



---

# CCH EVV Home Health Office Hours

Updated 8.28.24

# CCH EVV Home Health Office Hours

## Goals:

- Collaborative dialogue with providers for systems/process enhancements
- Resource for tips and tricks/FAQs
- Share updates to systems/processes
- Opportunity for high level troubleshooting
  - **PLEASE do not share member specific information in this meeting**

Please share any topics of interest for the next meeting!

# What is EVV?

- 21st Century Cures Act mandate for Home Health Care Services (HHCS) and Personal Care Services (PCS)
- Electronic Visit Verification is used to track and monitor timely service delivery
- EVV technology records the following:
  - Type of service performed
  - Person receiving the service
  - Date
  - Location
  - Person providing the services
  - Service begin and end times

**Carolina Complete Health partners with HHAeXchange as its EVV solution.**

# Not yet connected with HHAeXchange?

- **Option 1** – Agencies currently without an EVV Solution: use the free EVV tools provided by HHAeXchange & Carolina Complete Health
- **Option 2** – Agencies currently using another 3rd Party EVV Solution: use your existing EVV system and import visit data into HHAeXchange – HHA will route visit data to Carolina Complete Health

[The HHAeXchange Provider Info Center](#) outlines necessary requirements to set up access to the HHAeXchange system.

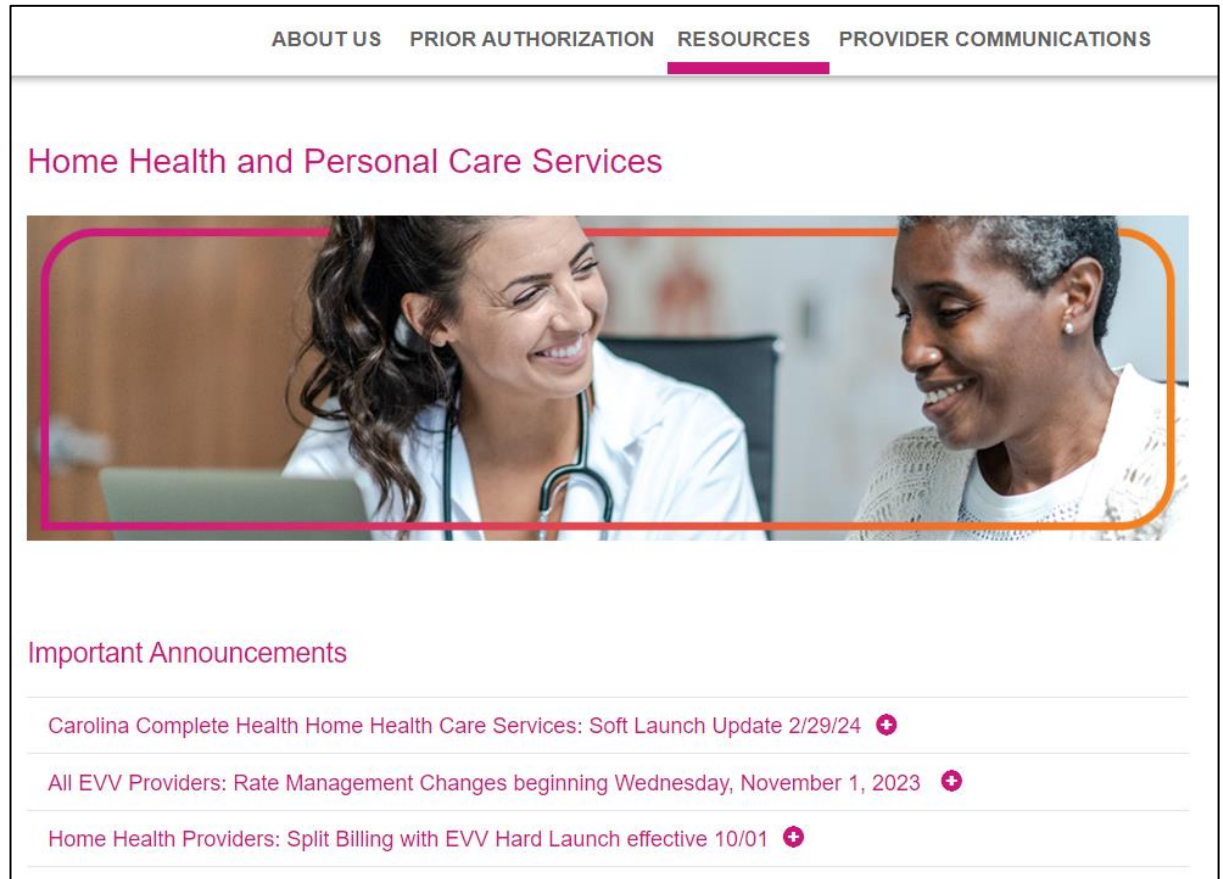
1<sup>st</sup> step – Complete [Provider Enrollment Form](#)



