

# Our Webinar Will Begin Shortly

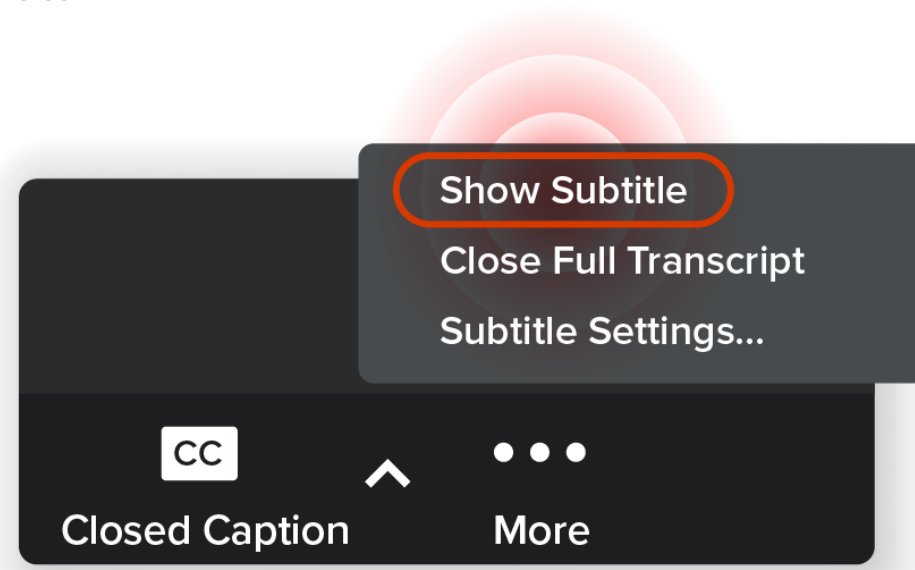
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# Accessibility Options

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- Q&A at the end. Please submit your questions in the Q&A box.
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## Meet the Trainers!



Janny Sachani



- **Role:** Senior Training Specialist
- **Tenure at HHAeXchange:** 5 Years
- **Areas of Expertise:** Billing
- **Fun Fact:** I enjoy listening to music.

# PA Alternate EVV Providers Billing Refresher

January 2025

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## **Purpose**

**Billing / Re-Billing Process**

## **Audience**

**Alt-EVV providers, coordinators, Agency users**



# Objectives of Today's Training

**You will be able to:**

- Learn the Billing Process.
- Learn the Re-billing Process.
- Review Scenarios for Re-billing.





# Agenda

- Overview
- Billing Process
- Re-Billing Scenario 1
- Re-Billing Scenario 2
- Re-Billing Scenario 3
- Key Takeaways
- Support Resources
- Questions

Caregiver Setup



Patient Setup



Scheduling



EVV Capture



Visit Verification & Maintenance



EDI Tool Import Data



Billing



Reporting & Compliance Monitoring





# Alternate Provider (EDI) Overview

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## Alternate EVV (EDI) Provider



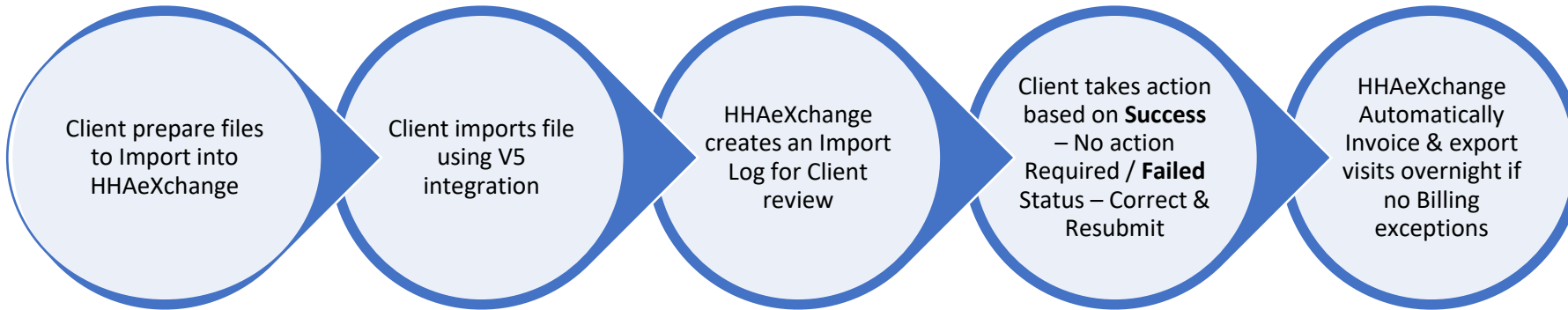
- Integrate with HHAeXchange
- Integration is Free
- No Manual entry
- Auto Invoice & export overnight



