



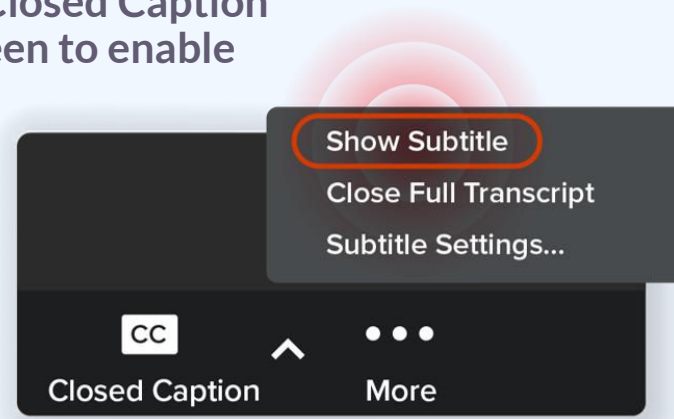
**Our Webinar Will
Begin Shortly**



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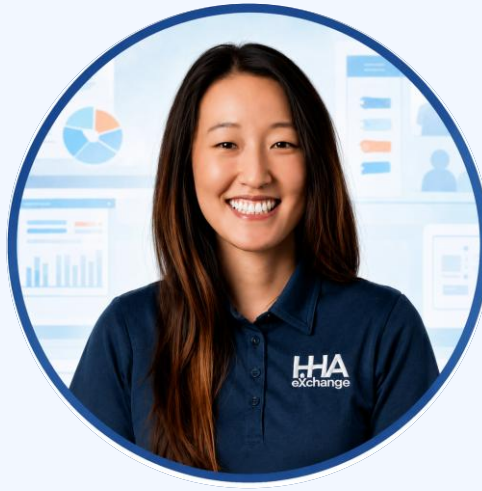
NY Alt EVV: Post-Integration Workflows

October 2026

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speakers



Ashley Cho

Role: Sr Training Specialist

Tenure: 5 years

Areas of Expertise: Billing and
Revenue Cycle

agenda

- EDI Recap
- Go-Live Recap
- From Getting Started to Ready to Bill
- Key Takeaways
- Resources & Support
- Questions?

Overview & Who Is This Webinar For?



This session provides a high-level overview of the post-integration process for Alt EVV providers. Providers will review EVV basics, getting started, billing workflows, key resources, and next steps to prepare for the implementation.

Who should attend?

1

Alt EVV Providers

Providers using a 3rd party EVV vendor and integrating with HHAeXchange.

Agency Administrators, Office Managers, Scheduling Coordinators, Billing Managers and other provider stakeholders.



➤ Objectives of Today's Webinar

You will be able to:

Understand EDI basics and how HHAeXchange supports the NY integrating providers.

Understand importance of completing integration and ensuring this has been completed.

Learn the billing workflow to confidently go through the process and submit claims.

Identify your next steps and resources for continued training and implementation support.





EDI Recap

> What is EDI?

A simple way for two systems to exchange data — accurately, efficiently, and reliably.

EDI = Electronic Data Interchange

IN SIMPLE TERMS

EDI

A standard way for two separate systems to transmit data to each other in an efficient and reliable manner.

SYSTEM A
Send



EDI
STANDARD ✓



SYSTEM B
Receive



Validation matters

Data and file format validation are crucial for clean data to be ingested.

Clean file in → Cleaner processing out.

When EDI is used

When two separate systems need to share data with each other in a dependable way.

