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Any deadlines, instructions, or operational details discussed in this session should be verified by Provider with DMAS.

Questions related to transition, claims processing, or provider enrollment should be directed to Humana Provider Relations or HHAeXchange support as appropriate.



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More



Meet the Presenter

Teavy Leonardson



- **Role: Senior Training Specialist**
- **Tenure at HHAExchange: 3 years**
- **Areas of Expertise: Implementation & Training**
- **Fun Fact: *My coffee drinks usually have 2-4 espresso shots***

Humana Healthy Horizons of Virginia: Post Go-Live

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Overview



- This session is designed to help Humana Healthy Horizons of Virginia providers successfully complete their EDI integration and ensure smooth billing after the **October 29** Billing go-live date.
- You'll gain a clear understanding of what steps are required to finalize your EDI setup, how to prevent billing holds, and how to bill correctly once integration is complete.

Objectives of Today's Training

You will be able to:

- Understand the critical next steps for EDI integration
- Navigate the post-integration billing process
- Identify and resolve common billing holds
- Access key resources and support channels





Agenda

- Update from Humana Healthy Horizons of Virginia
- Go-Live Recap & Why We're Here Today
- Overview of EVV
- From Getting Started to Ready to Bill

- Support Resources & QR Codes
- Key Takeaways
- Questions

Update from Humana Healthy Horizons of Virginia

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Go-Live Recap & Why We're Here Today

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Previous Milestone Trainings – Recordings & Slide Decks



Training Sessions	Links to Training
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Milestone 4: Billing	Replay Deck
EDI Post Integration	Replay Deck
Milestone 5: Reporting and Compliance Monitoring	Replay Deck

➤ Go-Live Recap & Why We're Here Today



You have reached your October 29th Billing Go-Live Milestone!

- You have gone live with EVV & Billing.
- **Today's Focus:** Ensure your EDI integration is complete so your claims flow smoothly and payments aren't delayed.



This is a compliance requirement

Failure to complete integration immediately may result in billing disruptions.

Note: Integration typically takes about five business days. Act now to avoid payment delays.



Overview of EVV

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6 Elements of a Cures Compliant Visit



Who

Member



Who

Caregiver



What

Type of
Service



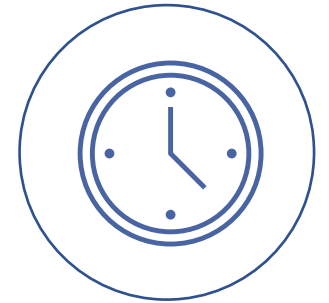
Where

Location
of Service



When

Date of
Service



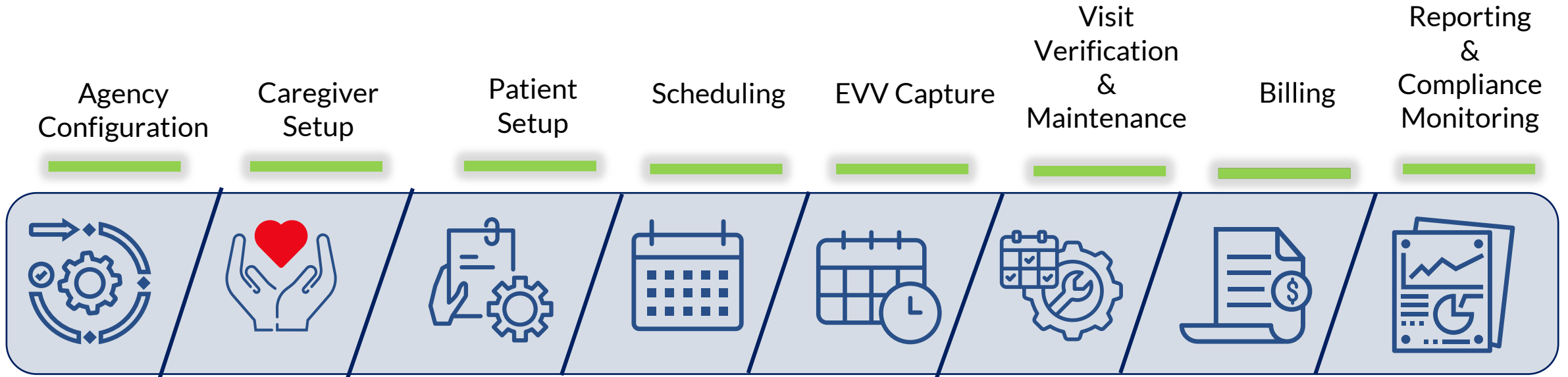
When

Time of
Service



EVV Tracker

Schedule and Visit Capture training

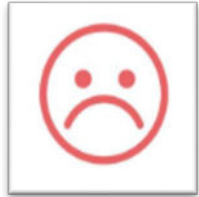


By attending all previous milestone trainings, you have gained a comprehensive understanding of the entire EVV lifecycle within HHAeXchange.

