

Our Webinar Will Begin Shortly

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Highmark Wholecare: 4th Open Hours

November 2024

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Agenda

➤ Billing Rates/Patient Rates

➤ Prebilling

➤ Invoicing

➤ Billing Review

➤ E-Billing

➤ Rebilling

➤ Secondary Billing

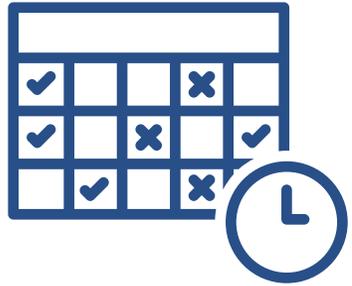
➤ Demo

➤ Support Resources

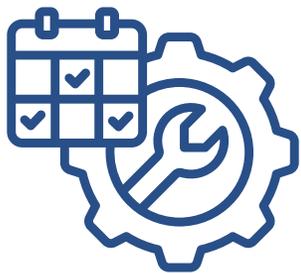


Q/A

Billing Workflow



Caregiver completes EVV



Provider manages visit maintenance



Step 1
Prebilling

Prepare and verify data



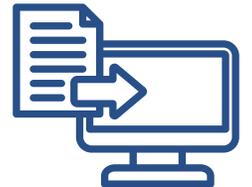
Step 2
Invoicing

Generate an invoice



Step 3
Billing Review

Review and finalize invoice



Step 4
eBilling

Submit invoices electronically

Full Video - [General Billing Workflow](#)



Rebilling

- If a claim is rejected, providers can adjust or void and electronically resubmit it to Highmark Wholecare.
 1. Go to Billing > Electronic Billing > E-Submission Batches.
 2. Click "Add Resubmit Claims," select a contract, and add claims.
 3. Search by invoice batch number or click search.
 4. Select the claim and click "Add."
 5. Click the pen/paper icon, choose adjustment or void, and enter the TRN (Claim Reference number).
 6. Save and then "Save Batch & Send."
- **Note:** Ensure you have the TRN number also known as Claim Reference number when rebilling.



Secondary Billing

- **Secondary Billing Options**
- Providers can enter a secondary billing option to supplement the primary insurance.

- **Where to Document**
- Secondary billing can be added at the contract level or visit level.

- **Need More Help?**
- Step-by-step instructions are available in the [HHAeXchange Knowledge base](#).
- Documentation > Patient > Patient Intake > Secondary Billing

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
Pennsylvania Info Center
[Pennsylvania Information Center |](#)
[HHaEXchange](#)

Provider Knowledge Base



HH AeXchange Provider Knowledge Base
Search documents, videos, and help resources

Search

Getting Started
Browse resources to help get you started on the right foot with HH AeXchange.

What's New
Learn about HH AeXchange's latest features and updates.

FAQs
HH AeXchange FAQs is a one-stop shop for our customers' most common questions and their answers.

Troubleshooting
See common holds and errors and the steps to resolve.

Training Videos
Watch training videos to refresh your skills and knowledge of HH AeXchange features and functionality.

Documentation
Documentation includes an extensive collection of topics for all of our product features.

In the support center, providers can access short training videos tailored to specific topics for quick and easy learning.

[HH AeXchange Provider Knowledge Base](#)

Your Feedback Matters!



[Provider Training Webinar Feedback Survey](#)

Provider Training Webinar Feedback Survey

Describe your survey...

1. On a scale of 1-5 how would you rate the effectiveness of the training webinar? *

- 1: Ineffective
- 2: Somewhat ineffective
- 3: Neutral
- 4: Effective
- 5: Very Effective

2. We'd love your feedback! Let us know what you thought of today's session.

Long answer (200 characters)

3. What other topics do you want to learn more about?

Long answer (200 characters)



Questions?



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