

UPMC ADULT DAY SERVICES

Getting Started with Your Home Care Portal

A simple guide for Adult Day Services providers moving to the HHAExchange Home Care Portal

What's changing:

UPMC is moving Adult Day Services billing and authorizations to the Home Care Portal. This lets UPMC track the time members spend at your center. You do not need EVV (Electronic Visit Verification) for this service — you'll simply enter an in/out time for each member, just like you do today.

KEY DATES TO KNOW**Thu, Aug 13, 2:00–3:00 PM ET**

Live info session/webinar to walk through the change and answer questions.

[WATCH ON DEMAND](#)

September 1, 2026

UPMC begins issuing new authorizations into the Home Care Portal.

Late September / Early October 2026

Because Most Adult Day Centers bill on a 30-day cycle, you'll actually start using the new workflow day to day when you need to bill UPMC for services with DOS in September.

1. Before You Start

Don't have an HHAExchange Homecare Portal account yet? Submit this short form and we'll get you set up: [Provider Onboarding Questionnaire](#).

This guide applies to the following UPMC service codes:

- S5102 – Adult Day Living Services
- S5102:U3 – Adult Day Living Services Enhanced
- S5102:U4 – Adult Day Living Services Enhanced
- S5102:U5 – Adult Day Living Services Enhanced (Half Day)

Using a different EVV System today? If you are using a primary system other than HHAeXchange to track your Adult Day Services, you will need to perform a new integration with the HHAeXchange home care portal.

To Get Started with Integration:

View your [PA EDI Integration Documents](#)

[Get started with your \(V5\) Flat File integration.](#)

Need Help? [contact support](#) for assistance.

****Important:** It takes a minimum of 2 weeks to set up this integration, please work with your current vendor to begin the integration of the V5 process ASAP

2. Your 6 Steps to Get Ready

Check off each step as you complete it.

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1

Check your user accounts. In the User Management tab, confirm your Admin and User roles are set up correctly.

Need help? Review resources available [here](#).

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2

Confirm your portal settings. Double-check that your Tax ID and NPI are correct and review your office profile.

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3

Set up your staff. Add your Primary Staff and Enhanced Adult Day Nurse, and make sure staff assignments are correct.

Need help? Review resources available [here](#).

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4

Starting September 1st, Review your members. Check member profiles and authorizations from UPMC to make sure everything looks accurate.

Need help? Review resources about patient set up [here](#). For information about authorization, click [here](#).



5

Start scheduling and confirming visits. Select the right service code, confirm visit duration meets UPMC requirements, and assign a caregiver (primary staff or generic “staff” profile) to every visit. Reminder: EVV is not required for this service. See Scheduling and Manually Confirming Visits for step-by-step help.

Need help? Review resources for Quick Visit Entry [here](#).



6

Bill as usual. You'll still bill one unit per date of service (based on half day or whole day). See Preparing for Billing and Creating Your Claim Batch for details. Need help? Learn [how to prepare for billing](#) and [create your claim batch](#).

***Note:** For questions about UPMC policy or authorizations, please contact UPMC directly.*

3. Get Help & Training

[HHAeXchange University](#) — free, hands-on training and interactive courses.

[HHAeXchange Knowledge Center](#): For additional training videos, and more information on how to get started.

Resource hub — for state resources and the webinar recording.

Access your State Info-Hub here: <https://www.hhaexchange.com/info-hub/pennsylvania-community-healthchoices>