

# Our Webinar Will Begin Shortly

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# Florida AHCA: EDI Post Integration Training

September 2024

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# EDI Post Integration : Agenda

- Map To EVV Mastery: EDI Onboarding
- Integration Update
- Integration Next Steps
- HHAeXchange Demo
- Key Takeaways
- Next Steps
- Questions?



# 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**

# > 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.



# Integration Update

# Data Milestone Update



- DATE: Sept 6th
  - Portals were linked to FL AHCA contract.
  - Your portal was configured appropriately, you should be linked, and integration completed.
-  If you are not linked, your integration is not complete.
  - you need to enter in your Medicaid ID number under your office setup in the secondary identifier field.
  - You will need to reach out to EDI for integration setup by submitting a ticket.



# Integration Next Steps



## How do I know Integration was completed?

- Integration Completion Email is sent to providers once integration is complete.

Hello Pam,

Your integration is complete. Please upload a small V5 file via the interface today, so we can ensure the interface is working as expected.

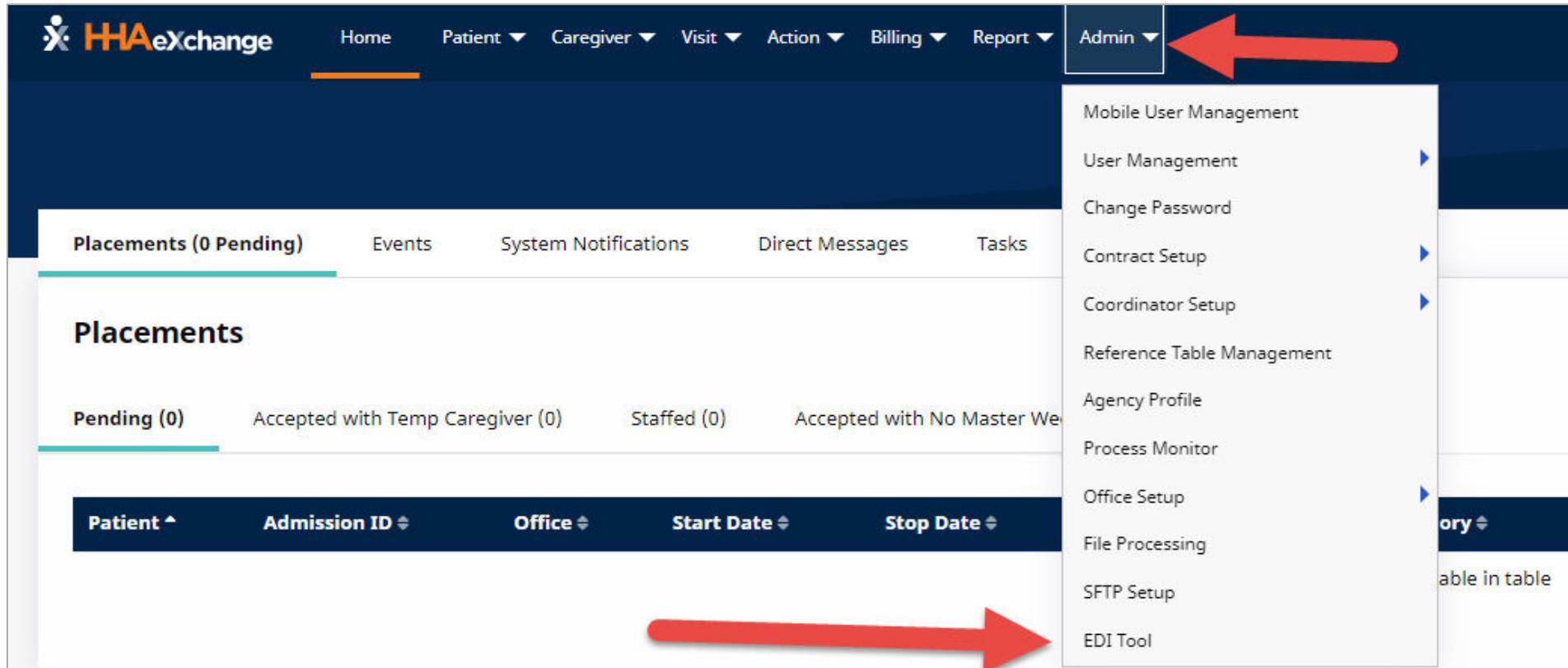
If you ever have new contracts linked to your portal in the future, please reach out to the [3rd Party Integration Support Desk](#) to have new contracts added to your integration.

