

Our Webinar Will Begin Shortly

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My speaking language: English ›

View full transcript

Caption settings



Q&A



Show captions



Record



More



Ashley Cho



- **Role:** Senior Training Specialist
- **Tenure at HHAeXchange:** 3 Years
- **Areas of Expertise:** Billing, Revenue Cycle
- **Fun Fact:** I have recently become a big fan of deep fried cheese curds



Michigan: Milestone 5 Training

CHCP Waiver Program
Billing training

August 2025

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This training will provide provider agencies an overview of how to generate invoices and export electronic billing claims. In addition, provider agencies will be armed with resources to train their employees.

Who should take this training?

Payer sponsored providers and billers.

Objectives of Today's Training

You will be able to:

- **Complete** the prerequisite tasks before billing
- **Perform** invoice generation and electronic billing
- **Navigate** the billing and rebilling process



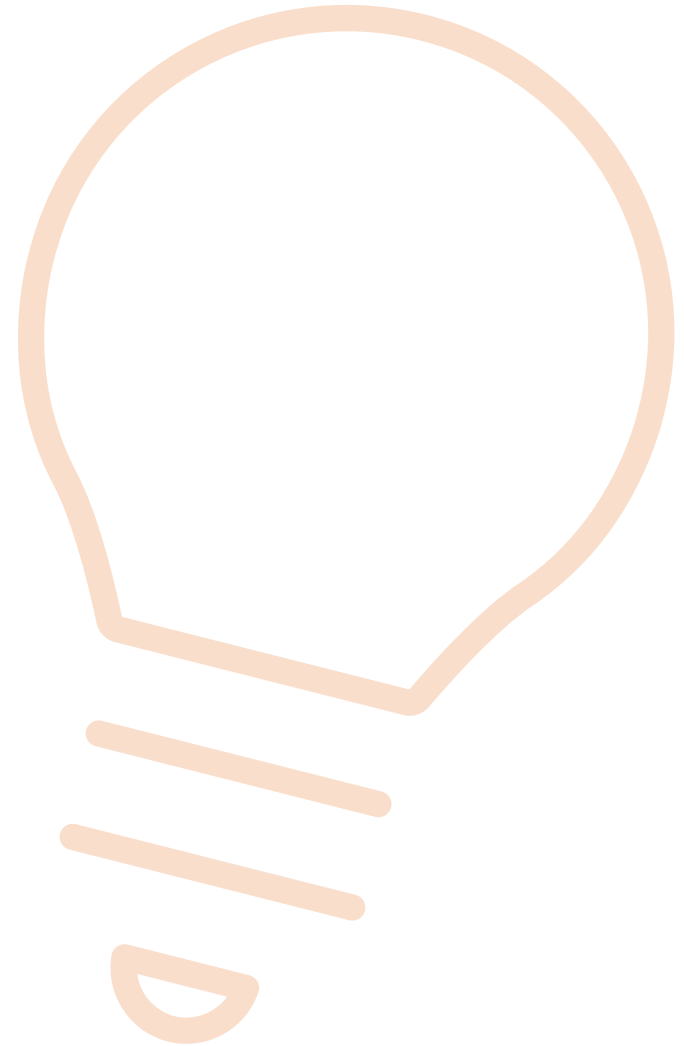
Knowledge Checks

You'll see these throughout the presentation!



What's the name of the presenter of this webinar?

- A. George
- B. Alejandra
- C. Alex
- D. Ashley**





Milestone 5 : CHCP Agenda



Before you bill



Prebilling



Invoicing



Billing Review



E-Billing



Rebilling



Key Takeaways

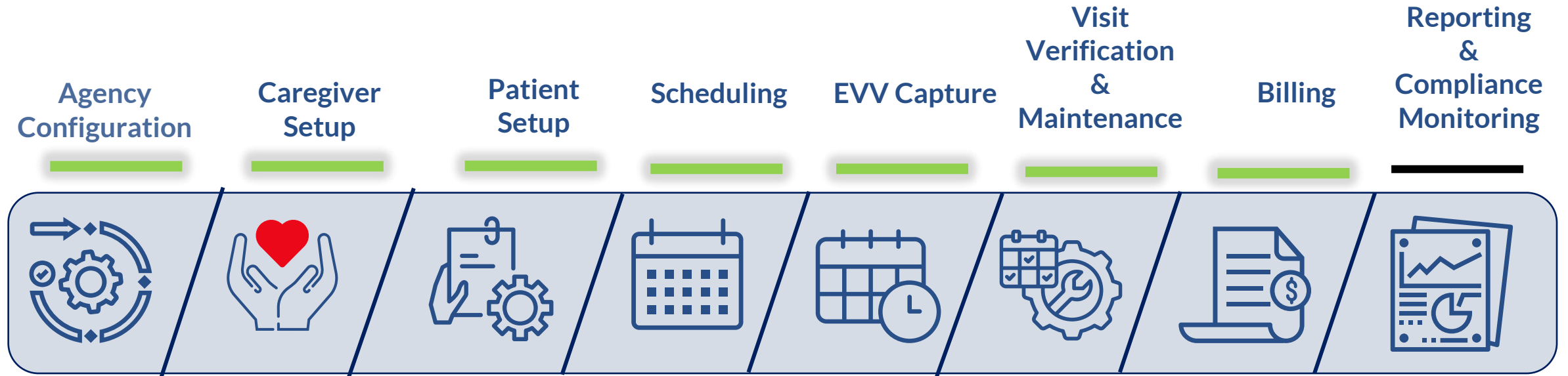


Next Steps



Questions

> You Are Here





CHCP Payer Contracts

CHCP Contract/Payer Recap



9 CHCP Payers in HHAeXchange

MHPs (Medicaid Health Plans)

