

Our Webinar Will Begin Shortly

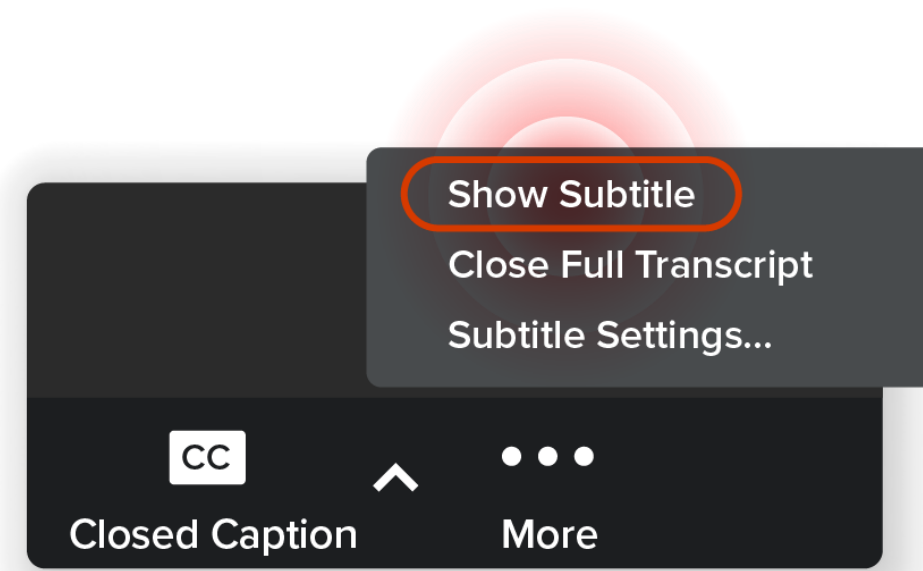
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Ashley Cho



- **Role:** Senior Training Specialist
- **Tenure at HHAeXchange:** 3 Years
- **Areas of Expertise:** Billing, Revenue Cycle
- **Fun Fact:** I've read about 85 books this year so far

Humana Healthy Horizons of Virginia: EDI Post Integration

October 2025

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Humana Healthy Horizons: Milestone Trainings



Date

Session

Aug 19

Milestone 1: Data Setup & System Essentials

Aug 26

Alternative EVV (EDI) Onboarding

Sep 9

Milestone 2: Scheduling & Visit Capture

Sep 18

Milestone 3: Visit Verification & Visit Maintenance

Sep 23

Milestone 4: Billing

Oct 7

Alternative EVV (EDI) Post Integration

Oct 14

Milestone 5: Reporting & Compliance Monitoring

Billing in HHAeXchange Required Starting October 29!

A soft billing period is currently in effect. During this time, claims billed outside of HHAeXchange will not be rejected.

Important: Beginning **October 29**, all visits must be billed through HHAeXchange. Claims submitted outside of HHAeXchange for dates of service **October 29 and forward** may be denied.

Reminder



New Payer ID for EVV Claims Starting October 29!

Humana Healthy Horizons of Virginia will require EVV claims to be submitted using Payer ID **61150**.

Important: The current Payer ID (61101) will no longer be accepted for EVV claims after October 28. Non-EVV claims should continue using 61101.



Check out the link to the notification: [Network Notification – Humana Healthy Horizons in Virginia](#)

Alternate EVV (EDI) Onboarding



This training will provide a clear understanding of the integration process with HHAeXchange. You'll learn how to coordinate with your EVV vendor, upload files, understand how data flows, and bill through HHAeXchange.

Who should take this training?

This training is for anyone who are responsible for managing the integration between their EVV vendor and HHAeXchange.

Example: Alternate EVV providers

Objectives of Today's Training

You will be able to:

- **Describe** how data flows between your agency, the EVV vendor, and HHAeXchange.
- **Know** how to upload files into the EDI tool if your 3rd party Vendor does not use SFTP.
- **Perform** the billing steps to successfully bill out of HHAeXchange.