Please check with your vendor to make sure EVV is turned on. Any files sent through the interface will now process same day (provided there are no formatting issues). They should have training materials available to advise you of the workflow to trigger submission of invoiced visits. After the file has processed, you can confirm which records successfully imported and which ones failed.



# 1. Vendor sends over small batch of data.

- The vendor can send over actual visit data in small quantity to ensure it comes over correctly.
- Providers can view this in the EDI Tool.



The screenshot shows the HAExchange web application interface. At the top, there is a navigation bar with the HAExchange logo and several menu items: Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. A red arrow points to the Admin menu item. Below the navigation bar, there are several tabs: Placements (0 Pending), Events, System Notifications, Direct Messages, and Tasks. The Placements tab is selected. Under the Placements tab, there are sub-tabs: Pending (0), Accepted with Temp Caregiver (0), Staffed (0), and Accepted with No Master We. Below the sub-tabs, there is a table with columns: Patient, Admission ID, Office, Start Date, Stop Date, and Agency. A red arrow points to the EDI Tool option in the Admin dropdown menu.



## 2. Provider reviews rejections in EDI Tool.

- If any rejections arise, providers can select the **Fix** Icon to review reason for failure
- Have your 3<sup>rd</sup> party vendor import data once it has been fixed.
- Providers can create a ticket for EDI team to assist with rejections they are unable to resolve themselves.

Upload File

Select File:  File Type:

Note: Files must be 1000 KB in size or smaller.

Search Upload

Date From:   Date To:   File Type:  Show:

Search Results (9) Page 1 of 1

File name	File Type	Upload Date	Total Record	Rejected Records	Failed Records	Fix	Fixed	Cleared	Download
	Visit Import	09-16-2024	33	0	4		-	-	
	Visit Import	09-16-2024	3	0	1		-	-	
	Visit Import	09-16-2024	54	0	50		-	-	



### 3. Provider resolves rejections using Fix icon.

- The EDI Tool has information regarding common rejections providers can address themselves.
- The reason for failure along with Agency Tax ID, Medicaid Number & Caregiver Code will be visible if any rejections arise.
- If there are no other rejections, the 3<sup>rd</sup> party vendor can send all other data.
- Review and resolve any ongoing errors.

File name	File Type	Upload Date	Total Record	Failed Records	Rejected Records	Fixed	Cleared	Download
	Visit Import	09-16-2024	33	4	0	0	0	