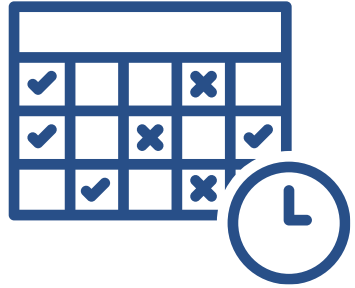
Provider Managed Payers

- Aetna Better Health Premier Plan HHCS
- Blue Cross Complete
- HAP CareSource
- McLaren
- Meridian
- Molina
- Priority Health Choice
- United Health Care
- Upper Peninsula Health Plan

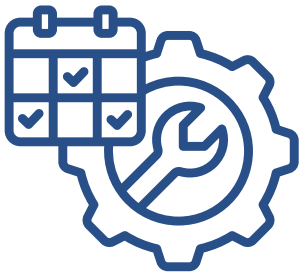


Billing in HH AeXchange

Billing Workflow



Caregiver
completes EVV



Provider
manages visit
maintenance



Step 1 Prebilling

Prepare and
verify data



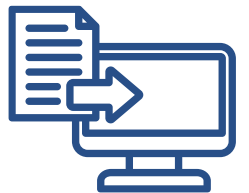
Step 2 Invoicing

Generate an
invoice



Step 3 Billing Review

Review and
finalize
invoice



Step 4 eBilling

Submit
invoices
electronically



Before You Bill



Before beginning your billing journey, please be aware of the below prerequisites to ensuring that your billing goes over to the payers smoothly and successfully:

1. Ensure that the patient profile has the primary billing diagnosis code entered in the contract menu.
2. Add billing rates for the service codes you wish to bill.
3. Lastly, add the Physician NPI to the patient's profile.

Note: EDI users can send billing rates, diagnosis codes, and physician information from their 3rd party vendor. Please have your 3rd party vendor reach out to HHAX to set up information transfer.



Before You Bill



Note: EDI users can send billing rates, diagnosis codes, and physician information from their 3rd party vendor. Please have your 3rd party vendor reach out to HHAX to set up information transfer.

HHaEXchange Standard System Terminology

Corresponding Terminology

CONTRACT / PAYER	- FFS - HHS	- MCO - State	- Plan
PATIENT / MEMBER	- CDS Employer - Consumer	- Recipient - Client	- Participant - Beneficiary
CAREGIVER	- Aide - Homecare Aid - Homecare Worker	- Worker - Direct Care Worker - Service Provider	- Attendant - CDS Employee
AGENCY / PROVIDER	- FMSA - Vendor	- Program Provider	
COORDINATOR	- Care Coordinator - Case Coordinator	- Service Coordinator - Care Types	
UNITY NUMBER	- EMPI - Master Patient Number	- Shared Patient Number	
SECONDARY IDENTIFIER	- MPI - Promise Code		



Before You Bill Demo

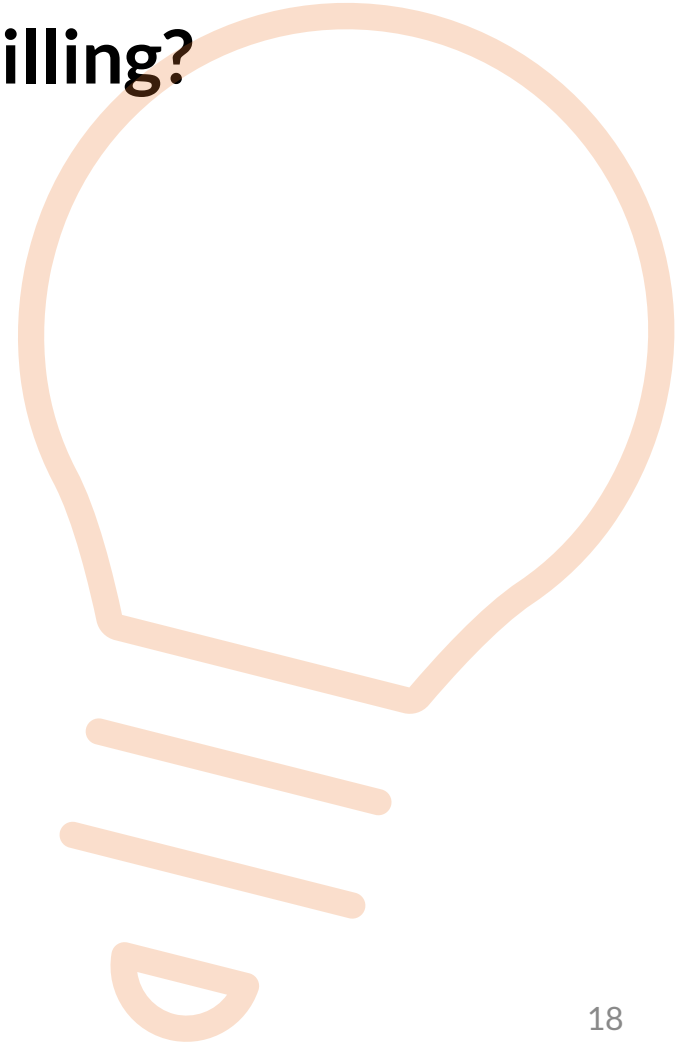
Knowledge Checks

Before You Bill



What needs to be added to the service code before billing?

