

# Our Webinar Will Begin Shortly

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# Florida AHCA: Billing Open Hours

November 2024

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# Open Hours : Agenda

- Overview of upcoming webinars
- Review Billing Steps & Rebilling
- Review Demo
- Key Takeaways
- Questions?

**11/5: General EDI Workflow**

11/7: EDI Open Hours Q/A

11/12: Billing Open Hours

11/14: Billing Q/A

11/20: Refresher Training all FL ★

11/21: Open Hours

11/25: Open Hours

12/5: Open Hours



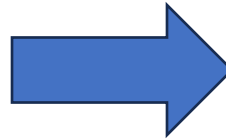
# Billing Open Hours – November 2024



## Webinar

Tuesday  
11/12

Gather your feedback  
and questions about  
anything billing specific



## Q&A

Thursday  
11/14

Answer the most  
common and important  
questions from webinar



# Q/A

# > Reminder Action for Rendering Caregivers



- Caregiver's NPI # or Medicaid ID is required for these Service Codes.
- Insert in Caregiver's profile.

Service Codes
S9122:TT:UF - SOE
S9122:UF - SOE
S9122:TT - SOE
S9122 - SOE
S9122:TT:UF
S9122:UF
S9122:TT
S9122

# S9122 Service Code *Rendering Caregiver*



The screenshot shows the HHAeXchange interface for a caregiver profile. At the top, the name 'Gonzalez Marta' is displayed with an 'Active' status. The profile includes fields for Date of Birth (01/15/1982), Service Provider Code (KHC-1098), Availability Updated (11/11/2024), Address (WISTER, OK, 74966), Languages, Provider (Office) (UMA Healthcare (PE Training Use Only) (UMA healthcare)), Team, and Service Provider Hours (H 0 | V 0). The main profile section shows 'Employee' as the Caregiver Type and 'MG' as initials. Demographics include First Name (Marta), Middle Name, Last Name (Gonzalez), Gender (Female), Date of Birth (01/15/1982), Social Security Number (123-45-6788), and Country of Birth. A 'Contract' section is partially visible, and a 'NYC Registry Checks' section is also present. A red box highlights the NPI Number field, which contains the value 1234567892.

## Example:

Sunshine Homecare Agency is a **group practice type** and sends caregiver Marta to a client's home.

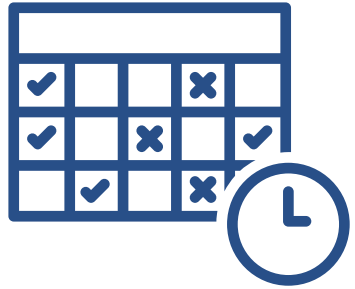
Marta helps the client with daily personal care tasks.

When Sunshine Homecare submits a claim for reimbursement, they need to:

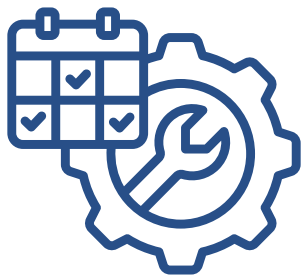
- List Marta's **Rendering Provider NPI** in the caregiver profile to show who specifically provided the care.



# Billing Workflow



Caregiver completes EVV



Provider manages visit maintenance



**Step 1**  
**Prebilling**

Prepare and verify data



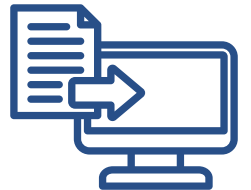
**Step 2**  
**Invoicing**

Generate an invoice



**Step 3**  
**Billing Review**

Review and finalize invoice



**Step 4**  
**eBilling**

Submit invoices electronically



# Rebilling

- What is Rebilling ?
- If Payer rejects a claim, provider can adjust or void and electronically resubmit claim to FL AHCA.
- How to re-bill batch if there was a discrepancy in the original claim you sent, you can rebill with the changes that were needed.
  1. Navigate to Billing > Electronic Billing > E-Submission Batches.
  2. The E-Submission Batches page opens. Select the Add Resubmit Claims button, Select a Contract, then add claims.
  3. Search claim by invoice batch number or click on search.
  4. Select the claim then click on add.
  5. Select on the pen/paper icon under claim, determine if its adjustment or void.
  6. Insert TRN number also known as Claim Reference number to resubmit adjustment or void
  7. Click on save then Save Batch & Send
- **Note:** Ensure you have the TRN number also known as Claim Reference number when rebilling.

# Key Takeaways



- *Manually confirmed visits will not be in compliance.*
- *Ensure billing rates are entered under your Contract/ Service Codes.*
- *Ensure diagnosis codes are entered in patient's profile*
- *Rendering Caregiver NPI or Medicaid ID will need to be present for specific service codes.*
- *Ensure you have the TRN number also known as claim reference number when rebilling.*



# Additional Resources

Billing

## Videos

- [General Billing Overview](#)
  - [Rebilling Workflow](#)
  - [HHAeXchange Knowledge Base](#)
- [HHAeXchange Knowledge Base](#)



# Questions?



Register for  
Billing Q/A



Florida Information  
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