From Getting Started to Ready to Bill

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Poll: Select your current status



A. Not started.



B. Portal created only.

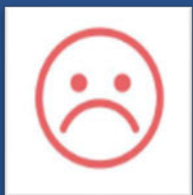


C. Portal created and integration process started (with an EDI ticket opened with HHAeXchange Support.)



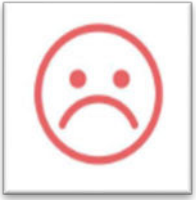
D. Fully ready to bill

Not Started?:



"I need to create my HHAExchange Portal."

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Create Your Portal

Action Required:

1. Complete the [HHAeXchange Provider Onboarding Form](#)
 - Regardless of the EVV solution selected, all impacted providers are *required* to complete this form. Once your portal is created, it will be linked to your Humana Virginia contract.

Go Here for more information:

- [HHAeXchange Provider Onboarding Form](#)
- [Humana Healthy Horizons in Virginia Information Center | HHAeXchange](#)
- [Humana VA | Providers | Getting Started with EDI Checklist](#)

Portal Created:



"My portal is created, and I am ready to begin integration."

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Poll: What's your biggest blocker to completing EDI integration?



- A. EDI Integration doesn't pertain to me
- B. Didn't realize it was required to bill
- C. Unsure of the steps or where to start
- D. Waiting on my EVV vendor
- E. No blockers, we're ready to bill through HHAeXchange





Start Integration



Action Required:

1. Reach out to [EDI Support](#) to open a ticket and immediately begin integration
 - Attention - Integration typically takes about **five** business days so Act Now!

Go here for more information:

- [EDI Support](#)
- [How to Use the Customer Portal](#)
- [Humana Healthy Horizons in Virginia Information Center | HHAeXchange](#)
- [Humana VA | Providers | Getting Started with EDI Checklist](#)



Start Integration



Action Required:

2. Send your EVV Vendor the Virginia EDI Code Table & Homecare V5 Flat File Import Layout

- This helps ensure your EVV Vendor sends the correct information to HHAeXchange.

Go here for more information:

- [Getting Started with EDI](#)
- [Virginia EDI Codes](#)
- [V5 Flat File Information](#)
- [Humana Healthy Horizons in Virginia Information Center | HHAeXchange](#)
- [Humana VA | Providers | Getting Started with EDI Checklist](#)



Start Integration



If Applicable:

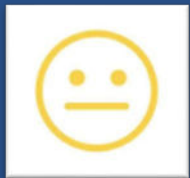
3. Depending on your EVV Vendor, testing may be required. If required, complete V5 file format testing using the [HHAeXchange File Format Validation Portal](#).

- Please note that some vendors have already completed testing with HHAeXchange; therefore, additional testing will not be required for them.

Go here for more information:

- [Getting Started with EDI](#)
- [HHAeXchange File Format Validation Portal](#)
- [Humana Healthy Horizons in Virginia Information Center | HHAeXchange](#)
- [Humana VA | Providers | Getting Started with EDI Checklist](#)

Integration Process Initiated:



"I'm underway with integration and on my way to billing with HHAExchange!"

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Integration Continued



Action Required:

1. Contact your EVV Vendor to share credentials, set up SFTP, and clarify requirements.

- This step is essential for your agency to start submitting visits to HHAeXchange for billing within the system.

Go here for more information:

- [Getting Started with EDI](#)
- [SFTP Setup](#)
- [Humana Healthy Horizons in Virginia Information Center | HHAeXchange](#)
- [Humana VA | Providers | Getting Started with EDI Checklist](#)

Ready to Bill:



"I am READY to bill with HHAExchange!"

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Before You Bill – Billing Rates



Action Required: Enter Billing Rates into the Member's Rate section

- Before beginning your billing journey, please be aware of this prerequisite to ensure that your billing goes over to the payer smoothly and successfully
- Steps:
 1. Go to Member > Search Member > Rates (on left navigation panel)
 2. Select Add Rate
 3. Enter the hourly rate of the service code and the date range the rate is effective
 4. Click Save

Go here for more information:

- [Member Rates](#)
- [Humana VA Milestone 4: Billing Webinar](#)



Before You Bill – Physician NPI



Action Required (if applicable): Enter Physician NPI into the Member's Profile section