- A. Category
- B. Billing Rate**
- C. HCPCS Code
- D. Color





Prebilling



Caregiver Compliance does NOT prevent visits from being invoiced



Any visits in Prebilling cannot be invoiced until issues are corrected

Most Common Prebilling Problems:

- **Incomplete Confirmation** – A visit does not have a clock in and/or clock out
 - Scenario: A Caregiver has a schedule from 8AM to 10AM. She clocks in at 8AM, but forgets to clock out at the end of her shift at 10AM. This visit will be held in Prebilling because it does not have both a clock in AND clock out. A timesheet may be required in order to confirm the end time and be entered manually.

Check out the HHAeXchange Knowledge Base for step-by-step videos on how to resolve Prebilling problems

<https://knowledge.hhaexchange.com/enterprise/Content/Training/Getting-Started-T.htm>

Prebilling



Billing

Report

Admin

Prebilling

Billing Review

Invoice Search

Print Invoices

Print Duty Sheets

New Invoice - (Internal)

Electronic Billing

HHAeXchange

Home

Beneficiary

Individual Provider

Visit

Action

Billing

Report

Admin

0

Prebilling Review

Prebilling Review Search

Payer

All selected

Office(s)

All selected

From Date

12/01/2024

To Date

01/15/2025

+ Advanced Filters

Search

View Report

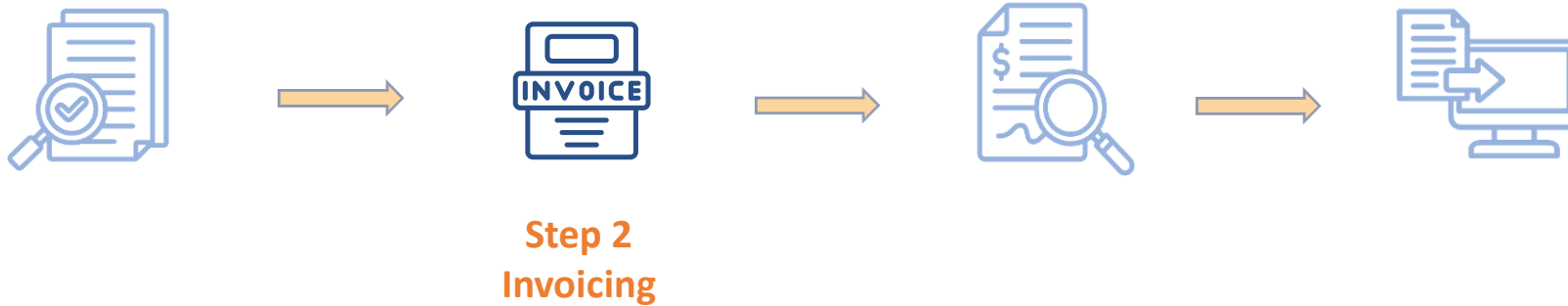
Prebilling Review

Total Search Result 10 | Total Hourly (230:00) | Total Visit (00:00) | Total Daily (00:00)

Visit Date	Admission ID	Beneficiary	Office	Payer	Individual Provider	Service Code	Coordinator	Scheduled Time	Visit Time	Disciplines	TF	Problems	Actions
12/05/2024	DTO-900104	Anderson Rebecca	State of MI Home Demo Portal	Michigan Home Demo (DTO)	Android EVV Mobile Code: DTO-1120	T1019:CG	KoolenR	12:00 AM-11:00 PM		PC		Incomplete Confirmation	
12/06/2024	DTO-900104	Anderson Rebecca	State of MI Home Demo Portal	Michigan Home Demo (DTO)	Android EVV Mobile Code: DTO-1120	T1019:CG	KoolenR	12:00 AM-11:00 PM		PC		Incomplete Confirmation	
12/07/2024	DTO-900104	Anderson Rebecca	State of MI Home Demo Portal	Michigan Home Demo (DTO)	Android EVV Mobile Code: DTO-1120	T1019:CG	KoolenR	12:00 AM-11:00 PM		PC		Incomplete Confirmation	
12/08/2024	DTO-900104	Anderson Rebecca	State of MI Home Demo Portal	Michigan Home Demo (DTO)	Android EVV Mobile Code: DTO-1120	T1019:CG	KoolenR	12:00 AM-11:00 PM		PC		Incomplete Confirmation	
12/09/2024	DTO-900104	Anderson Rebecca	State of MI Home Demo Portal	Michigan Home Demo (DTO)	Android EVV Mobile Code: DTO-1120	T1019:CG	KoolenR	12:00 AM-11:00 PM		PC		Incomplete Confirmation	
12/10/2024	DTO-900104	Anderson Rebecca	State of MI Home Demo Portal	Michigan Home Demo (DTO)	Android EVV Mobile Code: DTO-1120	T1019:CG	KoolenR	12:00 AM-11:00 PM		PC		Incomplete Confirmation	



Invoicing



Steps: Billing > New Invoice (Internal)

Purpose: Generate invoices based on verified timesheets and service authorizations

- **Create Invoice:** Select the appropriate time period and services to create an invoice
- **Verify Invoice Details:** Review the invoice for accuracy, including billing codes, and amounts

Invoicing



Billing ▼Report ▼Admin ▼

Prebilling

Billing Review

Invoice Search

Print Invoices

Print Duty Sheets

New Invoice - (Internal)