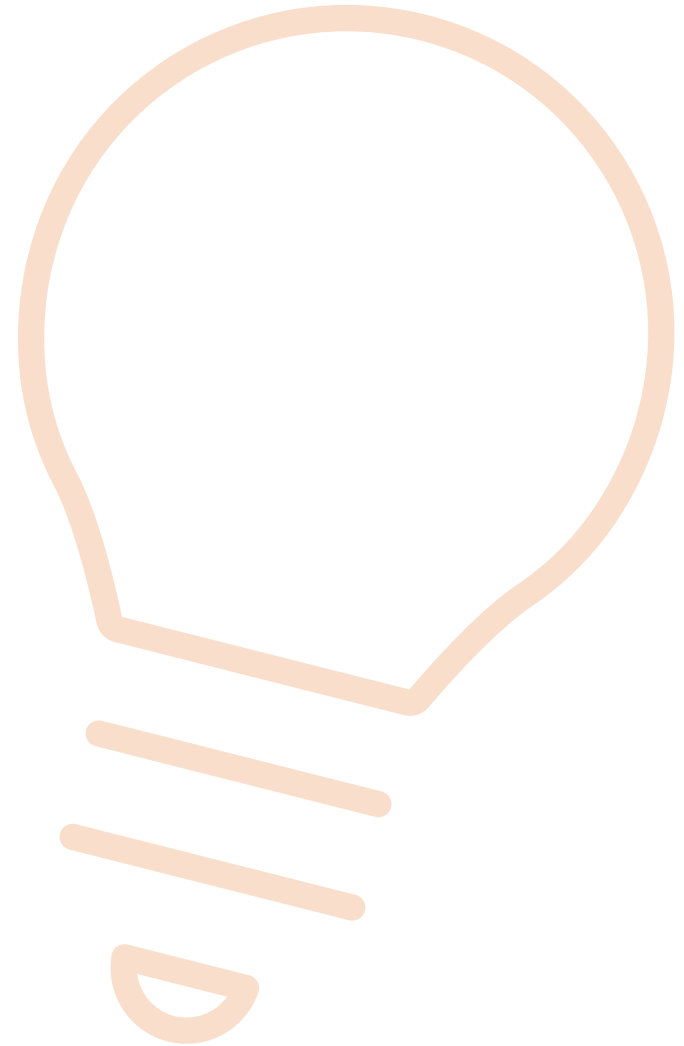
Knowledge Checks

You'll see these throughout the presentation!



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

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





EDI Post Integration : Agenda

- Data Exchange Overview
- Integration Next Steps
- File Transmission & Processing
- Billing
- Key Takeaways
- Next Steps
- Questions?