Why it works better

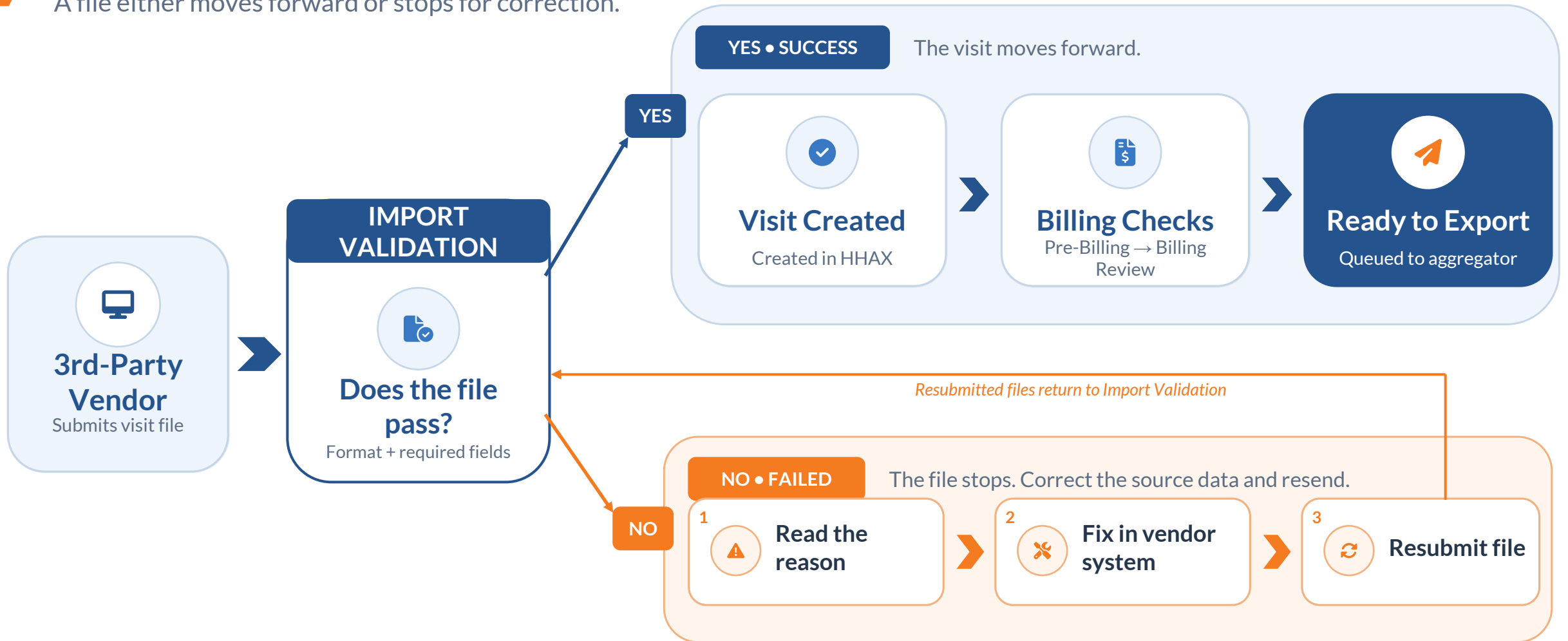
A standardized format helps the file move efficiently and reliably between systems.

Provider takeaway

Think of EDI as the bridge that helps systems speak the same language.

EDI Provider Visit Lifecycle

A file either moves forward or stops for correction.



SIMPLE RULE: PASS = move forward. FAIL = fix in the vendor and resubmit.



Go-Live Recap

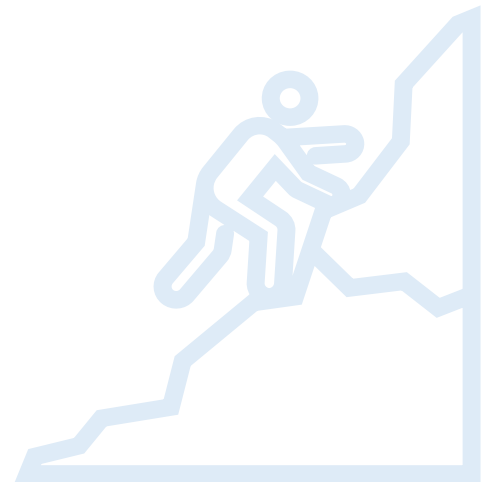


Go-Live Recap & Why We're Here Today



You have reached your **October 1st** 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.



