
5     "I10",  
6     "M1990"  
7 ]
```



Resources



Additional Resources

- [Knowledge Base](#)
- IVR
 - [How to Clock In and Out via IVR on Vimeo](#)
- Top Billing Issue Holds
 - [Review Billing Holds to Ensure Smooth Payment Processing](#)
- EDI Specifications
 - [HHAX EVV API Technical Specifications](#)



Thank you!

Please take a moment to
provide us feedback.