## Steps: Admin > EDI Tool

The screenshot displays the HHAExchange web application interface. At the top, a navigation bar includes the HHAExchange logo and menu items: Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. The Admin menu is currently selected. The main content area is titled "EDI Tools" and is divided into three sections:

- Upload File:** This section contains a "Select File" button with the text "No file chosen" and a "File Type" dropdown menu set to "Select". A note below states, "Note: Files must be 1000 KB in size or smaller." An "Upload" button is located below the note.
- Search Upload:** This section features search filters: "Date From" (01/31/2025), "Date To" (02/07/2025), "File Type" (All), and "Show" (All). "Search" and "Reset" buttons are provided.
- Search Results (0):** This section shows a table header with columns: File name, File Type, Upload Date, Total Record, Rejected Records, Failed Records, Fix, Fixed, Cleared, and Download. Below the header, it indicates "No Records."



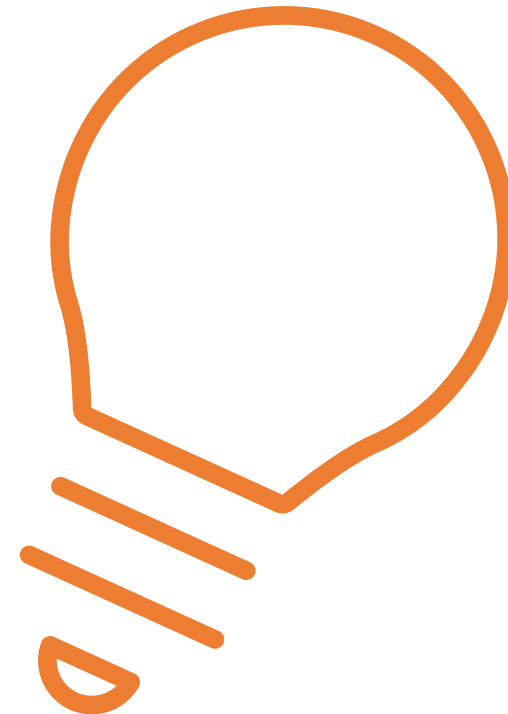
# Knowledge Check

EDI Process



- Who is responsible for uploading the EVV data file into HHAeXchange from 3<sup>rd</sup> party EVV system?

- A. HHAeXchange team
- B. Agency / Provider (you)
- C. Payer team

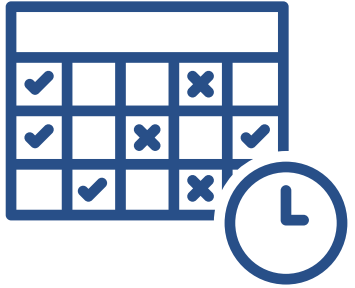




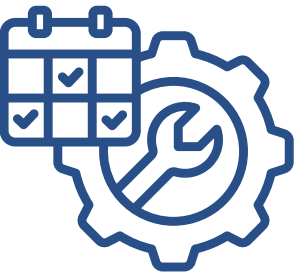
# Billing Process

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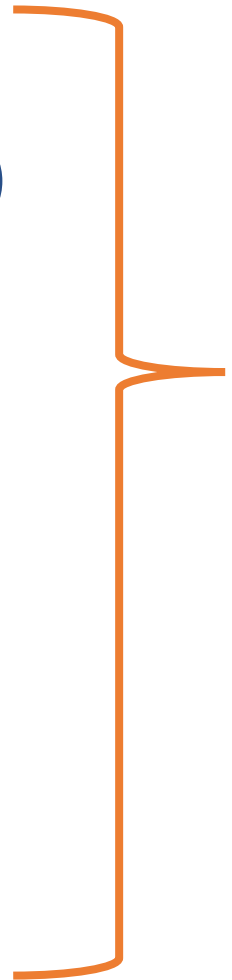
# Billing Workflow