- If you are planning on billing any skilled services like RN, LPN, Therapy, or Home Health Aide visits, please perform the following steps to enter a Physician NPI:
- Steps:
 1. Go to **Admin > Physician Setup > New Physician**
 2. Enter all relevant information
 3. Click **Save**
 4. Go to **Member > Search Member > Profile > Edit**
 5. Select the **magnifying glass** to search and select the **Physician's name**
 6. Click **Save**

Go here for more information:

- [Physician Setup](#)



Before You Bill - Rounding Rules



Action Required: Know the Rounding Rules

- Only **whole** hours can be billed.
- If an extra 30 minutes or more of care are provided over the course of a calendar month, the next highest hour can be billed.
- If less than 30 extra minutes of care are provided over the course of a calendar month, the next lower number of hours must be billed.
- Providers may bill for services more than once each month per member.
- The rounding up of hours is for the **total monthly hours** and not each time the provider bills.

Go here for more information:

- [Rounding Rules](#)
- [Humana VA Milestone 4: Billing Webinar](#)



Before You Bill - Banked Minutes



Action Required:

➤ Track Banked Minutes:

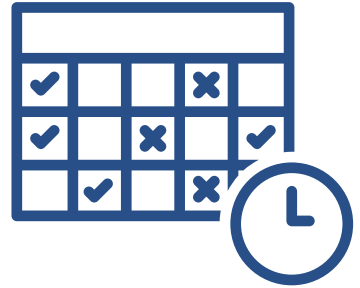
- Tracks extra time worked during member visits.
- Minutes can be added or used on a visit-by-visit basis.
- Resets to zero at the start of each month.
- Optional for providers to use (If your agency wants to use this feature, simply reach out to Support to enable it.)

Go here for more information:

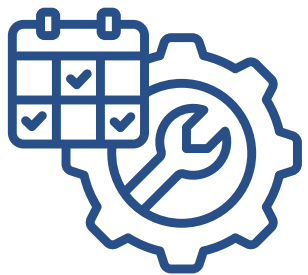
- [Banked Minutes](#)
- [Humana VA Milestone 4: Billing Webinar](#)



Billing Workflow



Caregiver completes EVV



Provider manages visit maintenance



Step 1
Prebilling

Prepare and verify data



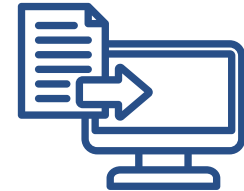
Step 2
Invoicing

Generate an invoice



Step 3
Billing Review

Review and finalize invoice



Step 4
eBilling

Submit invoices electronically



For EDI (Alt EVV) providers, specifically, you will go through Steps 1-3 and end at Step 3.



Ready to Bill



Action Required:

1. Review Prebilling holds

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

Go here for more information:

- [Humana Healthy Horizons Milestone 4: Billing](#)
- [Milestone-4 Billing PPT](#)
- [Prebilling Problems and Resolutions](#)



Ready to Bill



Action Required:

2. Review Billing Review holds for claims to be sent to Humana

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

Go here for more information:

- [Humana Healthy Horizons Milestone 4: Billing](#)
- [Milestone-4 Billing PPT](#)
- [Billing Review Problems and Resolutions](#)



Support Resources & QR Codes

State Info Hub

Provider Information Center



- 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 your journey.



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

The screenshot shows the website for the Humana Healthy Horizons in Virginia Information Center. The header includes the HHAExchange logo, navigation links for Homecare Software, Technology, Resources, and Company, and a 'Request Your Demo' button. The main content area features a large blue banner with the title 'Humana Healthy Horizons in Virginia Information Center' and a 'Provider Portal Registration Form' button. Below the banner is a 'TABLE OF CONTENTS' sidebar with links for Overview, Training, EDI Process, Services in Scope, FAQ, and Contact. The main content area is titled 'Overview' and contains text about the platform's purpose, regulatory requirements, and key benefits for agencies.

Support Login State Info Centers

HHAExchange Homecare Software Technology Resources Company Request Your Demo

Humana Healthy Horizons in Virginia Information Center

Provider Portal Registration Form

TABLE OF CONTENTS

- OVERVIEW
- TRAINING
- EDI PROCESS
- SERVICES IN SCOPE
- FAQ
- CONTACT

IMPORTANT DATES

HUMANA HEALTHY HORIZONS IN VIRGINIA GO-LIVE
July 1, 2025

Overview

HHAExchange is designed to support agencies and caregivers in delivering better outcomes. We are excited to work with Providers in Virginia contracted with Humana to remain compliant with state and federal Electronic Visit Verification (EVV) laws, and ensure a simplified, user-friendly, and seamless experience.

Under Section 12006(a) of the 21st Century Cures Act, states are required to implement EVV for all Medicaid personal care services and home health care services that require an in-home visit by a provider. The EVV system must verify the type of service performed, along with the date, time, and location of the service, as well as the individual receiving and the individual providing the service.