Electronic Billing

Billable Visits Search

From Date

12/31/2024

To Date

12/31/2024

Office(s)

All selected

- Advanced Filters

Beneficiary Team

Select

Beneficiary Location

Select

Beneficiary Branch

Select

Individual Provider Team

Select

Individual Provider Location

Select

Individual Provider Branch

Select

Beneficiary

Payer

All selected

Discipline

All selected

Charge Type

Visit

Search

Generate All Invoices

Billable Visits (1)

	Date ▼	Individual Provider	Admission ID	Beneficiary Name	Office	Payer	Visit	Visit Hrs	Visit Rate	Service Code	Rate Type	Disciplines	Billing Units	TT Hrs	TT Rate	Amount	Secure ID
	12/31/2024	CaregiverHHA Mi	DTO-900125	ConsumerSumit Mi	State of MI Home Demo Portal	Michigan Home Demo (DTO)	9:00 AM-10:00 AM	01:00	\$2.00	T1019:CG	Hourly	PC	4.00			\$2.00	

Generate Batch Invoice

Add To Batch

Add to Batch & Go to Next Page

Add All to Batch

Remove All from Batch

Cancel



Prebilling & Invoicing Demo



Billing Review



Billing Review



Step 3
Billing
Review

Steps: Billing > Billing Review

Purpose: Review and finalize invoices before they are sent out

- Correct:** Correct any errors that appear in the Problems column and make any necessary adjustments
- Finalize:** Confirm that all approved invoices are finalized to continue to the last step



Any visits in Billing Review CANNOT be electronically submitted until issues are corrected

Most Common Billing Review Problems:

- **Missing Diagnosis Code**– The billing diagnosis code is not available
- **Pending Billing of Additional Shifts on Same Day** – Only one visit has been invoiced on a day with multiple visits
- **Missing Primary Physician NPI** – The primary physician's NPI number is not entered in the patient's profile

Check out the HHAeXchange Knowledge Base for step-by-step videos on how to resolve Billing Review problems <https://knowledge.hhaexchange.com/enterprise/Content/Training/Getting-Started-T.htm>



Billing Review



Billing ▼Report ▼Admin ▼

Prebilling

Billing Review

Invoice Search

Print Invoices

Print Duty Sheets

New Invoice - (Internal)

Electronic Billing

Billing Review Search

View

SummaryDetail ⓘ

View Holds For

E-Billing ▼

On Hold Reason

Missing Physician NPI Number ▼

Group By

Payer ▼

Advanced Filters

Office

All selected ▼

Payer

All selected ▼

Beneficiary Last Name

Beneficiary First Name

Coordinator

All selected ▼

Batch Number

Invoice Number

Service Code

Invoice From Date

10/15/2024 📅

Invoice To Date

01/15/2025 📅

Visit From Date

mm/dd/yyyy 📅

Visit To Date

mm/dd/yyyy 📅

☐ Display Zero Results ⓘ

Search

Generate Report ⓘ

Billing Review

Invoice # ▼	Invoice Date	Admission ID	Office	Beneficiary	Payer	Coordinator	Visit Date	Service Code	Units	Amount on Hold	TF	On Hold Reasons
600275	12/05/2024	UMA-900038	UMA MI office	Pyle, Cecil	Life Care Demo Payer (UMA)	Default	02/01/2024	T1019:UA	12.00	\$45.00		Missing Physician NPI Number
Total:									12.00	\$45.00		



Billing Review

Missing Diagnosis Code



Steps to Resolve Missing Diagnosis Code

1. Click on the Invoice # of the visit held for "Missing Diagnosis Code"
2. Select the "N/A" under "Billing Diagnosis Code"
3. Select "Add"
4. Select the magnifying glass next to "ICD Code"
5. Enter in the patient's diagnosis code and click "Search"
6. Click on the result
7. Check the box next to "Primary Diagnosis" and select "Save"
8. Select "All records within this invoice" and select "Save"



Tip: To prevent this hold from occurring again, you can enter in the diagnosis code into the patient's "Contracts/Insurance" tab before billing