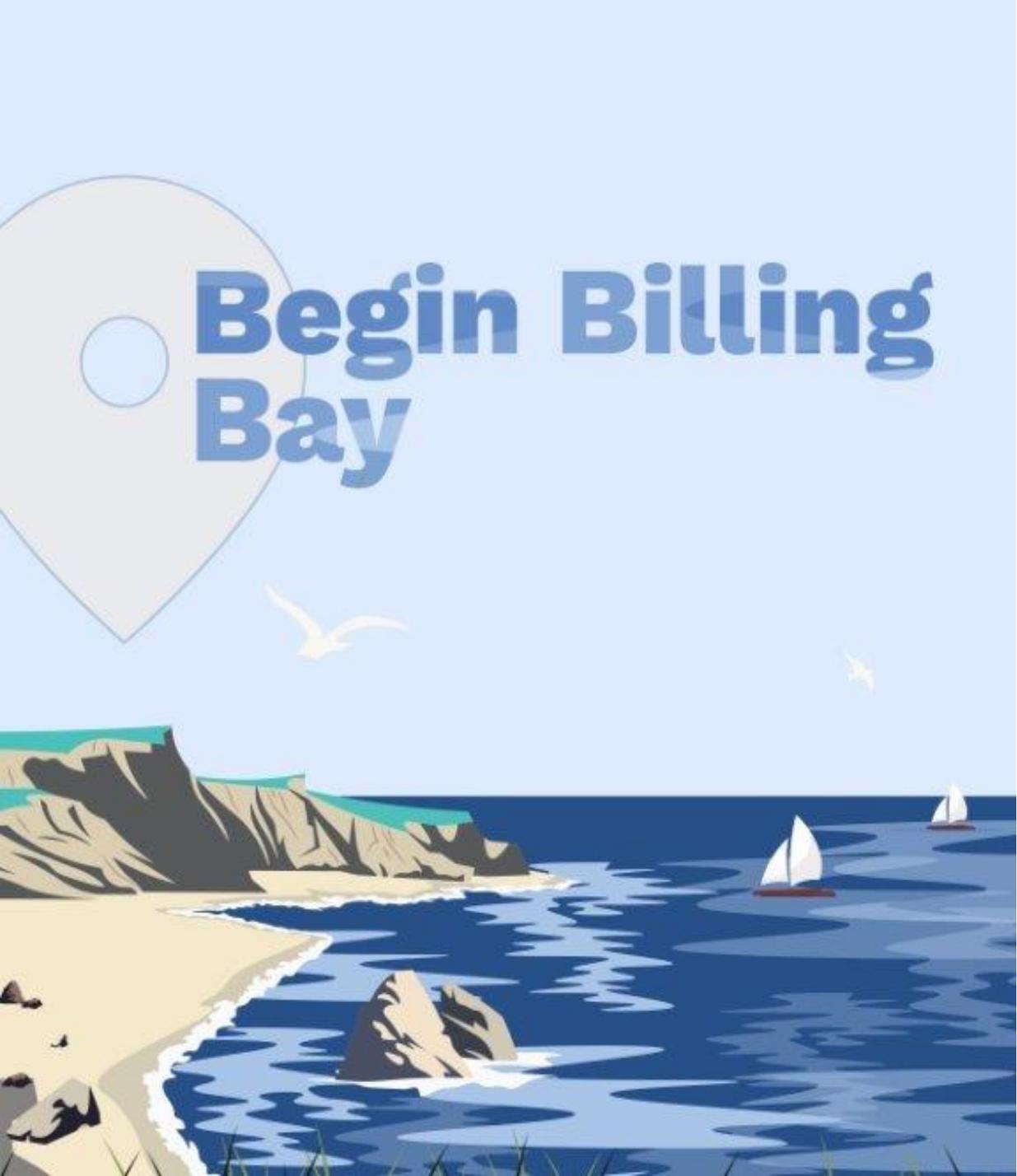
Medicaid Number:  Caregiver Code:  Reason:

Search Results (4) Page 1 of 1

Agency Tax ID	Medicaid Number	Caregiver Code	Schedule ID	Reason For Failure	Help	Edit	Clear
1				Visit Edit Action Taken Code is required when Visit Edit Reason Code is submitted.			

Make the necessary changes to the record below and then click the Save Changes button. To edit, double-click on the cell you'd like to modify.

Agency Tax ID	Office NPI	Payer ID	Medicaid Number	Member First Name	Member Last Name	Member ID	Caregiver Code	Caregiver Registry ID	Caregiver License Number	Caregiver First Name	Caregiver Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>								



# Begin Billing Bay

## Vendor sends data on cadence

- Data needs to be loaded in a timely manner to be able to continue billing processes in HHAeXchange starting October 1st.
- Providers can rebill in HHAeXchange, if needing assistance we have attached some links for providers.
  - [Homecare Common EDI Import Failures](#)
  - [Rebilling Job Aid](#)



**Note:** Billing rates will be visible on the file, unless you are managing your rates in HHAeXchange.

# Reminder: Action for Rendering Caregivers



 Caregiver's NPI is required for these Service Codes.

 For new caregiver profiles, import visit data first, update caregiver NPI for these service codes then import invoice.

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

# Rendering Caregiver :



**HHAeXchange** Home Patient Caregiver Visit Action Billing Report Admin

**Green Holly** Active

Home Phone: 201-289-1234 | Address: TULSA, OK, 74146 | Languages: --

Date of Birth: 1993-10-21 | Caregiver Code: KHC-1012 | Availability Updated: 8/21/2023

Provider (Office): UMA Healthcare (PE Training Use Only) (UMA healthcare) | Team: Select | Caregiver Hours: H 0 | V 0

**Profile** Profile Log Edit

**Caregiver Type** \* 🔄  
Employee

**Demographics** History

	<b>First Name</b> Holly	<b>Middle Name</b> --	<b>Last Name</b> Green
<b>Caregiver Code</b> * KHC-1012	<b>Initials</b> HG	<b>Gender</b> Female	<b>Date of Birth</b> * <span>📄</span> <span>History</span> 10/21/1993
<b>Secondary Offices</b> <span>📄</span> --	<b>Alt. Caregiver Code</b> --	<b>Time &amp; Att. PIN</b> 100012	<b>Social Security Number</b> * <span>📄</span> <span>History</span> 999-66-1234
<b>Marital Status</b> --	<b>Rehire</b> No	<b>Ethnicity</b> --	<b>Country of Birth</b> --
	<b>Rehire Date</b> --	<b>Upload Picture</b> 	
	<b>Dependents</b> --		