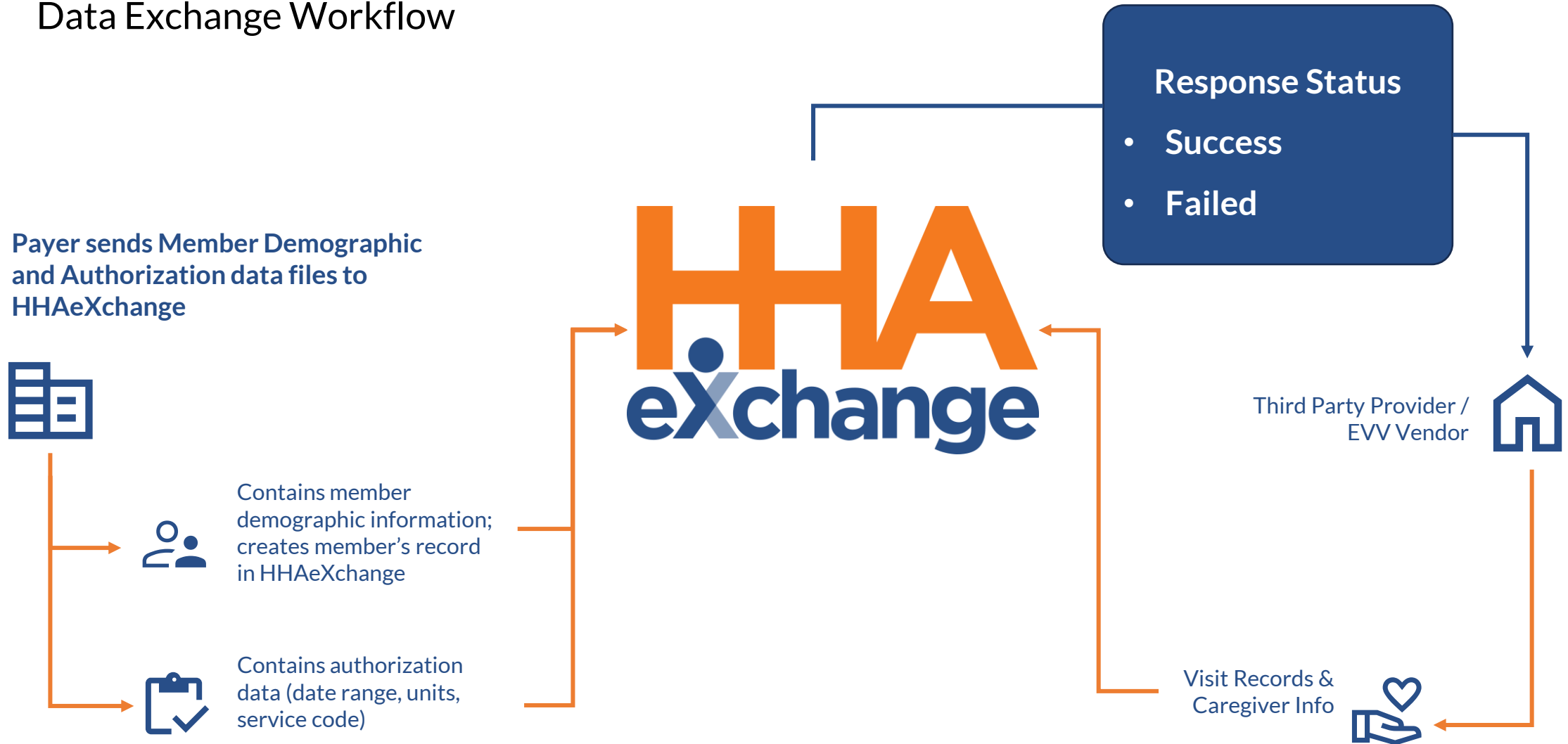


Data Exchange Overview



EDI Provider

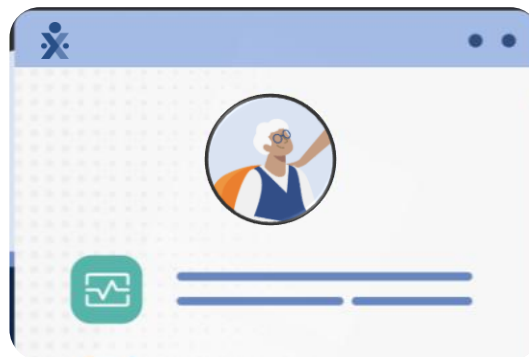
Data Exchange Workflow



> Data Exchange Responsibilities



- Providers work with their 3rd Party Alt EVV Vendor to upload the Visit Files, with caregiver information included, into your HHAeXchange portal
- Visit data files should be continually sent and maintained by the agency even after initial data setup
- The Payer (Humana Healthy Horizons of Virginia) will send Patient demographic and authorization files into your HHAeXchange portal
 - ***If you do not see your patients' or authorization information, please reach out to Humana to send that information to HHAeXchange***