Previous Milestone Training – Getting Started

If you missed the previous training about getting started with EDI!



**For a recording of the
webinar** – Scan this QR code



**For the PowerPoint
presentation** – Scan this
QR code

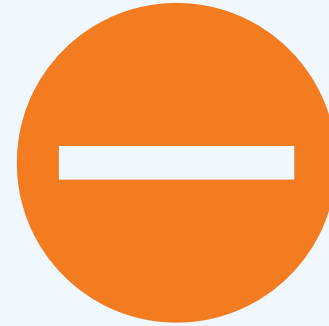


PROVIDER TIP: Any other milestone trainings can be found by going to the State Info Center on the HHAeXchange website.

➤ POLL – Do you have an HHAeXchange portal?



Yes



No

> If No, then sign up for an HHAeXchange portal

The first step to starting your integration is with an HHAeXchange portal.



For Portal Access – Scan
this QR code



WHY IT MATTERS

As an EDI provider, you will need an HHAeXchange portal to integrate with your third party EVV system.

> If Yes, then request for integration with your HHAeXchange portal

The second step is to put in a request to integrate your EVV vendor with HHAeXchange.



Category: Data & Integration

Subcategory: 3rd Party Vendor Integration New

For Integration – Scan this QR code



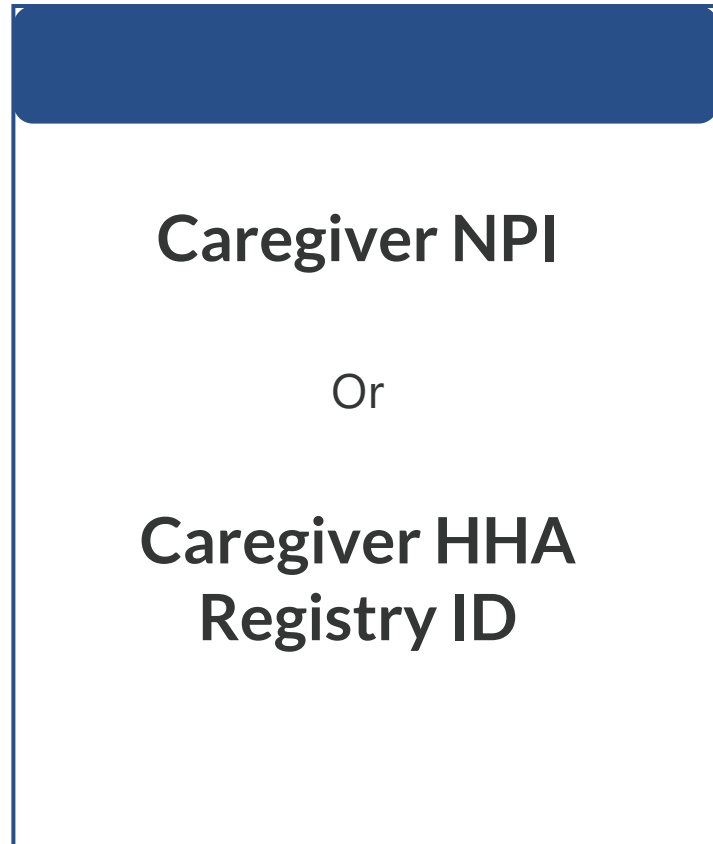
WHY IT MATTERS

As an EDI provider, your third party EVV vendor will need to integrate with HHAeXchange to send over EVV data.



Caregiver Credentials

A new requirement from NY DOH for accurate claims processing.



The NY Department of Health requires that a Caregiver's NPI or Home Care Registry ID be included in claims for MCO billing.

Before sending Caregiver data, ensure that the file includes their NPI or their HHA Registry IDs.