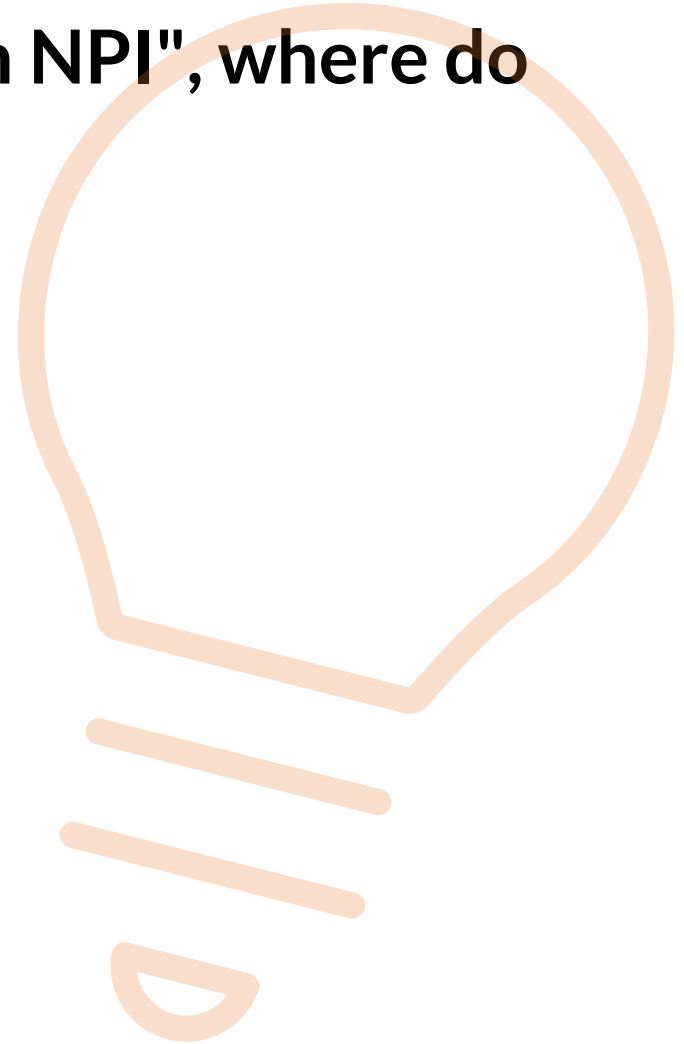
Knowledge Checks

Billing Review



A visit is held in Billing Review for "Missing Physician NPI", where do you add that information?

- A. Patient > Search Patient**
- B. Admin > Contract Setup
- C. Billing > Electronic Billing
- D. Visit > Visit Maintenance

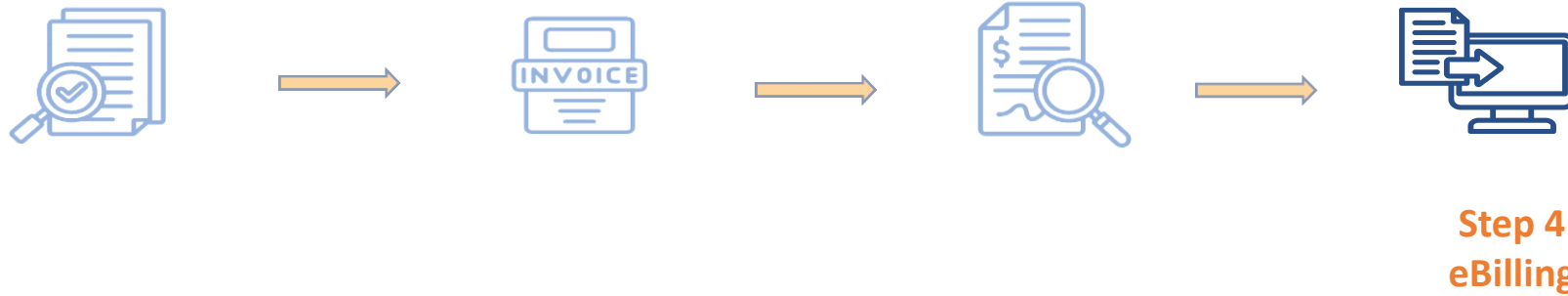




Electronic Billing



Electronic Billing



Steps: Billing > Electronic Billing > E-Submission Batches

Purpose: Submit invoices electronically, manage resubmissions, and send corrected claims if needed

- **Select:** Choose the visits ready for electronic submission
- **Submit:** Send claims electronically to the respective payer(s) via an overnight process



E-billing



Billing ▼Report ▼Admin ▼

Prebilling

Billing Review

Invoice Search

Print Invoices

Print Duty Sheets

New Invoice - (Internal)

Electronic Billing

Cash Payment

E-Submission Batches

E-Submission Batches

Batch

Search E-Submission Batches

Add Resubmit Claims

Add Original Claims

All fields marked with an asterisk (*) are required.