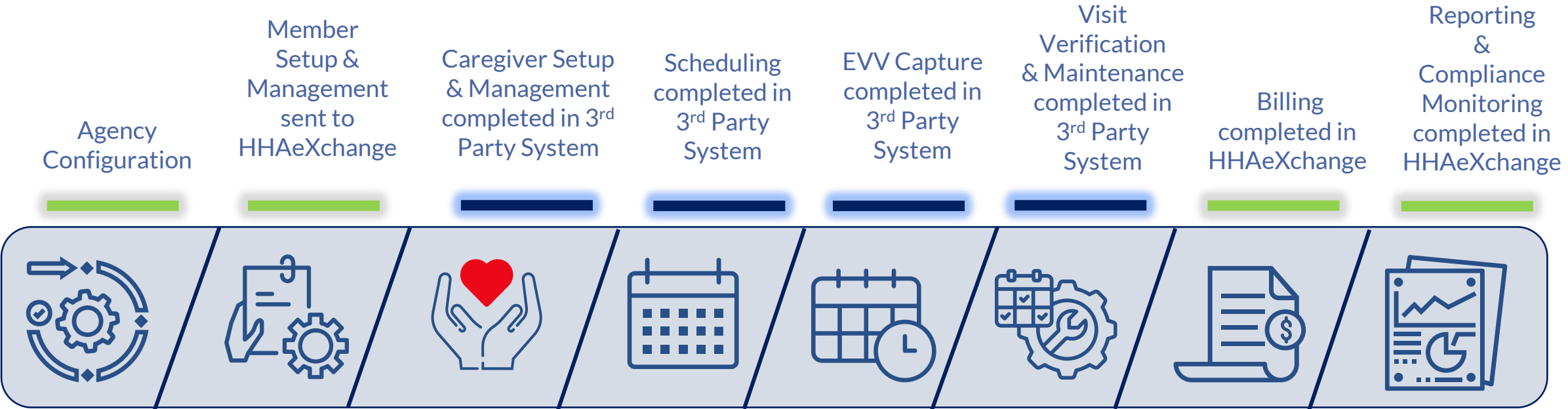




Legend

Completed in HHAeXchange

Completed in 3rd Party System





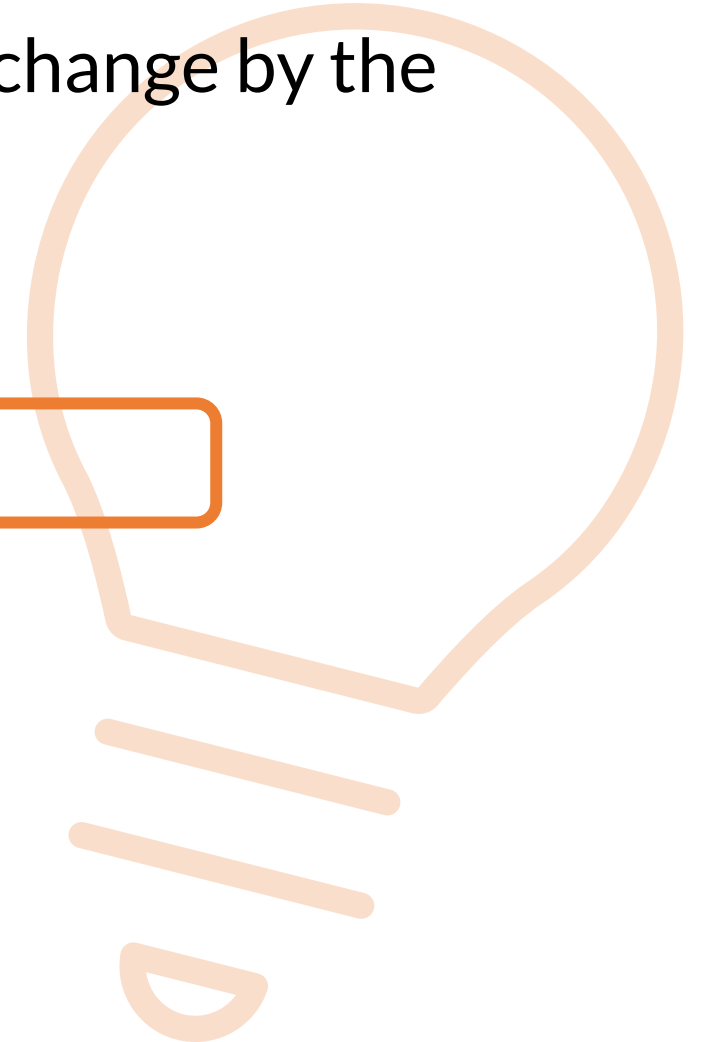
Knowledge Check

File Types



What two types of data must be sent to HHAeXchange by the provider or EVV vendor?

- A. Patient addresses and insurance details
- B. Caregiver demographic data and visit details
- C. Billing codes and payroll summaries
- D. Training completion and system logs





Integration Next Steps



How to Initiate Integration (if you haven't done so already)



- Contact the HHAeXchange Provider Integration team via the Client Support Portal: [EDI Support](#).
- Create a ticket with [Provider EDI Integrations](#) to begin the integration process.
- Provide the following information:
 - Provider legal name
 - Provider 9-digit Federal Tax ID Number



Check out our helpful video on [How to Use the Customer Portal](#)





How do I know Integration was completed?



An email will be sent to providers once integration is complete. Below is an example email of what providers should expect:

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.