Please check with your 3rd party EVV vendor to ensure that this information is available when sending data.



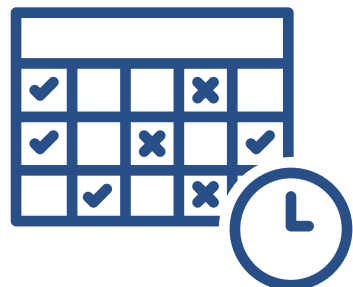
Having the right credentials allows the state of NY to accurately identify the caregiver and allow for accurate billing.



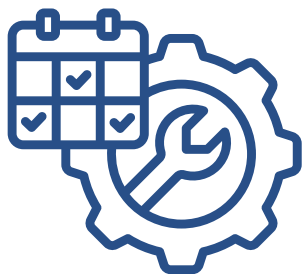
From Getting Started to
Ready to Bill



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



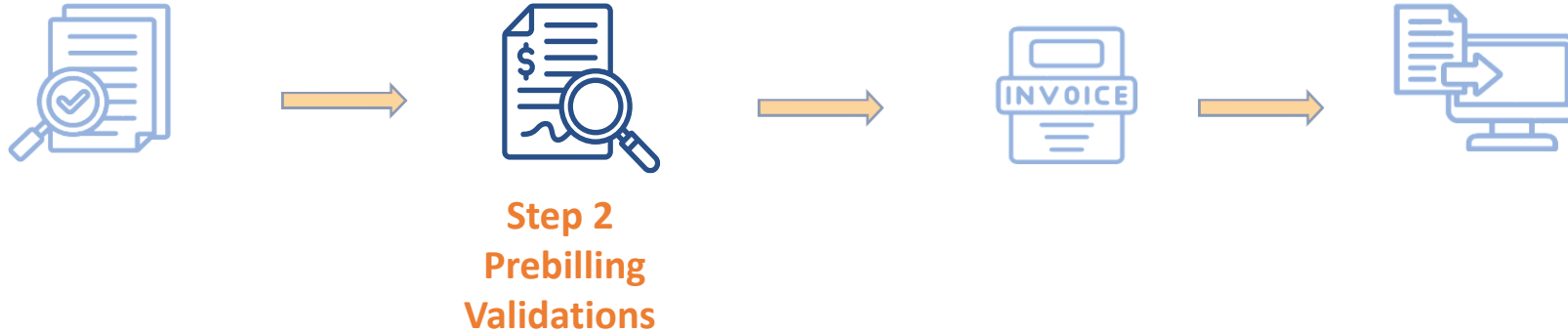
Step 4
eBilling

Submit
invoices
electronically



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

➤ Prebilling



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

➤ Prebilling



Caregiver Compliance does NOT prevent visits from being invoiced, it is currently a soft hold for “Not Invoiced” for EDI Providers.



Any visits in Prebilling are NOT able to be invoiced until issues are corrected

Most Common Prebilling Problems:

- **Incomplete Confirmation** – A visit does not have a clock in and/or clock out
- **Unbalanced** – A caregiver’s clock in was outside of the tolerance range of the scheduled visit
- **Not Authorized** – A caregiver has gone over his/her authorized hours or there is no authorization available to cover the visit

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

<https://knowledge.hhaexchange.com/edi/Content/Training/Training-E.htm>

Hello georgem

[Placements](#)[Events](#)[System Notifications](#)[Direct Messages](#)[Tasks](#)[Linked Communication](#)

Search System Notifications

Priority

All ▾

Status

All ▾

From

mm/dd/yyyy

**To**

mm/dd/yyyy

[Search](#)



Billing Review



Any visits in Billing Review are NOT able to 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
- **Visit on Same Day/Service Code must be billed on same Invoice**– Multiple visits on the same day were not invoiced together during Invoicing step

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

<https://knowledge.hhaexchange.com/edi/Content/Training/Training-E.htm>

Prebilling Review

Prebilling Review Search

Contract

All selected ▾

Office(s)