Caregiver completes EVV



Provider manages visit maintenance on 3<sup>rd</sup> party EVV system



**Step 1**  
Import file

Submit Billing data from Alt EVV Vendor



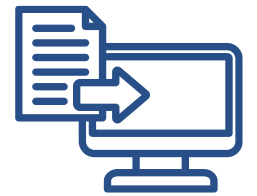
**Step 2**  
Prebilling /Billing Review  
Validations

Correct Prebilling OR Billing Review Validations



**Step 3**  
Invoices

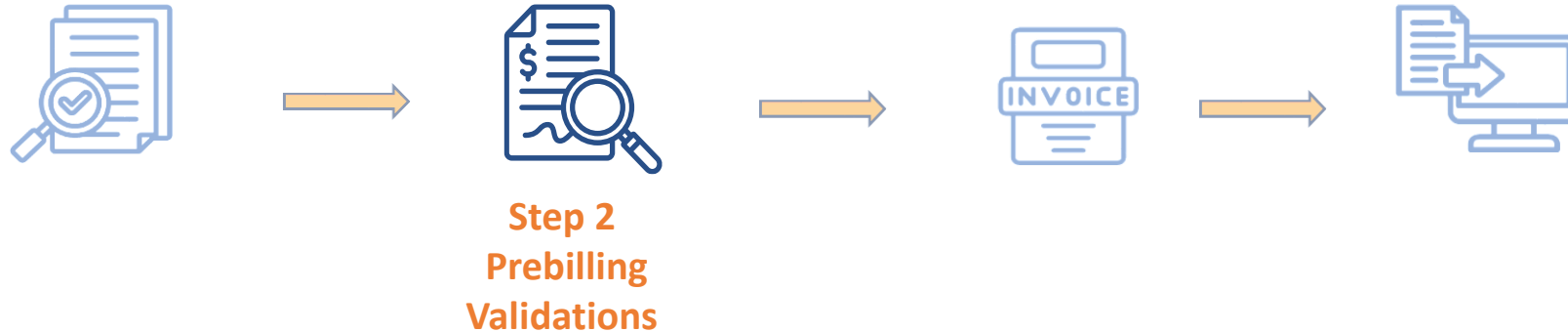
HHAeXchange Auto Generate Invoices



**Step 3**  
eBilling batch

HHAeXchange Auto Generate electronica Billing batch

# > Prebilling



## Steps: Billing > Prebilling

**Purpose:** Prepare and verify the data before creating an invoice

- **Review Timesheets** – ensure caregiver times are accurate
- **Verify Service Authorizations** – review authorization hours/units are allocated appropriately



Caregiver Compliance does NOT prevent visits from being invoiced



Any visits in Prebilling are NOT able to be invoiced until issues are corrected

## Most Common Prebilling Problems:

- **Incomplete Confirmation** – A visit does not have a clock in and/or clock out
- **Unbalanced** – A caregiver's clock in was outside of the tolerance range of the scheduled visit
- **Not Authorized** – A caregiver has gone over his/her authorized hours or there is no authorization available to cover the visit

Check out the HHAeXchange Knowledge Base for step-by-step videos on how to resolve Prebilling problems

<https://knowledge.hhaexchange.com/enterprise/Content/Training/Getting-Started-T.htm>

# Billing Review



## Steps: Billing > Billing Review

**Purpose:** Review and finalize invoices before they are sent out

- **Correct:** Correct any errors that appear in the Problems column and make any necessary adjustments
- **Finalize:** Confirm that all approved invoices are finalized to continue to the last step



