

# NC EVV Go Live



- DATE

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➤ — North Carolina PHPs, LME/MCOs and EVV

➤ — HHAeXchange Ecosystem

➤ — EVV Workflow

➤ — Q & A



# HHAeXchange, LME/MCO, and PHP Partnership

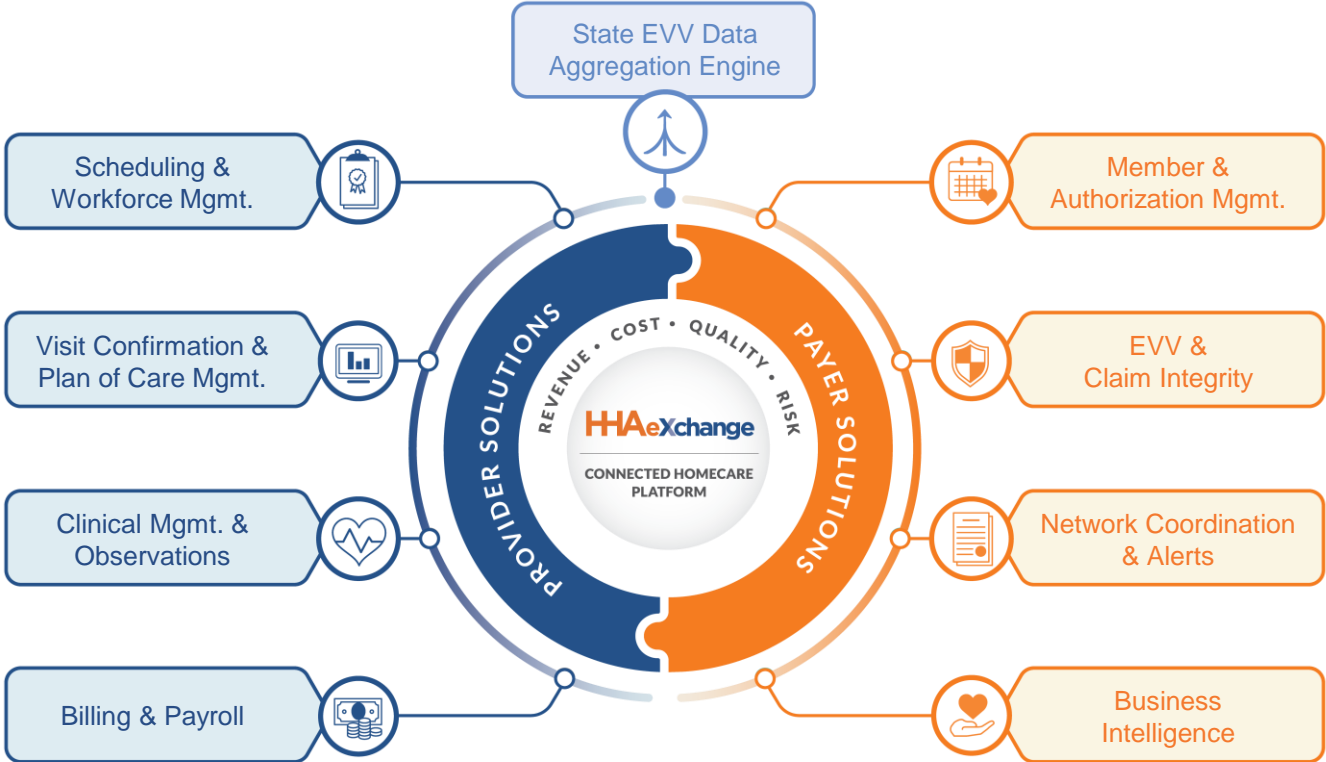
All PHPs and LME/MCOs listed below have partnered with HHAeXchange to provide a free Electronic Visit Verification (EVV) tool for member placement, scheduling, authorization management, and direct billing for personal care services.

- AmeriHealth Caritas of North Carolina
- Carolina Complete Health
- UnitedHealthcare Community Plan of North Carolina
- WellCare of North Carolina
- Sandhills Center
- Alliance Health
- Trillium Health Resources
- Vaya Health
- Cardinal Innovations Healthcare
- Partners
- Eastpointe

# Integrated Solutions for Homecare Stakeholders: Providers, Payers, States



Enabling enhanced economic performance and improved compliance across the homecare ecosystem





# Provider Onboarding

## Providers using HHAeXchange ([EVV Welcome Packet](#))

1. Login to the system
2. Add Caregivers
3. Schedule a visit
4. Confirm a visit
5. Successfully bill through HHAeXchange and receive payment from the appropriate LME/MCO/PHP