**Contact Information** History

<b>Address</b> TULSA, OK, 74146	<b>Primary Phone</b> 201-289-1234	<b>Secondary Phone</b> --	<b>Tertiary Phone</b> --
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**Mobile App Settings**

<b>Mobile App Access</b> <span>📄</span> <span>History</span> <span>Enabled</span> <span>Disable Access</span>	<b>Mobile App Connection Status</b> <span>📄</span> <span>⚠️ Not registered/connected</span>	<b>Mobile Activation Code</b> <span>📄</span> <span>History</span> <span>Code Expired</span> <span>Generate New Code</span>	<b>Enable Mobile Chat?</b> <span>📄</span> Yes
<b>Enable Mobile App Biometric 2-Factor Authentication</b> <span>📄</span> No	<b>Allow Caregiver to Select Community Visit</b> <span>📄</span> Yes	<b>Mobile/Portal ID Type</b> * <span>📄</span> Non-Clinical	<b>Mobile Device ID</b> <span>📄</span> --



# Prebilling

What is Prebilling ?

- Review billing issues. Resolve issues in your 3<sup>rd</sup> party system and then re-import data. A good practice is to check this daily.

What prebilling issue occur in HHAeXchange?

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



**Begin Billing  
Bay**





# Billing Review



## Begin Billing Bay

What is Billing Review ?

- Review billing issues. Resolve issues in your 3<sup>rd</sup> party system and then re-import data. A good practice is to check this daily.

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 chart in HHAexchange or your vendor is sending it when importing data.



# HHAeXchange Demo



# Key Takeaways

# Key Takeaways



-  Billing rates will be visible on the file, unless you are managing your rate in HHAeXchange.
  
-  Ensure diagnosis codes are entered in patient's chart in HHAexchange or your vendor is sending it when importing data.
  
-  Caregiver's NPI is required for Service Codes (can be referenced [here](#))
  
-  If you are not linked, your integration is not complete.
  - you need to enter your Medicaid ID under your office setup in the secondary identifier field. [How to Validate Office Configuration](#)
  - You will need to reach out to EDI for integration setup by submitting a ticket.



# Next Steps

# EDI Integration Reminder



## New Providers:

- Create ticket for EDI team to request integration if not done so already.
- Complete Testing if required.
- Integration completed by EDI Team.
  - Call out to enable EDI Billing rates on this ticket if you wish to send us billing rates and your vendor supports sending us rates via the visit import file. Please note this is optional.

## Established Providers:

- If you are not linked, your integration is not complete
- you need to enter in your Medicaid ID number under your office setup in the secondary identifier field.
- [How to Validate Office Configuration](#)
- You will need to reach out to EDI for integration setup by submitting a ticket.

# Provider Milestones: All Providers



**Beginnings Base Camp**

**Onboarding Form**  
✓ Submitted

**Information Sessions**  
✓ Register and Attend

**YOU ARE HERE**

**Get Moving Mountain**

Milestone: EDI Onboarding : Aug 22

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Milestone: EDI Post Integration Sep 19