# Billing Review



Any visits in Billing Review are NOT able to be electronically submitted until issues are corrected

## Most Common Billing Review Problems:

- **Pending Billing of Additional Shifts on Same Day** – Only one visit has been invoiced on a day with multiple visits
- **Visit on Same Day/Service Code must be billed on same Invoice**– Multiple visits on the same day were not invoiced together during Invoicing step

Check out the HHAeXchange Knowledge Base for step-by-step videos on how to resolve Billing Review problems <https://knowledge.hhaexchange.com/enterprise/Content/Training/Getting-Started-T.htm>



# File Processing



## Steps: Admin > File Processing > Claim files

The screenshot shows the HHAeXchange File Processing interface. The top navigation bar includes Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. The main header is 'File Processing' with tabs for 'Claim Files' and 'Remittances'. Below the header, there is a 'Download Files' section with a note: 'All fields marked with an asterisk (\*) are required.' The search filters include: File Type (All), Payer Type (Payer Contract), Payer (All), Batch Number, Processed From (01/07/2025), Processed To (02/07/2025), File Name, and Status (All). A 'Search' button is located below the filters. Below the search results, there is a table header with columns: File Type, Claim Type, Payer, Batch Number, Claim Number, Patient #, Claim #, Claim Amount, File Name, Processed Date/Time, Status, and Actions.



**The Claim file Status will only include visits for linked contracts and visits that completed the E-billing step**

# Claim Status Report



**Steps: Report > Billing > Claim Status Report**

**Purpose: View all electronic claims and their corresponding acceptance or rejection status**

- **Review:** See which claims were accepted or rejected by the payer
- **Correct:** Correct any claims that were rejected and resubmit as necessary
- **Analyze:** Track any patterns and report on how many claims were submitted during a specific time period



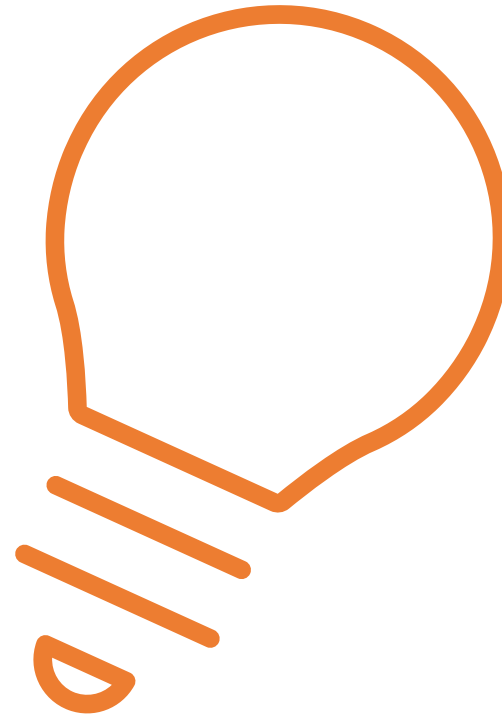
*The Claim Status will only update for linked contracts and visits that completed the E-billing step*

# Knowledge Check

Billing Process



- Which validations needs to be corrected before HHAeXchange invoice & process the claim to payer?
  - A. EDI export validation
  - B. Prebilling Validation
  - C. Billing Review Validation
  - D. All the above