Payers *

Claim Batch #

Batch Creation Date Range

Claim Type

All 6 of 6 Selected

mm/dd/yyyy

mm/dd/yyyy

All

Search

Reset



Billing Review & Electronic Billing Demo



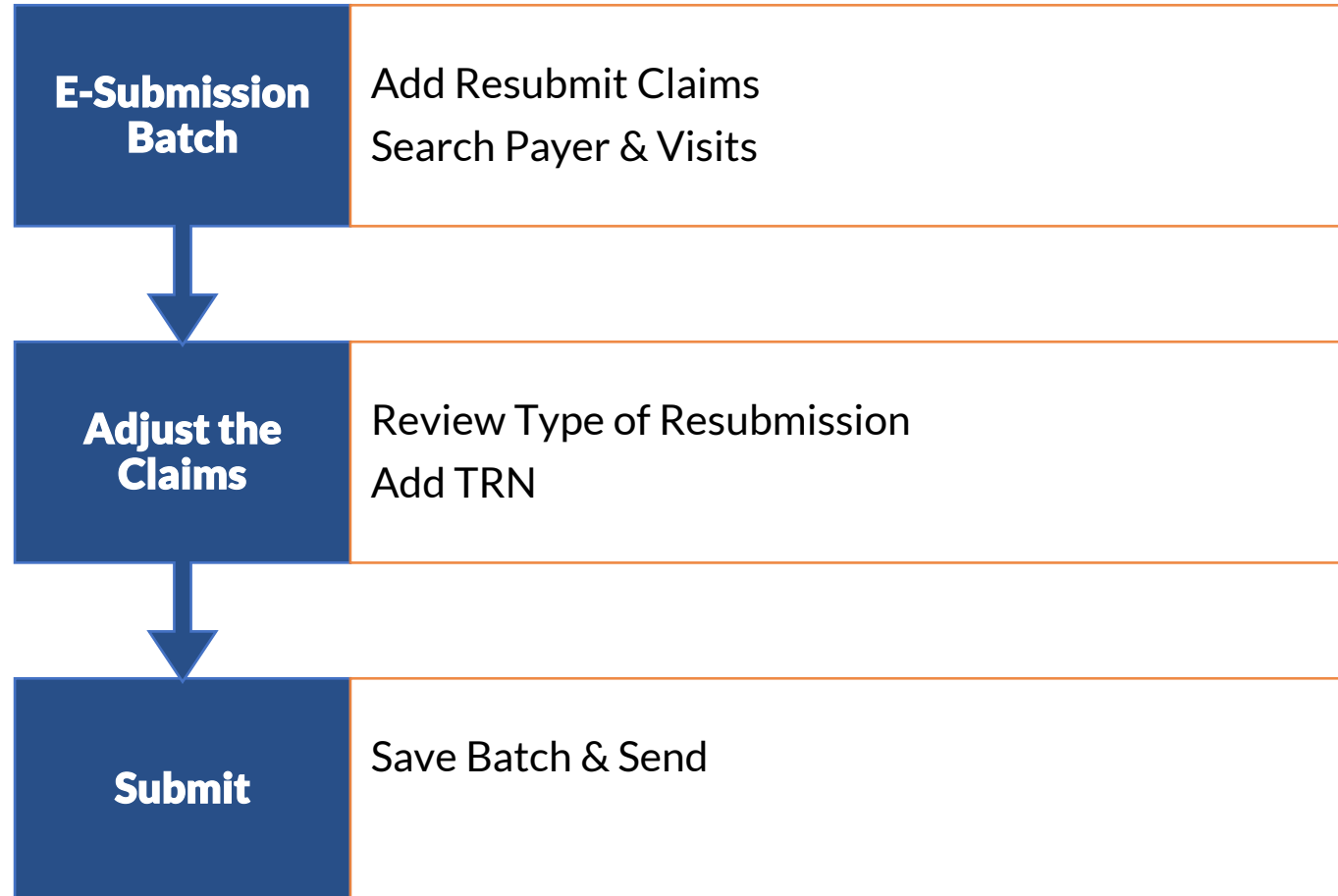
Rebilling



Rebilling Process



To update the Service code / Rate / Units





Claim Adjustment



Claim Adjustment

×

All fields marked with an asterisk (*) are required.

⚠ Important: Claim Adjustment changes will bypass ALL billing validations. It is an override function. Make sure you have authorizations to cover any adjustment in Billed Adjustment Hours.

Visit Date

06/03/2023

Submission Type *

Adjustment

Transaction Reference Number *

32987239923

☐ Apply adjustment to all added claims within same invoice

Start Time

06/03/2023 11:00 AM

End Time

06/03/2023 1:00 PM

Service Hours

2h 0m

Billed Adj Hours ⓘ

(-) HHMM

Travel Time Hours

HHMM

Billed Hours

2h 0m

Payroll Adj Hours

(-) HHMM

Caregiver Name

Lopez Maria

Employment Type

PCA, HHA, RN

Payer Service Code *

S5130

Rate Type

Hourly

Caregiver Pay Code * ⓘ

Non Payable

Billing Export Code

S5130

Units per Hour/Daily/Visit * ⓘ

4.00

Billing Units

8.00

Billed Rate *

\$ 60.000000

Billing Amount

\$120.00

3rd Party

\$ 0.00

Union Insurance Billed Rate

\$0.00

Union Insurance Billed Amount

\$0.00

Cancel

Save



Rebilling Demo

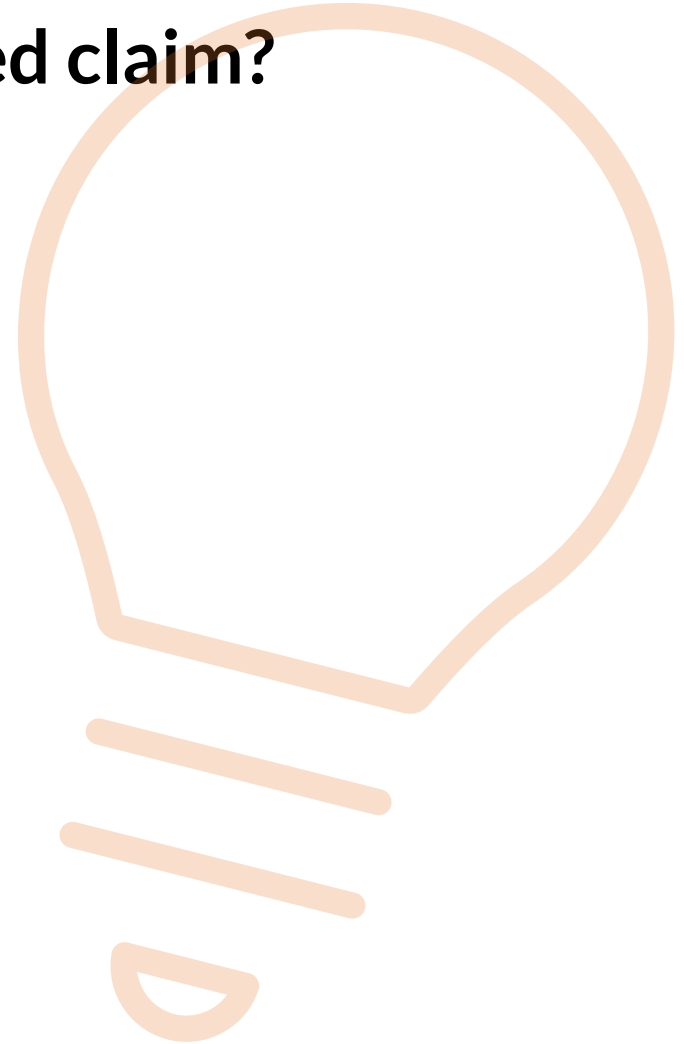
Knowledge Checks

Rebilling



What option do you need to select to send a corrected claim?