# Provider Resources

<https://network.carolinacompletehealth.com/resources/home-health-and-personal-care-services.html>

- Important Announcements
- Soft and Hard Launch Information
- HHAX Job Aids
- Provider Guides



The screenshot shows the 'Resources' section of the Carolina Complete Health Network website. The navigation bar includes 'ABOUT US', 'PRIOR AUTHORIZATION', 'RESOURCES' (highlighted), and 'PROVIDER COMMUNICATIONS'. The main heading is 'Home Health and Personal Care Services'. Below this is a photograph of a female doctor in a white coat with a stethoscope, smiling and talking to an elderly female patient. Underneath the photo is the section 'Important Announcements' with three items, each followed by a plus sign icon:

- Carolina Complete Health Home Health Care Services: Soft Launch Update 2/29/24 +
- All EVV Providers: Rate Management Changes beginning Wednesday, November 1, 2023 +
- Home Health Providers: Split Billing with EVV Hard Launch effective 10/01 +

# Provider Support

## Provider Experience Teams with Carolina Complete Health Network

- County-based assigned Provider Engagement Administrator: [Meet the Team!](#)
- Network Support Team: [NetworkRelations@cch-network.com](mailto:NetworkRelations@cch-network.com)
- [Home Health Provider Guide](#)
- If you would like a 1:1 session with CCH, please contact your assigned [Provider Engagement Administrator](#)

## Support from HHAeXchange

- [Client Support Portal](#)
- [Client Support Portal Job Aid](#)
- Training/general questions --> submit a ticket via HHAX support at this link - <https://hhaxsupport.atlassian.net/servicedesk/customer/portal/3> - select “Training Request”
- If you would like a meeting with your 3<sup>rd</sup> party EVV vendor present, please email Jillian Lipson at [jlipson@hhaexchange.com](mailto:jlipson@hhaexchange.com)

# HHAeXchange Resources

Visit the new HHAeXchange Knowledge Base:

- No login required
- Access training videos, FAQs, job aids, and more

Providers using HHA as your EVV vendor -

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

3<sup>rd</sup> party vendor (EDI) providers - NEW!

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

3<sup>rd</sup> party vendor/EDI Resources:

- [Visit Import Guide v5](#)
- [EDI Export Interface Guide v5](#)
- [EDI Code Table Guide](#)
- [CCH Service Code Crosswalk](#)

# Guidance for Soft Launch Period

Carolina Complete Health encourages providers to submit at least some visits to HHAX every week during soft launch. This ensures we can:

- Identify any HHAX configuration that may need further review
- Identify if your 3<sup>rd</sup> party EVV vendor configurations are working as intended
  - › **Please ensure your vendor has the current file specifications in the previous slide. Your vendor should be aligned or working to align with these specs and code crosswalk ahead of a new hard launch date.**

You may still bill CCH directly during soft launch if your visits do not flow successfully through HHAX.

New hard launch date TBD



# Pending Enhancements

## Start of Care Date

- Work in progress to address Start of Care date visit rejections – mid-August 2024
- Please work with our Provider Experience team to resolve any rejections you are currently receiving for Start of Care date

## Claims Response

- Claims status report updates
  - HHA has completed work to show first claim status for 99% of claims
  - Ongoing work to add secondary and tertiary responses – Q3 2024
  - Providers can view this report in HHA, or submit a ticket to enable automated report exports to 3<sup>rd</sup> party vendor's sftp connection
- 277 claims response solution ready for testing
  - Please let us know if you'd like to test with HHA

# 3<sup>rd</sup> Party EVV Vendors

## Visit File Alignment

- Code crosswalk
  - › Should match the EXACT value in the CCH code crosswalk or HHA EDI Code Table Guide (spacing, no hyphens, etc)
- 3<sup>rd</sup> party invoice number
  - › Visits will not export to a claim from HHAX if this is missing
- NPI on visit file
  - › Visits will likely reject for “Patient not found” at import (EDI)
  - › Note: If you are serving a Tailored Plan member, you must submit visits for TP members using the HHA Payer IDs tied to the respective Tailored Plans.

## HHAX Reports

- Submit a ticket to HHAX EDI support to have reports enabled
- Reports will be sent via sftp connection to your EVV vendor
- You must work with your EVV vendor to access the report data  
[https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EDI+Guides\\_v5/Homecare+EDI+Export+Interface+Guide\\_v5.pdf](https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EDI+Guides_v5/Homecare+EDI+Export+Interface+Guide_v5.pdf)

# Reminder regarding Tailored Plans

- You must submit visits to the plan the member is assigned
- HHA **Tailored Plan** EDI Code Table guide contains the HHA payer IDs for each tailored plan  
[https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EDI+Code+Table+Guides/EDI+Code+Table+Guide\\_NC.pdf](https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EDI+Code+Table+Guides/EDI+Code+Table+Guide_NC.pdf)

Note: IDs ending in 'HHCS' are home health and the others are PCS

---

Thank you for your time today!

Questions?

---