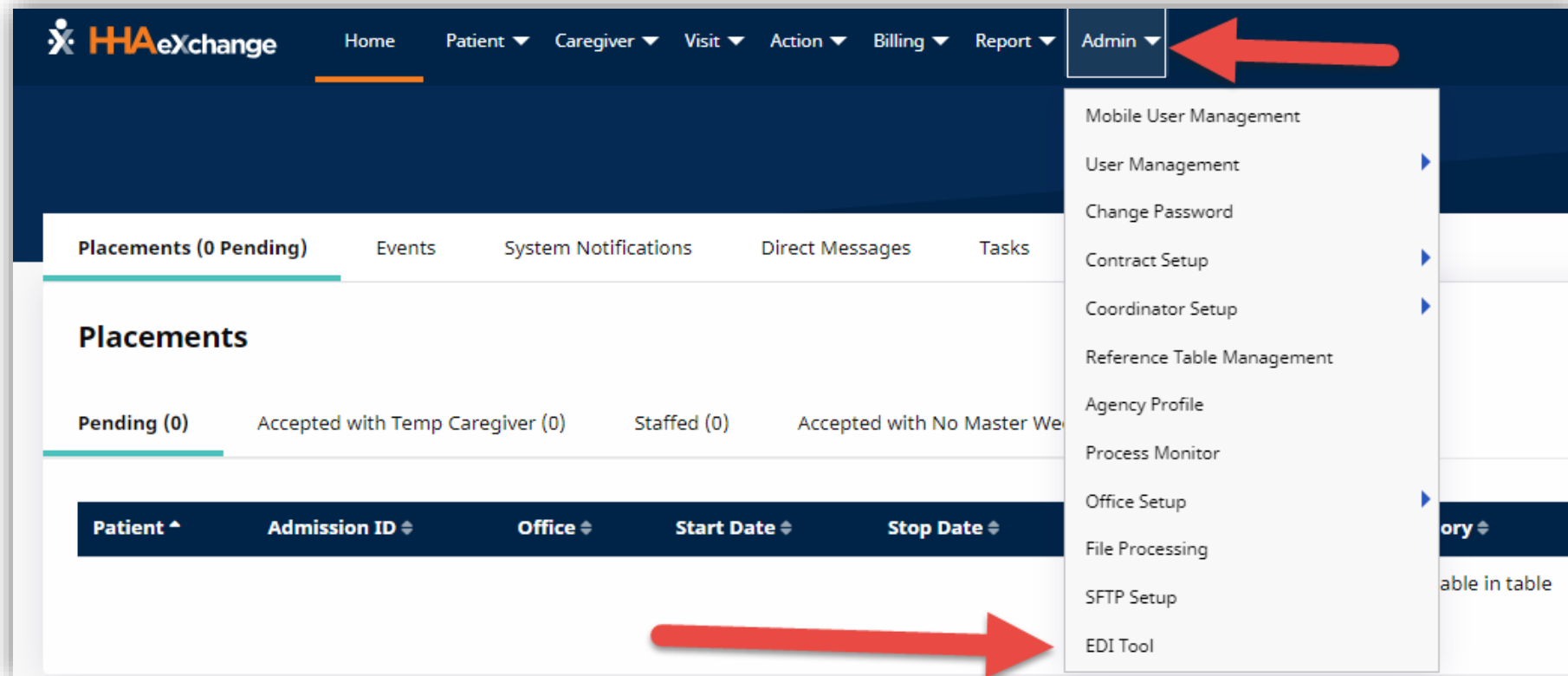
Please check with your vendor to make sure EVV is turned on. Any files sent through the interface will now process same day (provided there are no formatting issues). They should have training materials available to advise you of the workflow to trigger submission of invoiced visits. After the file has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

Uploading Visit Files



After providers complete their integration, files should be imported via the SFTP. Small files can be imported via the EDI Tool if your EVV Vendor does not use a vendor-specific SFTP. Reach out to your vendor for SFTP-specific questions.

Navigate to Admin > EDI Tool



The screenshot shows the HHAeXchange web application interface. The top navigation bar includes links for Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. The Admin menu is open, displaying a list of options: Mobile User Management, User Management, Change Password, Contract Setup, Coordinator Setup, Reference Table Management, Agency Profile, Process Monitor, Office Setup, File Processing, SFTP Setup, and EDI Tool. A red arrow points to the Admin menu item, and another red arrow points to the EDI Tool option in the dropdown menu. The main content area shows a 'Placements' section with tabs for Pending (0), Accepted with Temp Caregiver (0), Staffed (0), and Accepted with No Master We. Below this is a table with columns: Patient, Admission ID, Office, Start Date, and Stop Date.

Review Rejections in EDI Tool



- Uploaded visits that have been rejected can be corrected using the **Fix** button.
- Errors can be fixed in your EDI Vendor system before uploading again into the EDI tool.