All selected ▾

From Date

05/08/2026 📅

To Date

08/06/2026 📅

+ Advanced Filters

Search

View Report

Prebilling Review

Total Search Result 2196 | Total Hourly (3656:00) | Total Visit (05:00) | Total Daily (40:00) 🔗

Visit Date ▴	Admission ID	Patient	Office	Contract	Caregiver	Service Code	Coordinator	Scheduled Time	Visit Time	Disciplines	TF	Problems	Actions
05/08/2026	KHC-900005	One Patient	UMA healthcare	Life Care Demo Payer (KHC)	One Caregiver Code: KHC-1114	T1019	George Test	12:00 PM-1:00 PM	⚠	PCA	❌ 0	Caregiver Compliance, Incomplete Confirmation	🔗 🗑
05/08/2026	KHC-900005	One Patient	UMA healthcare	Life Care Demo Payer (KHC)	Temp Temp Code: 1000	55130	George Test	8:00 AM-9:00 AM	⚠	PCA	❌ 0	Incomplete Confirmation, TEMP Caregiver, Not Authorized (Authorization not available with this Service Code), Missing Service Portal Approval	🔗 🗑
05/08/2026	KHC-900001	Jones Tommy	UMA healthcare	Life Care Demo Payer (KHC)	Houston Ron Code: KHC-1011	T1019	Default	12:00 AM-12:00 AM	⚠	PCA	❌ 0	Caregiver Compliance, Incomplete Confirmation	🔗 🗑
05/08/2026	KHC-900022	Bauchmann Elizabeth	UMA healthcare	Life Care Demo Payer (KHC)	Caregiver Jimmy Code: KHC-1010	T1019	Default	3:00 PM-5:00 PM	⚠	PCA	❌ 0	Caregiver Compliance, Incomplete Confirmation, Not Authorized (Authorization not available)	🔗 🗑
05/08/2026	KHC-900018	Davis Jim	UMA healthcare	Life Care Demo Payer (KHC)	Moore Alexis Code: KHC-1013	T1019:U1	Default	8:00 AM-12:00 PM	⚠	PCA	❌ 0	Caregiver Compliance, Incomplete Confirmation, Not Authorized (Authorization not available)	🔗 🗑



Key Takeaways

Key Takeaways



- If you haven't started integration, do it ASAP!
- Ensure caregiver NPI or HHA/PCA Registry Number is sent to HHAeXchange for accurate billing.
- Providers should pay attention to their Prebilling and Billing Review and re-send information if necessary.

CHECK OUT THE HHAEXCHANGE KNOWLEDGE BASE: [Best Practices for Integration and EVV Compliance](#)

➤ 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 re-sent to HHAeXchange.
- Consistently checking and correcting rejections allows you to re-send data without delay.

CHECK OUT THE HHAEXCHANGE KNOWLEDGE BASE: [Best Practices for Integration and EVV Compliance](#)



Resources & Support

➤ NEW: NY EVV Compliance Info Hub

Homecare providers: here is your go-to source for the most up-to-date regulatory summaries, how-to guides, training videos, payer-specific information, and FAQs



ProvidersPayersCaregiversResourcesCompanyRequest a Demo



New York EVV Compliance Info Center

TABLE OF CONTENTS ^

OVERVIEW

PROVIDER TRAINING & RESOURCES

EVV COMPLIANCE REPORTING

NY PAYERS

Overview

What Is the NYS DOH EVV Mandate?

The New York State Department of Health (DOH) mandate is a new requirement for all health plans operating in New York to report on their Electronic Visit Verification (EVV) compliance data.

It's a major shift in homecare compliance requirements aimed at reducing fraud, waste, and abuse.

If you are a home care provider delivering services to members of a New York-contracted health plan, this mandate sets new expectations for how visits are captured, verified, and reported.