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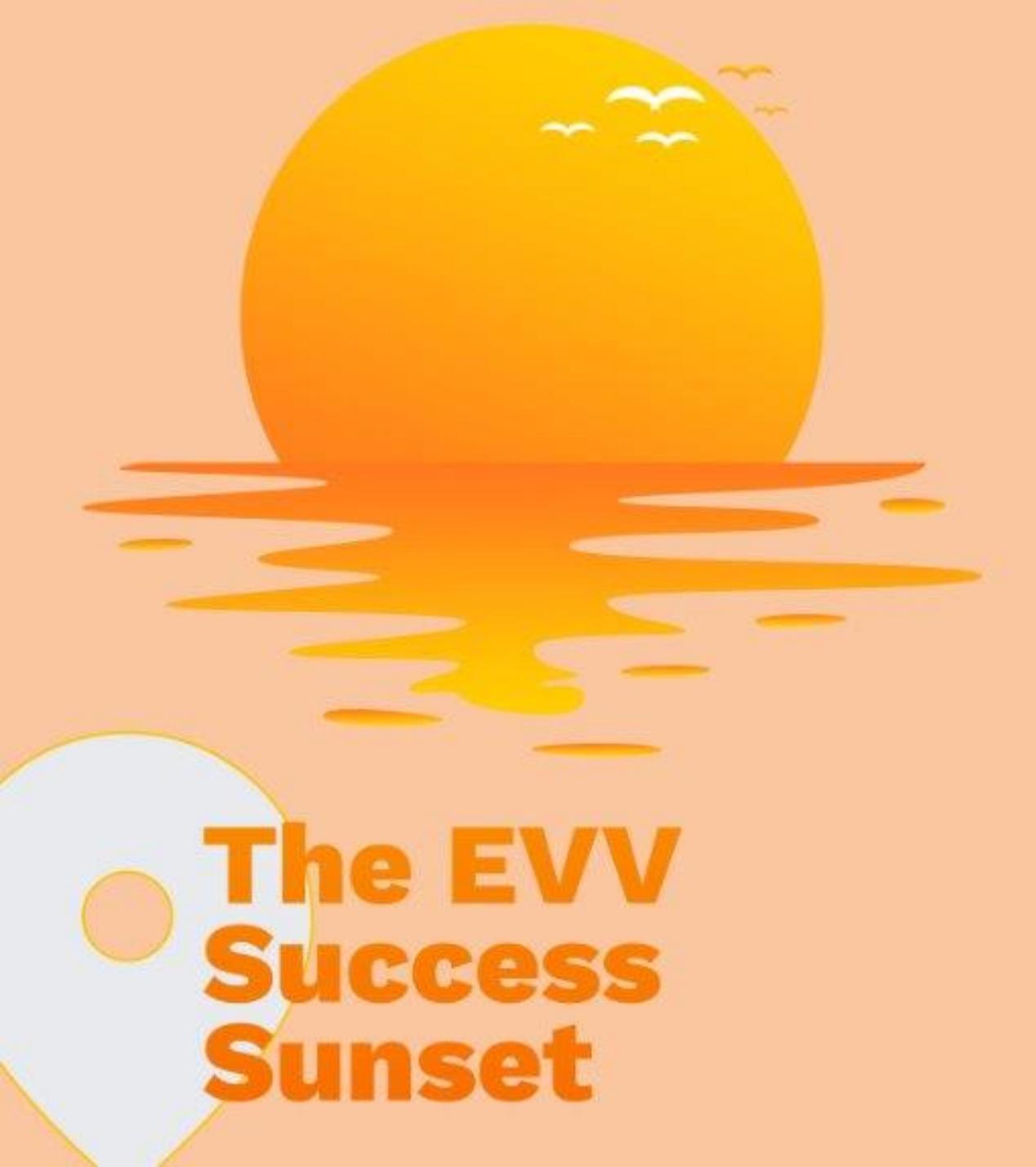


## Post-Go-Live: EVV Adoption Support

Open Hours: October 1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup> & 22<sup>nd</sup>

- Provide training support.
- Increase EVV adoption.
- Billing support in HHAeXchange.

Role: Admin, Coordinator, Biller

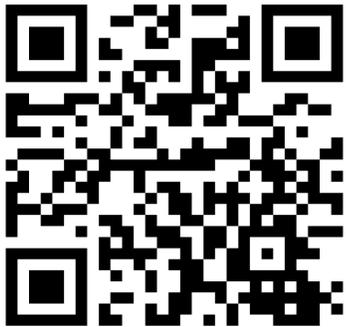
A large graphic on the left side of the slide featuring a bright yellow sun setting over a body of water, with its reflection visible. Several white birds are flying in the sky above the sun. The background is a gradient of orange and yellow.

**The EVV  
Success  
Sunset**

# 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](#)



**HHAeXchange  
EDI Knowledge Base**  
[EDI Knowledge Base](#)



**FL Medicaid Web Portal  
Website**  
[Florida Medicaid Web Portal.](#)

# Appendix



Review and share these links with your EVV Vendors:

- [Florida EDI Codes](#)
- [Homecare Provider Visit Import and Export Integration \(v5\)](#)
- [HHAeXchange File Format Validation Portal](#)
- [Homecare Common EDI Import Failures](#)

EDI Support:

- [Provider EDI Integrations](#)
- [Homecare Common EDI Import Failures](#)
- [Rebilling Job Aid](#)



# Questions?



Register for  
Open Hours (1)



Florida Information  
Center Page