# Billing Process Demo

Prebilling / Billing Review



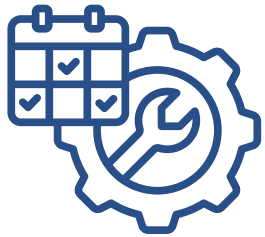
# Re-Billing Process

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# Re-Billing Workflow



Option 1: Use the V5 Integration



**Step 1**  
**Fix Data**

Provider Fix visit data on 3<sup>rd</sup> party EVV system adding TRN number



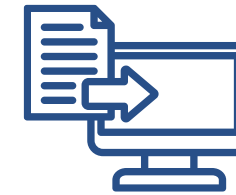
**Step 2**  
**Import file**

Submit Billing data from Alt EVV Vendor



**Step 3**  
**Invoices**

HHAeXchange Auto Generate Invoices



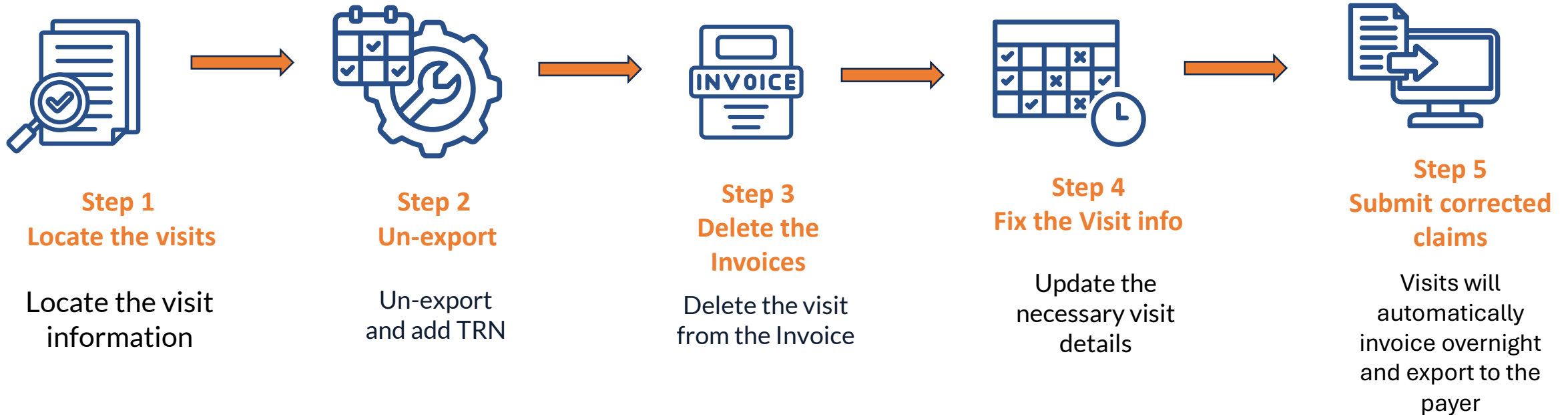
**Step 3**  
**eBilling batch**

HHAeXchange Auto Generate electronica Billing batch

# Re-Billing Workflow



## Option 2: Manual Correction in the HHAeXchange



# Re-Billing Scenario 1

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## Visit with the same Service Code, Patient & DOS are not on the Same Invoice



### Option 1: Correct the Mismatch Manually in the HHA

1. Locate the visit in 3<sup>rd</sup> party system
2. Combine visits into single invoice
3. Update in HHAX
  - a. Identify the mismatching invoice
  - b. Un-export & add TRN
  - c. Delete the visit(s) from the incorrect invoice.
4. Submit the updated, merged invoice via the V5 interface

Note: the updates are sent the same day to allow claims to process correctly.
5. Once visits are reprocessed, system will auto generate Invoice/E-billing batch to rebill.



## Visit with the same Service Code, Patient & DOS are not on the Same Invoice



### Option 2: Use the V5 Integration

1. Locate the visit
2. Combine visits into single invoice
3. Resend the updates via the V5 interface
  - a. Resend all visits sharing the same invoice
  - b. Attach the TRN

Note: Ensure all visits on the same day that share the same invoice are resent as corrected claims to guarantee full payment.

# Re-Billing Scenario 2

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## **Claim Correction – DX Code, Billed Amount, Units etc.**

Option: 1 Manual Correction in the HHAX Application - No integration is required.



1. Un-export the visit & add TRN
2. Delete the visit
3. Update the necessary details
4. Submit the corrected claim





## **Claim Correction – DX Code, Billed Amount, Units etc.**

Option: 2 Use the V5 Integration to Correct Claims



1. Update the visit in the third-party EVV system.
2. Add TRN
3. Submission Type to “Adjustment”.
4. Resend the updated visit via V5 integration.

# Re-Billing Scenario 3

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## Adding or Removing Visits

Option: 1 Manual Correction in the HHAX Application - No integration is required.