Upload File

Select File:

File Type:

Upload

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

Search Upload

Date From:

Date To:

File Type:

Show:

Search

Reset

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		-	-	



Check out the HHAeXchange Knowledge Base for best practices for data transmission:
[Homecare Common EDI Import Failures](#)

> Resolve Rejections in EDI Tool



- The EDI Tool has information regarding common rejections providers can address themselves.
- If there are no other rejections, the 3rd 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:

All

Caregiver Code:

All

Reason:

All

Search

Clear All

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

Data Transmission – Best Practices



- Send visit data in near real time.
- Ensure visits have been verified and checked for accuracy in the third-party EVV system before sending to HHAeXchange to avoid rejections and errors downstream.
- Data that is unchanged should not be resent to HHAX.
- Consistently checking and correcting rejections allows you to re-send data without delay.



Check out the HHAeXchange Knowledge Base for best practices for data transmission:
[Best Practices for Integration and EVV Compliance](#)

Knowledge Checks

File Transmission



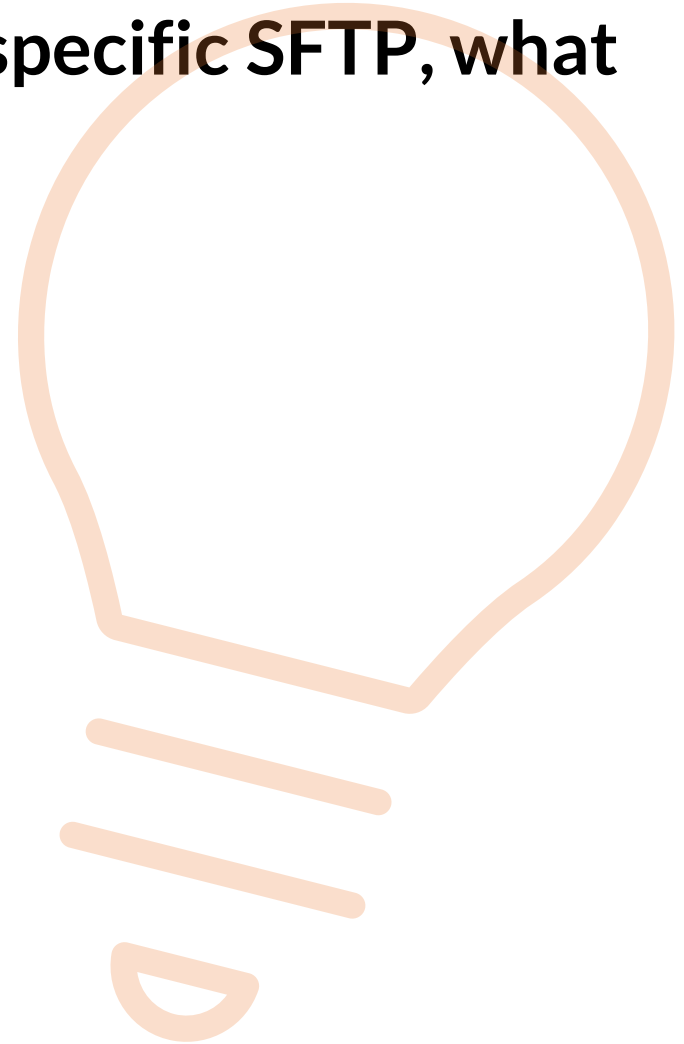
Your 3rd party EVV vendor does not have a vendor-specific SFTP, what option in HHAeXchange can be used to upload files?

A. Caregiver Compliance

B. EDI Tool

C. Knowledge Base

D. Reports





Billing

> EDI (Alt EVV) Providers



- The billing steps stop at Step 3: Billing Review
- EDI (Alt EVV) Providers should check their **Prebilling and Billing Review** consistently in order to correct any errors that will prevent you from billing successfully
- It is recommended to verify and check for accuracy in your 3rd party Alt EVV system before sending to HHAeXchange to avoid having to correct errors while billing



Steps: Billing > Prebilling

Purpose: Prepare and verify the data before creating an invoice

- **Review Timesheets** – ensure caregiver times are accurate
- **Verify Service Authorizations** – review authorization hours/units are allocated appropriately



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
- **No Authorization** – A visit has no authorization, insufficient authorization hours/units, or the incorrect service code is being used that is not covered under the existing authorization
- **Caregiver Compliance** – A visit imported from a 3rd party vendor has not imported with an invoice number and will not generate an invoice

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	✎ 🗑



Billing Review



Step 3
Billing
Review

Steps: Billing > Billing Review

Purpose: Review and finalize invoices before they are sent to the payer via an overnight process