As part of this mandate, health plans must submit quarterly reports on EVV compliance across their provider networks.

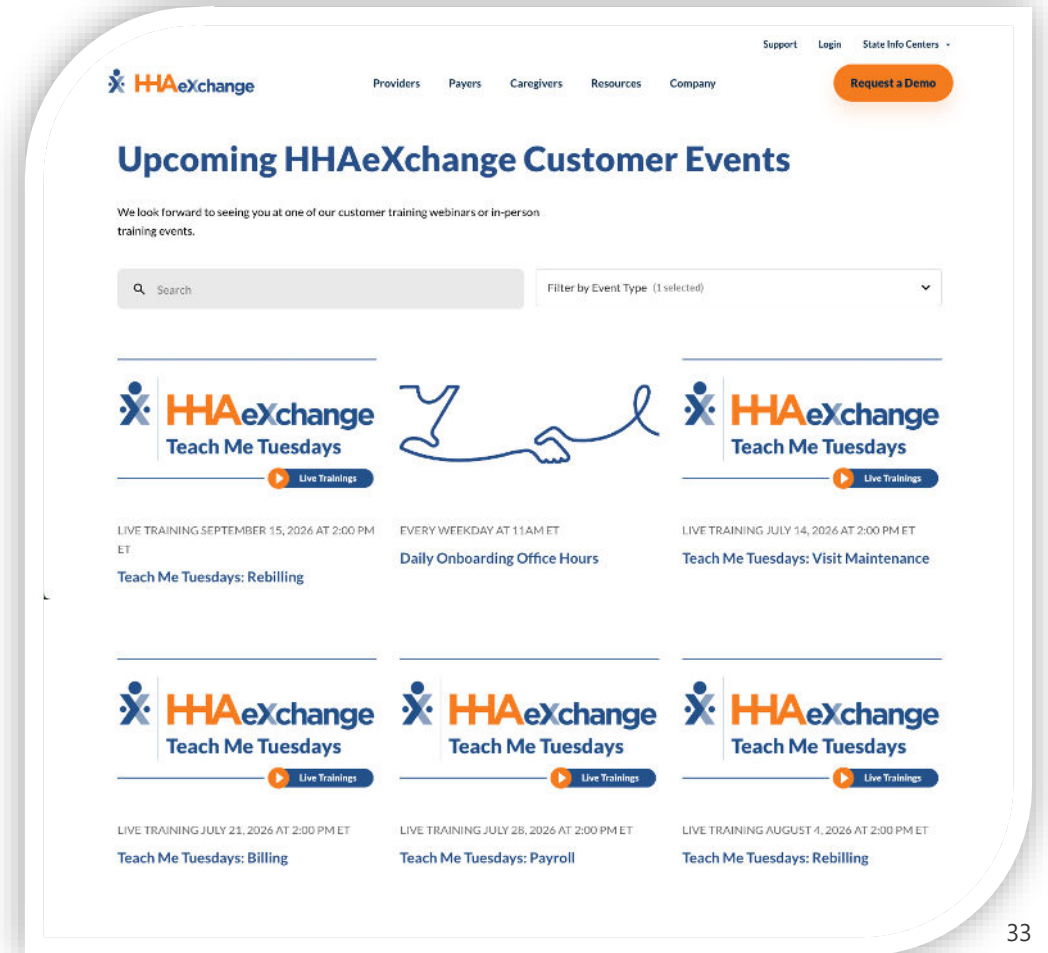
[NY EVV Compliance Info Hub](#)

➤ Next Steps!

Stay connected – watch for email communications and follow HHAeXchange for upcoming training opportunities.

