

UPMC ADULT DAY SERVICES

Provider Implementation Frequently Asked Questions

UPMC is moving Adult Day Services billing and authorizations into the Home Care Portal. This guide answers the questions providers asked during the informational session hosted by UPMC and HHAeXchange. It is organized by topic so you can jump straight to what you need. Can't find your answer? Reach out to your UPMC contact or if related to the HHAeXchange workflow, reach out to [HHAeXchange Technical Customer Care](#)

Getting Started: Access & Logins

Q: Do I need a new portal or separate login for Adult Day Services?

A: If you already use the HHAeXchange Homecare Portal, you'll manage Adult Day Services there too, with the same credentials. If a member gets both homecare and Adult Day services, both sets of authorizations will show on their profile. If you only currently have a non-homecare portal, you'll need to submit a survey to obtain a homecare portal. The survey link is located here: [PA Provider Onboarding Questionnaire](#)

Q: How are user accounts set up for my organization?

A: Each organization can have multiple users. The person who submitted your original portal survey will get the first account, and can then create logins for the rest of your team.

Q: How long will it take to receive login information, and who do I contact if it's delayed?

A: Plan on about 5 business days. During this transition, many providers are seeing access closer to 3 days. If yours is delayed, contact the [HHAeXchange TCC \(Technical Care Center\)](#).

Day-to-Day Use: Attendance & Scheduling

Q: Do I need to enter a caregiver for every attendance entry, and does it need to be a specific person?

A: Yes, every attendance entry needs a caregiver listed — but it doesn't have to be a named individual. A generic "staff" option works fine, whether you bill directly or through a third-party vendor. If your center prefers to track specific caregivers, that option is available too.

Q: Can I set up a recurring schedule for participants who attend on the same days each week?

A: Yes. Use the Master Week feature for members with a consistent weekly attendance pattern.

Q: How do I record attendance times, and is there a deadline?

A: Attendance (time in/out) must be entered for each member before you can bill UPMC for that day's Adult Day service.

Q: If I enter visit times, does that automatically create a claim?

A: No – these are two separate steps. A visit must be created and confirmed (with start and end times) before a claim can be generated.

Billing & Claims

Q: Do I need to add ICD-10 or diagnosis codes to Adult Day Care claims?

A: No action needed on your end. UPMC supplies the diagnosis code, and it's added to your claim automatically during the HHAeXchange billing process.

Q: Will payment files (ERAs) be posted the same way they are today in the Non-Homecare Portal?

A: You can choose to receive ERAs in the Homecare Portal if that workflow works better for your agency. Contact HHAeXchange TCC for help setting this up.

Scope, Authorizations & Vendors

Q: Does this change apply to other MCOs, or just UPMC?

A: This transition applies only to UPMC Adult Day Services. It doesn't affect any other UPMC service line or any other MCO.

Q: Will Adult Day Care authorizations show up in the Homecare Portal?

A: Yes, starting September 1. They'll appear in the Homecare portal the same way they currently do in the Non-Homecare Portal.

Q: I use a third-party software vendor. What do they need to do to get ready?

A: Have your vendor start integration now using the V5 integration spec (the same spec used for the PA Homecare Portal). Because this takes time, we recommend starting as soon as possible to avoid delays.

Still have questions? Reach out to your UPMC contact or the HHAeXchange TCC for support.