- Errors:** Address any errors that appear in the Problems column and make any necessary adjustments
- Finalize:** Confirm that all approved invoices are finalized to send via an overnight process to the payer



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

Most Common Billing Review Problems:

- **Pending Billing of Additional Shifts on Same Day** – Only one visit has been invoiced on a day with multiple visits

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		

Hello achool

Placements (12 Pending) **System Notifications** Direct Messages Tasks Linked Communication

Search System Notifications

Priority

All ▾

Status

All ▾

From

mm/dd/yyyy 

To

mm/dd/yyyy 

Search



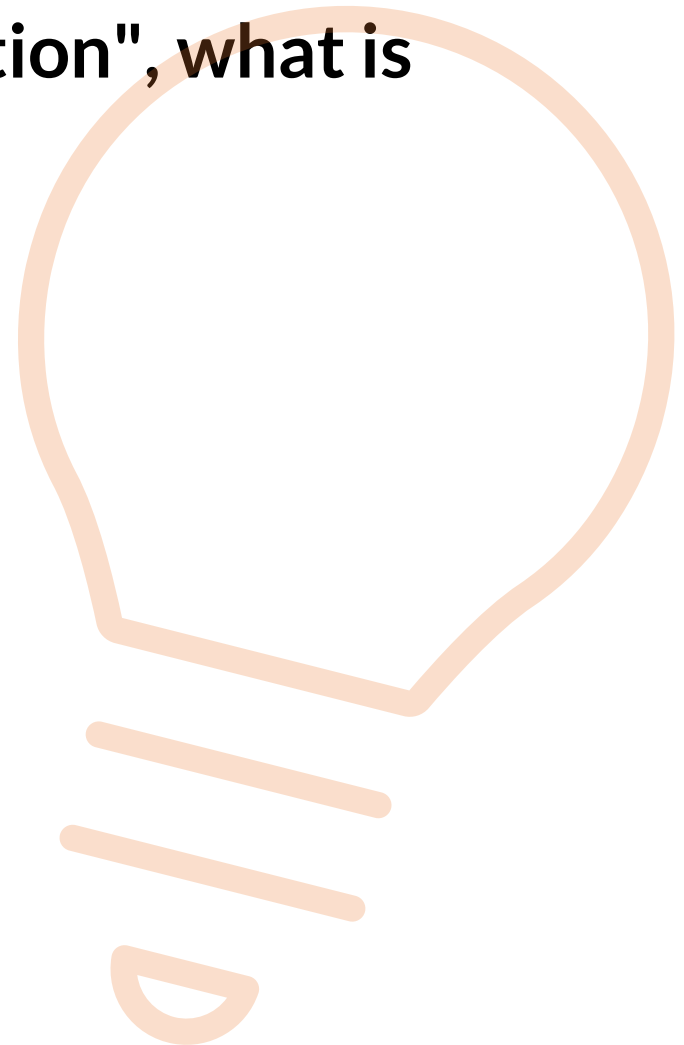
Knowledge Checks

Billing



A visit is held in Prebilling for "Incomplete Confirmation", what is missing that needs to be corrected and sent again?

- A. Authorization Information
- B. Physician NPI
- C. Clock In and/or Clock Out**
- D. Billing Rates





Key Takeaways

Key Takeaways



- Providers should work closely with their Alt EVV Vendor to ensure Visit files, with caregiver information, are sent to HHAeXchange successfully
- The Payer (Humana Healthy Horizons) will send Patient and Authorization information to HHAeXchange
- It is important to consistently check your Prebilling and Billing Review for errors that can be corrected before billing.
- Understand how patient and visit data flows to avoid delays or errors



Next Steps



How to Initiate Integration (if you haven't done so already)



- Contact the HHAeXchange Provider Integration team via the Client Support Portal: [EDI Support](#).
- Create a ticket with [Provider EDI Integrations](#) to begin the integration process.
- Provide the following information:
 - Provider legal name
 - Provider 9-digit Federal Tax ID Number



Check out our helpful video on [How to Use the Customer Portal](#)



EDI Integration Checklist (New Providers)



- ☒ Attend an [Informational Session Recording](#) | [Slides](#)
- ☒ Attend training Milestone 1: System & Data Setup Essentials
- ☒ Attend EDI Onboarding Webinar
- ☒ Review and share [guides](#) with your EVV vendor
- ☒ Access HHAeXchange Provider Portal
- ☒ Create ticket for EDI team to request integration
- ☒ Complete Testing if required
- ☒ Integration completed by EDI Team.
 - ☒ 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.
- ☒ Attend EDI Post Integration Training

> Next steps: Register & Attend



Scan here to Register!