- A. Add Original Claim
- B. Billing Review
- C. Add Resubmit Claim
- D. Prebilling





Key Takeaways



Key takeaways



- Before you start billing, complete these 3 tasks:
 - Enter your patients' primary diagnosis code into the patients' contract
 - Enter billing rates for services you plan to bill
 - Enter Physician NPIs to patients' profiles
- Billing in HHAeXchange is 4 steps: Prebilling, Invoicing, Billing Review, and Electronic Billing
- It is recommended to check and resolve Prebilling holds consistently throughout the week before the day you plan to bill
- A TRN (claim number) is required to send a corrected claim for rebilling

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
Michigan Info Hub**
www.hhaexchange.com/Michigan



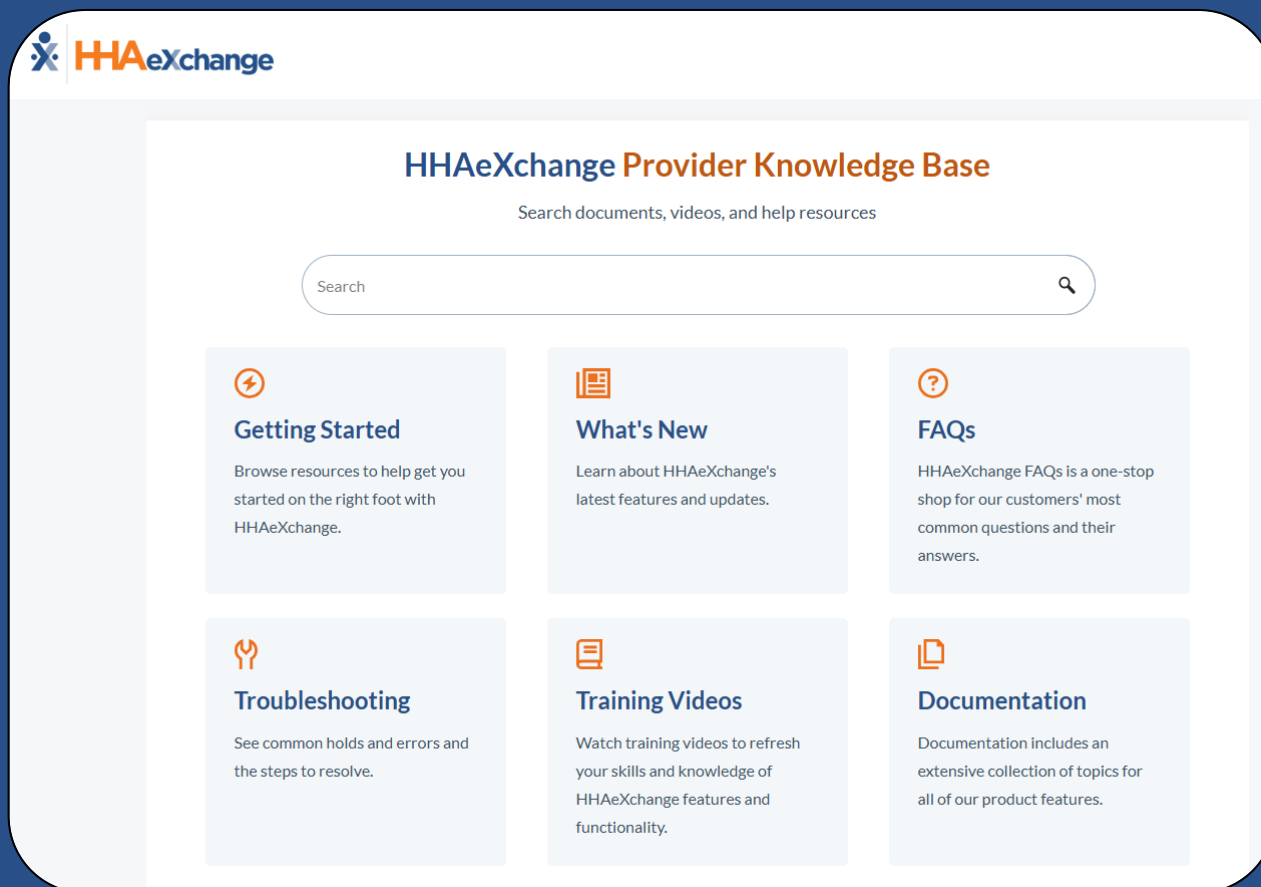
Knowledge Base
<https://www.hhaexchange.com/knowledge-base>



**MDHHS
EVV Website**
www.Michigan.gov/EVV



HHAeXchange has a new Knowledge Base!