Upcoming Webinars & Events

- **Daily Office Hours** — [Register Here](#)
(offered daily @ 11 AM ET)
- **Teach Me Tuesday Series** — [Register Here](#)
(Every Tuesday @ 2 PM ET)



The screenshot displays the HHAeXchange website's 'Upcoming HHAeXchange Customer Events' page. The header includes the HHAeXchange logo, navigation links for Providers, Payers, Caregivers, Resources, and Company, and a 'Request a Demo' button. Below the header, the page title 'Upcoming HHAeXchange Customer Events' is followed by a brief introduction: 'We look forward to seeing you at one of our customer training webinars or in-person training events.' A search bar and a 'Filter by Event Type (1 selected)' dropdown are present. The main content area features six event cards arranged in two rows of three. Each card includes the HHAeXchange logo, the event title 'Teach Me Tuesdays', a 'Live Trainings' button, and the event details. The first row includes 'Teach Me Tuesdays: Rebilling' (September 15, 2026), 'Daily Onboarding Office Hours' (Every weekday at 11 AM ET), and 'Teach Me Tuesdays: Visit Maintenance' (July 14, 2026). The second row includes 'Teach Me Tuesdays: Billing' (July 21, 2026), 'Teach Me Tuesdays: Payroll' (July 28, 2026), and 'Teach Me Tuesdays: Rebilling' (August 4, 2026).

Event Title	Date & Time
Teach Me Tuesdays: Rebilling	LIVE TRAINING SEPTEMBER 15, 2026 AT 2:00 PM ET
Daily Onboarding Office Hours	EVERY WEEKDAY AT 11 AM ET
Teach Me Tuesdays: Visit Maintenance	LIVE TRAINING JULY 14, 2026 AT 2:00 PM ET
Teach Me Tuesdays: Billing	LIVE TRAINING JULY 21, 2026 AT 2:00 PM ET
Teach Me Tuesdays: Payroll	LIVE TRAINING JULY 28, 2026 AT 2:00 PM ET
Teach Me Tuesdays: Rebilling	LIVE TRAINING AUGUST 4, 2026 AT 2:00 PM ET



NY Provider Info Center

Your go-to resource for payer-specific EVV and implementation guidance



Use the Provider Info Center to find:

- 1 Payer Requirements & Updates**
EVV requirements, implementation updates, and important deadlines.
- 2 Service Codes & Billing Guidance**
Service code information and resources to support setup and billing.
- 3 Training & Webinars**
Upcoming and on-demand training for key HHAeXchange workflows.
- 4 EVV / EDI Resources & FAQs**
Job aids, FAQs, EDI guidance, and implementation resources.

Bookmark the Provider Info Center for the latest updates and resources.

The screenshot shows the HHAeXchange Provider Info Center website. At the top, there's a navigation bar with links for Providers, Payers, Caregivers, Resources, and Company, along with a 'Request a Demo' button. The main heading is 'Provider Info Center'. Below this, a search bar and a 'Filter by State' dropdown (set to New York) are visible. The content area displays five payer-specific resource cards for New York: Aetna Better Health of New York, CenterLight Healthcare PACE of NY, Elderplan Homefirst, VillageCareMAX of New York, and VNS Health Info Center. Each card includes the payer's logo, name, and a 'Go to Info Hub' link.

Use the Provider Info Center to stay current as payer resources and training opportunities are updated.



Knowledge Base



- ✓ Review important resources found under **Documentation > V5**.
- ✓ Share **Homecare Provider Visit Import and Export Integration (v5) guides** with your EVV vendor to determine if integration can be done.
- ✓ Bookmark for future reference.



Scan and bookmark QR code!

[Third-Party EVV Integration Knowledge Base](#)

Need Help?

We're here to help. Use the resources below based on your questions or needs.



Payer-Related Questions

Contact Payer Provider Relations

For questions related to payer requirements, participation, or payer-specific policies.

Reach out to your Payer Provider Relations team.



HHAeXchange Questions

Contact HHAeXchange Support

For questions related to onboarding, EVV, billing, technical support, or system functionality.

Support@HHAeXchange.com



For payer-specific questions, contact your payer. For HHAeXchange questions, contact HHAeXchange Support.

thank you