Date Session

Aug 19	Milestone 1: Data Setup & System Essentials
Aug 26	Alternative EVV (EDI) Onboarding
Sep 9	Milestone 2: Scheduling & Visit Capture
Sep 18	Milestone 3: Visit Verification & Visit Maintenance
Sep 23	Milestone 4: Billing
Oct 7	Alternative EVV (EDI) Post Integration
Oct 14	Milestone 5: Reporting & Compliance Monitoring

Milestone 5:
Reporting & Compliance Monitoring:





- To ensure you stay up to date on all the information for this project, please visit our State Info Hub
- The State Info Hub will be your primary source of information throughout this implementation



[Humana Healthy Horizons in Virginia Information Center](#)

A screenshot of the HHAeXchange website's 'Humana Healthy Horizons in Virginia Information Center' page. The page has a dark blue header with the HHAeXchange logo and navigation links: 'Homecare Software', 'Technology', 'Resources', and 'Company'. A 'Request Your Demo' button is in the top right. Below the header, the main title 'Humana Healthy Horizons in Virginia Information Center' is displayed next to a green 'H' icon, with a 'Provider Portal Registration Form' button underneath. The content area features a 'TABLE OF CONTENTS' sidebar with links to 'OVERVIEW', 'TRAINING', 'EDI PROCESS', 'SERVICES IN SCOPE', 'FAQ', and 'CONTACT'. The 'OVERVIEW' section is active, showing text about EVV laws and the HHAeXchange platform's benefits. A 'What are the key benefits of the HHAeXchange Portal to homecare agencies?' section lists three bullet points: 'Payer-sponsored Electronic Visit Verification (EVV) tools', 'Open Model EDI Integration with 3rd Party EVV Vendors', and 'Real-time, two-way messaging with each Payer'. An 'IMPORTANT DATES' section at the bottom mentions 'HUMANA HEALTHY HORIZONS IN VIRGINIA GO-LIVE July 1, 2025'.

State Info Hub (EDI Process)

<https://www.hhaexchange.com/info-hub/humana-virginia>





Homecare Software ▾ Technology ▾ Resources ▾ Company ▾

Request Your Demo



Humana Healthy Horizons in Virginia Information Center

Provider Portal Registration Form

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OVERVIEW

TRAINING

EDI PROCESS

SERVICES IN SCOPE

FAQ

CONTACT

EDI Overview

Thank you for your participation in working with HHAeXchange on the Electronic Data Interchange (EDI) project for your agency. Below you will find information about the general requirements and steps to take to successfully integrate your Agency Management System with HHAeXchange.

HHAeXchange coordinates directly with Humana Healthy Horizons in Virginia to ensure members and, if desired, authorizations are passed directly into the HHAeXchange system. Once this data is in the HHAeXchange system, a unique member key is created which HHAeXchange will pass to your Agency Management System to ensure seamless processing of member information between the systems. HHAeXchange will also give you a unique Provider Agency ID to include in all files used in the EDI processes.

In order to integrate between your Agency Management System and HHAeXchange, you will need to create the EDI files corresponding to the HHAeXchange specifications.

These important sections of the Knowledge Base will help you successfully integrate with HHAeXchange:

- [V5 Flat File](#) – Includes EDI code tables, EDI Payer Configuration and Requirements Tables, the EDI File Format Validation Portal, and more.
- [Getting Started with EDI](#) – Covers requesting your EDI setup, completing vendor testing, getting production credentials, and monitoring rejected visits to keep your integration running smoothly.



HHAeXchange State Info Hub

[Humana Healthy Horizons in Virginia
Information Center | HHAeXchange](#)



HHAeXchange EDI Knowledge Base

[https://knowledge.hhaexchange.com
/edi/Content/Home/Home-C.htm](https://knowledge.hhaexchange.com/edi/Content/Home/Home-C.htm)



Humana Healthy Horizons Provider Relations Email

[VAMedicaidProviderRelations@hu
mana.com](mailto:VAMedicaidProviderRelations@humana.com)

[How to Use the Customer Portal](#)



Support Resources



Review and share these links with your EVV Vendors!

[Virginia 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](#)

[Best Practices for Integration and EVV Compliance](#)



Questions?

**THANKS FOR
ATTENDING!**



*Please provide us your feedback
after exiting the webinar.*