The Knowledge Base houses helpful resources to provide answers to your questions according to specific topics

- Frequently Asked Questions (FAQs)
- Training Videos
- Documentation
- What's New

Check it out using the link below:

<https://www.hhaexchange.com/knowledge-base>

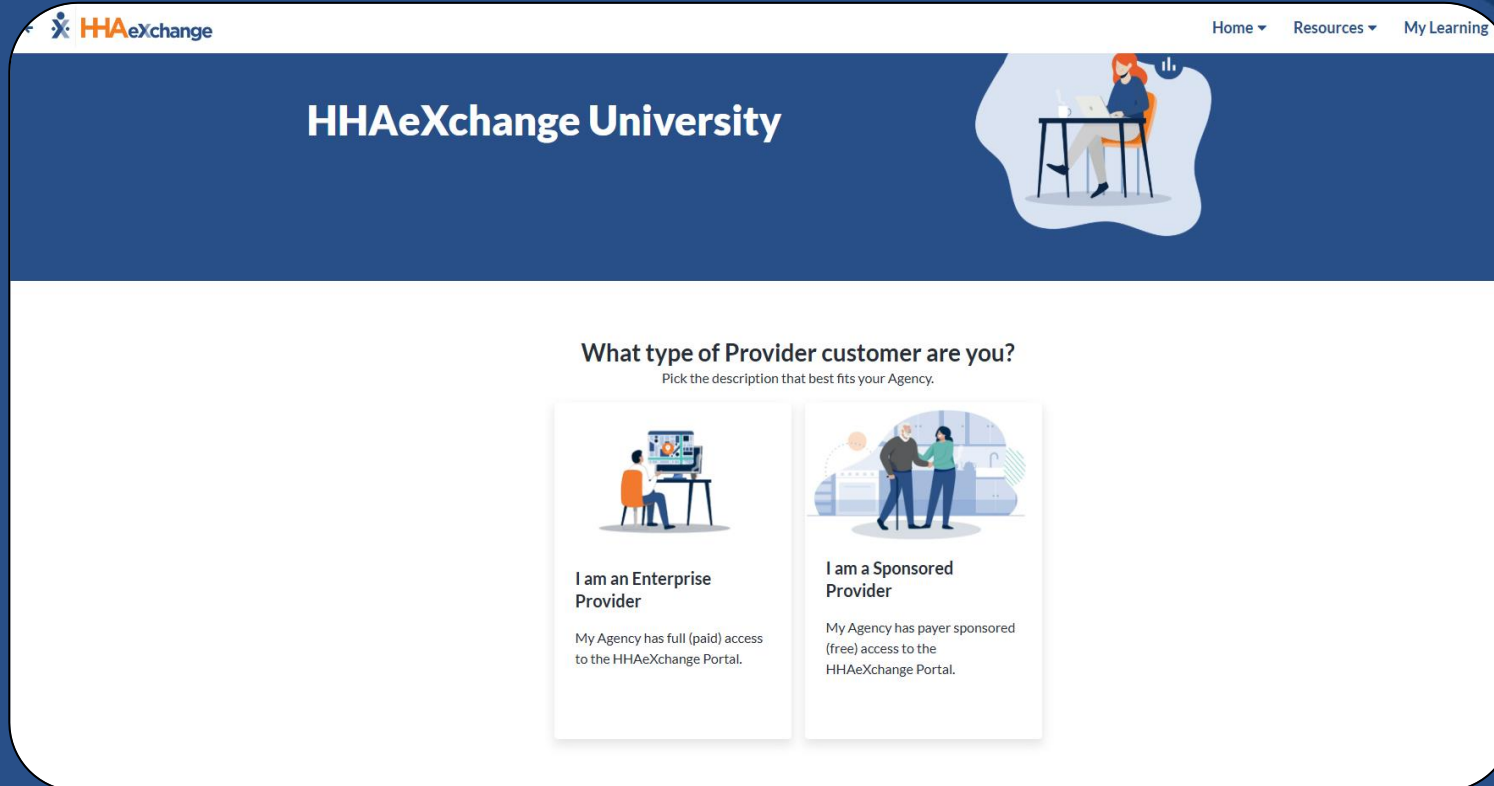
How To Resources



Knowledge Base: Training Videos

- Prebilling
 - Authorization issue
 - Incomplete Authorization
- How to create an invoice batch
- Billing review
 - Missing Primary Diagnosis
- How to create and export ebilling batch
- How to Rebill
- How to assign a Physician
- How to add billing rates

New Sponsored Provider Onboarding Program Available!



HHAeXchange University is now available for State Sponsored providers to have a foundational overview of key topics such as:

- Patient & Caregiver Management
- Agency Setup
- Visit Maintenance
- Billing

Check it out using the link below:

<https://university.hhaexchange.com/>

Caree Virtual Assistant



Caree, HHAeXchange's new Virtual Assistant, provides 24/7 support to answer questions and provide Knowledge Base articles and videos for specific topics

HomePatient▼Caregiver▼Visit▼Action▼Billing▼Report▼Admin▼

0

Hello achoo

Placements (9 Pending)EventsSystem NotificationsDirect MessagesTasksLinked Communication

Placements

Pending (1)

Accepted with Temp Caregiver (8)

Staffed (0)

Accepted with No Master Week(0)

Patient ^	Admission ID ^	Office ^	Start Date ^	Stop Date ^	Frequency ^	Service Category ^	Service Type ^	Request Sent At ^	Status ^	Cut Off Time ^	MCO Name ^
XXXXX	5141341354	UMA healthcare	11/12/2024			Home Health	PCA	11/11/2024 12:41:42 PM	Pending	11/16/2043 11:20:42 PM	Life Care Demo Payer

Previous1Next

[Support Center](#) | [UMA Healthcare \(PE Training Use Only\)](#) [ID# N/A] | Cloud

Enterprise 25.04.01 AWSWEB9 chrome 136 (Doc Chrome 136) 05/23/25 15:15 PM EST

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Questions?

**THANKS FOR
ATTENDING!**



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after exiting the webinar.*