The HHAExchange platform offers a robust agency management solution that can help streamline and automate time-consuming agency functions including placement, scheduling, compliance, and billing of services.

What are the key benefits of the HHAExchange Portal to homecare agencies?

- Payer-sponsored Electronic Visit Verification (EVV) tools
- Open Model EDI Integration with 3rd Party EVV Vendors
- Real-time, two-way messaging with each Payer



Previous Milestone Trainings – Recordings & Slide Decks





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Milestone 4: Billing	Replay Deck
EDI Post Integration	Replay Deck
Milestone 5: Reporting and Compliance Monitoring	Replay Deck

State Info Hub (EDI Process)



Homecare Software ▾ Technology ▾ Resources ▾ Company ▾ Request Your Demo



Humana Healthy Horizons in Virginia Information Center

Provider Portal Registration Form

- TABLE OF CONTENTS
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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.

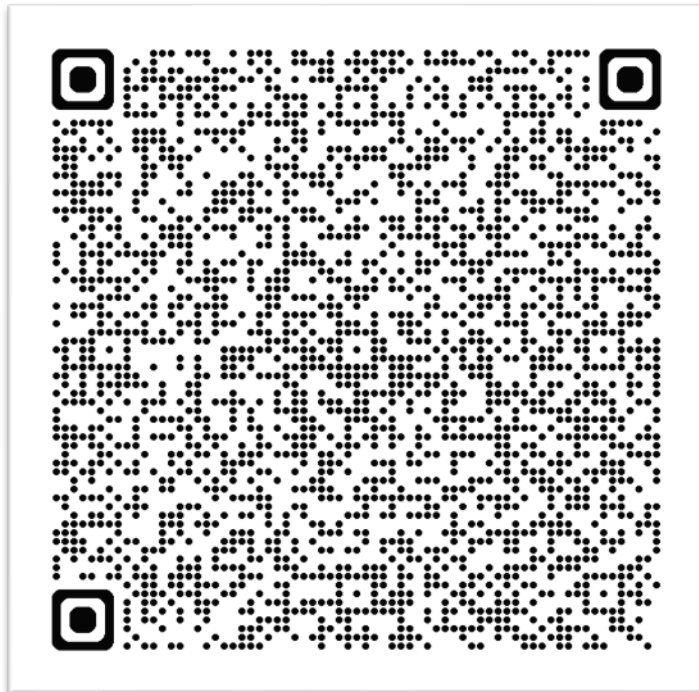
These important sections of the Knowledge Base will help you successfully integrate with HHAExchange:

- [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.

Getting Started with EDI Checklist



[Humana VA | Providers | Getting Started with EDI Checklist](#)




HUMANA HEALTHY HORIZONS OF VIRGINIA: INTEGRATION SETUP GUIDE

Getting Started with EDI

Getting started with EDI integration can seem challenging, but this guide walks you through the key steps for working with both HHAeXchange and your third-party vendor to ensure your EVV data is successfully transmitted and compliant with Humana Healthy Horizons EVV and billing requirements in Virginia.

Where do I Start?


If you haven't done so already, you'll first need to **request access to your HHAeXchange portal**. This portal will be connected with Humana VA for billing, and you'll integrate your existing EVV system with your HHAeXchange portal. Follow the steps below to complete the EDI setup process successfully.



Steps to Integrating in HHAeXchange (Flat File)

- 1. User Setup**

You will want to **Add any team members** from your agency who need access to HHAeXchange.
- 2. Work with your EVV Vendor**





Provider Resources



HHaEXchange EDI Knowledge Base

<https://knowledge.hhaexchange.com/edi/Content/Home/Home-C.htm>



Customer Portal Instructional Video

[How to Use the Customer Portal](#)



Humana Healthy Horizons Provider Relations Email

VAMedicaidProviderRelations@humana.com



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](#)



Poll: After today's webinar, what's your next step?



- A. Create my HHAeXchange Portal
- B. Open an EDI ticket with HHAeXchange Support
- C. Review the EDI Integration Guide
- D. Contact my EVV vendor to confirm testing or integration
- E. We're already live and ready to bill!





Key Takeaways

Key Takeaways



- Your agency **must** complete EDI integration to bill successfully through HHAeXchange.
- Some vendors are already tested with HHAeXchange – confirm with your vendor if testing is required.
- Opening an **EDI ticket** with HHAeXchange Support is a crucial step toward integration.
- Timely EDI setup ensures seamless visit transmission and prevents payment delays.
- Use the available resources – the **Getting Started with EDI Checklist** and **Support Team** are here to help.



Questions?

**THANKS FOR
ATTENDING!**



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