1. Un-export the visit
2. Delete the visit
3. Update the necessary details
4. Submit the corrected claim



## Adding or Removing Visits

Option: 2 Use the V5 Integration to Correct Claims



1. Update the info in the third-party EVV system.
  - a. To resubmit the visit: correct the detail.
  - b. To remove the visit: delete the visit from the invoice.  
Note: transferred visit marked as a deletion through the integration.

2. Add TRN.

3. Submission Type: “Adjustment / Void”.

4. Resend the updated visit via V5 integration.

# Knowledge Check

Re-billing Process

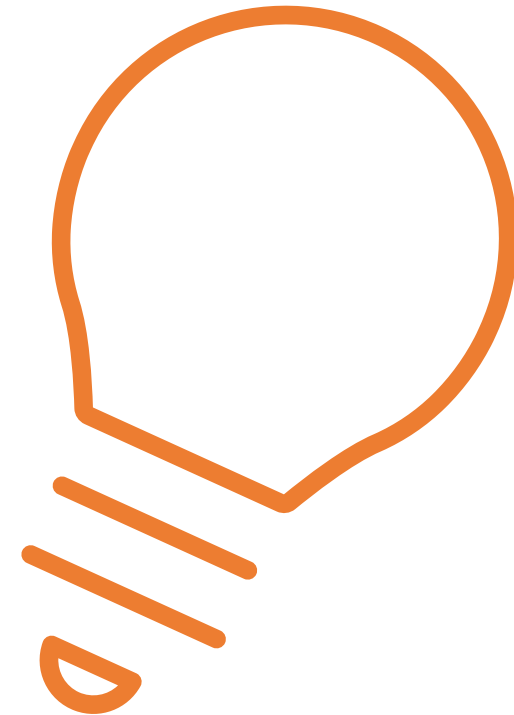


- What is required when Re-billing claim ?

A. Visit Date

B. Billing Rate

C. Transaction Reference Number (TRN)





# Re-Billing DEMO



# Key Takeaways



# Key Takeaways



- Resolve exceptions from EDI Tool import.
- Resolve Billing Validations from Prebilling / Billing review.
- TRN (Claim Reference number) is required to rebill the claim.
- Submission type should be “Adjustment / Void”.





# Resources



# Resources

EDI Process



- [Best Practices for Integration and EVV Compliance](#)
  
- [EDI Provider Rebilling Job Aid](#)
  
- [Viewing Claims Status Job Aid](#)
  
- [EDI Tool Job Aid](#)
  
- [Video - EDI Onboarding](#)
  
- [Video - EDI Post Integration Processes](#)
  
- [Common EDI Import Failures Job Aid](#)



# Additional Resources



Client Support Portal / Provider EDI Integrations

## Provider EDI Integrations

Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's

What can we help you with?

- [Billing/Rebilling Assistance](#)
- [Office Move Request](#)
- [Training Request](#)

HHAExchange

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- Home
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- What's New
- Frequently Asked Questions
- Troubleshooting
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  - Admin
  - Billing
  - Caregiver
  - Data Insights
  - Getting Started**
  - Mobile
  - Patient
  - Visit
- Documentation
- Contact and Support

## Getting Started

Refresh your skills and knowledge of HHAExchange in the training videos and interactive demonstrations below:

**Note:** Some features may not be available in your portal. Features depend on role, permissions, and portal type.

- Getting Started Milestone 1: Access HHAExchange
- Getting Started Milestone 2: Contracts
- Getting Started Milestone 3: EVV Setup & Readiness
- Getting Started Milestone 4: EVV Collection and Management
- Getting Started Milestone 5: Billing in HHAExchange**

These videos cover the billing process using the HHAExchange system.

**Learn to**

- Review Prebilling issues and holds
- Review and resolve billing issues before invoicing visits
- Resolve claim rejections and resubmission

- Prebilling
- Invoicing
- Billing Review
- E-Billing





# Questions?



HHAExchange  
PA Provider Info Center

**THANKS FOR  
ATTENDING!**



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