

Questions from EVV Webinar Held Aug. 25, 2021: Answers from HHAeXchange

Verified Visits

Q. When using the HHAeXchange EVV system, what is defined as a verified visit?

A. Visits verified/confirmed either manually or through EVV that meet the Cures Act Requirements.

HHAeXchange Support

Q. What is the expected response time for HHAeXchange to provide technical assistance to questions or inquiries raised from a third-party EVV vendor?

A. Initial response from our EDI Support team is typically within one business day.

Q. Can a provider correct service addresses and telephone numbers in the HHAeXchange EVV system?

A. The provider does have the ability to manage caregiver setup and appropriate service addresses and phone numbers for each member. For additional support, contact the Support Team at ncsupport@hhaexchange.com.

Q. If an LME/MCO provider's NPI is not correct, what steps should be taken to ensure the correct listing of the NPI number in the HHAX?

A. The NPI comes from the LME/MCO. If the NPI is not correctly reflecting in the HHAX system, contact your respective LME/MCO to correct the NPI that is integrated in the HHAX system.

Q. Are videos and handouts available to train caregivers who are new to using technology and may need additional instructional guidance, especially during the pandemic when face-to-face training is not available?

A. Please refer to the [Support Center](#) within the Provider Portal. We have a Provider Knowledge base with many resources/Job Aids for reference.

Q. What is the contact information for providers who are using a third-party vendor to initiate integration with HHAeXchange or CareBridge?

A. Any provider utilizing an ALT EVV solution should reach out to HHAX at edisupport@hhaexchange.com.

Billing Inquires

Q. For Medicaid beneficiaries enrolled in an LME/MCO or a PHP, does the visit information have to go through the state's aggregator and then to HHAeXchange/CareBridge for billing?

A. Yes, if the member is also enrolled with the PHPs, their visit information would be sent from the Alt EVV vendor on behalf of the provider to HHAX.

Q. Are all services authorized by the LME/MCOs? If so, will the financial management providers for consumer directing beneficiaries have to bill services subject to the EVV requirements and other services through HHAX or directly to the LME/MCO?

A. All visits with a DOS starting 9/1/2021 will need to be billed through HHAX if the services being provided are in-scope for EVV. You can see in-scope services on the [Provider Resources Page](#).

Q. Specifically for IDD recipients who are given an enhanced special rate for Community Living Services (CLS), what is the approved billing methodology when submitting encounter information for

claim processing?

A. HHAeXchange allows the provider to set a rate at the service code level. If they need to bill an enhanced rate, the provider can update the rate, bill for the appropriate services and set the service code rate back to the default. This billing practice supports the integrity of the claim submittal.

Managed Care/Health Plans

Q. Will HHAeXchange complete all of the third-party integrations?

A. The HHAX EDI team is responsible for helping EDI providers integrated with HHAX. If there are specific scenarios where providers are waiting on EDI Support, be sure to get a ticket number and provide that ticket numbers to HHAX for review and instructions on next steps.

Q. If Sandata has all the caregivers in their system for Medicaid beneficiaries who were transferred to managed care, why can't HHAX get that data from them?

A. Sandata will provide the information to HHAX through our Visit File Interface if the provider is using the full paid Sandata solution. If the provider is only utilizing the free solution by Sandata, that information will not be sent to HHAX.

Q. Will Sandata send captured EVV visit data to HHAeXchange for Medicaid beneficiaries enrolled in managed care or the LME/MCO?

A. If your EVV vendor is the Sandata paid version (SAM), HHAX would receive visit data.

Q. For Medicaid beneficiaries enrolled in Healthy Blue, Carebridge is the EVV vendor for that health plan. Will Sandata send EVV data to CareBridge?

A. If your EVV vendor is the Sandata paid version (SAM), Carebridge would receive visit data. If not, all visits must be logged in the CareBridge EVV solution.

For providers using CareBridge, please contact us by phone 844-920-0989 or email evvintegrationsupport@carebridgehealth.com