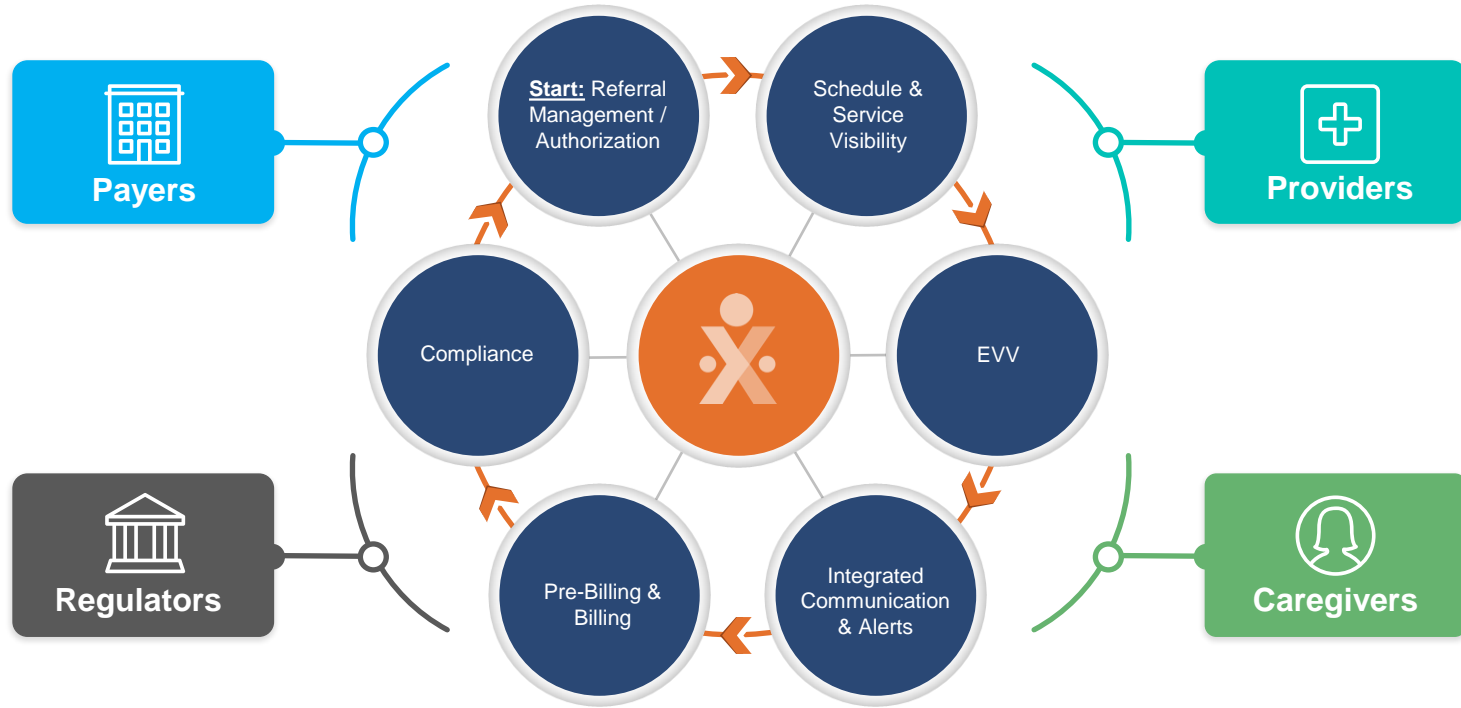
## Providers with 3rd Party EVV ([Alt EVV Welcome Packet](#))

1. Begin capture EVV compliant visits in your 3<sup>rd</sup> party solution
2. Initiate integration with HHAX if not complete
3. Complete testing
4. Obtain production credentials
5. Successfully send a visit file to HHAX in production
6. Successfully bill through HHAeXchange and receive payment from the appropriate LME/MCO

# HH AeXchange EVV Workflow



# HHaExchange Ecosystem





# Billing Reminders

## Billing EVV compliant visits must be submitted via HHAeXchange

### Non-EDI Providers

- Before Invoicing, check Pre-Billing and Billing Review exceptions
- Ensure Billing DX Codes are accurate and have been updated at the authorization or Invoice details level
- Claims cannot go out for \$0.00, make sure service has a rate associated
- Complete final step in billing process – Creating an e-batch

### EDI Providers

- Still required to check Billing Review exceptions
- Reach out to EDI support for visit file rejections/questions

### General Reminders

- Denial questions should be directions to the LME-MCOs, not HHA, since HHA is not ingesting 835s and cannot provide feedback
- Reach out to HHA Support if your site has not been set up for e-billing (this is when you do not see “Save & Send” when creating an e-batch)
- Reach out to HHA Support if you need to update your Taxonomy code



# Provider Resources

General Support: [NCsupport@hhaexchange.com](mailto:NCsupport@hhaexchange.com)

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

- Provider Name
- Provider TAX ID
- Background on the Issue/Concern
- Questions/Statement on the help needed

Phone: 866-242-2465

Provider Information Center and FAQ

<https://hhaexchange.com/nc-php/>

**Thank you!**

