

Home Health and PCS Merger Billing Guidance



Electronic Visit Verification

- Carolina Complete Health partners with HHAeXchange as the EVV Vendor.
- **Important Note:** HHAeXchange will link existing WellCare of NC connected agencies to the Carolina Complete Health Secure Provider Portal as part of the transition. A system review has been completed to identify providers who are new to Carolina Complete Health.
- If you are not yet connected:
 - **Option 1** – Agencies currently without an EVV Solution: Use the free EVV tools provided by HHAeXchange and Carolina Complete Health.
 - **Option 2** – Agencies currently using another 3rd Party EVV Solution: You must integrate your existing EVV with 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. Complete the [Provider Enrollment Form](#).
 - [North Carolina PHP Provider Information Center | HHAeXchange](#)
 - [North Carolina PHP HHAeXchange Provider Enrollment Form](#)
- Claims will deny if EVV data is not submitted.

Billing Basics for Home Health and Personal Care Services

Personal Care Services

- EVV Required:
 - In-Home PCS services (taxonomy 253Z00000X, HA or HB modifier)
 - Claims must be submitted through HHAeXchange.
 - Claims submitted via any other source will be denied for EVV.
- Non-EVV:
 - Other PCS services (i.e., Congregate Care settings) can be billed through the CCH Secure Provider Portal.
 - Claims can be submitted through the portal or Availity Essentials

Home Health Services

- Home Health Care Services may be billed directly to the health plan or submitted via EVV.
- For dates of service 4/1/26 and after, if billing directly:
 - [Availity Essentials](#)
 - [Carolina Complete Health Secure Portal](#)
 - Clearinghouse/EDI: Payer ID 68069
 - Mail: PO Box 8040 Farmington, MO 63640-8040
- EVV visit data is required for HHCS and must be submitted.

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How should providers bill PCS and Home Health claims since the merge of Carolina Complete Health and WellCare of North Carolina on April 1, 2026?

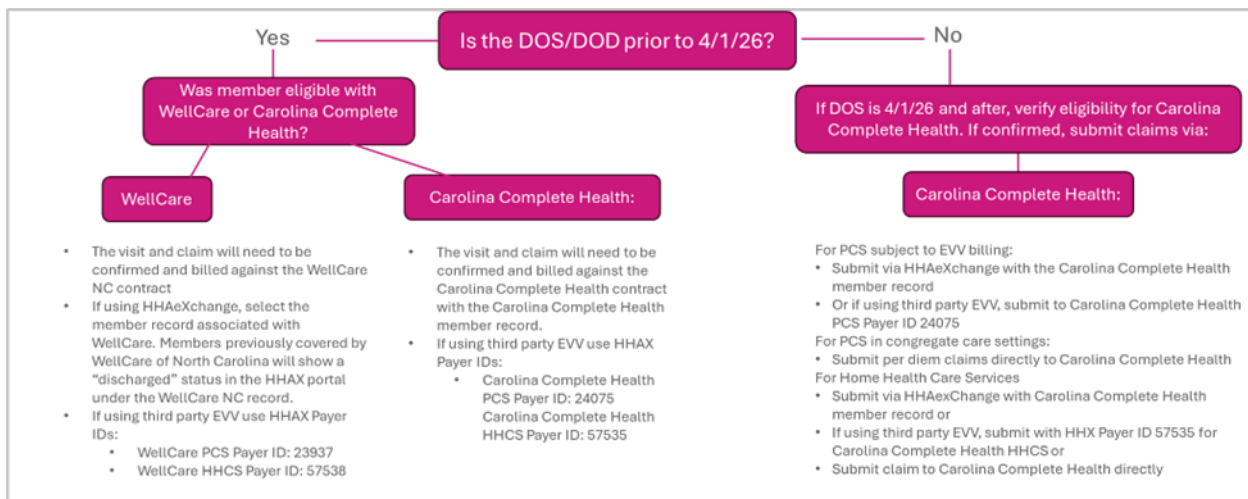
- **For dates of service before April 1:** For a former WellCare member, find the member under the WellCare NC record within HHAX portal. These members will show a “discharged” status. If billing HH services directly, submit these claims to WellCare of North Carolina.
- **For dates of service on/after April 1:** When billing through HHAX, submit within the Carolina Complete Health member record within the HHAeXchange portal. If using third party EVV, submit to the following payer IDs for HHX:
 - Carolina Complete Health PCS Payer ID 24075
 - Carolina Complete Health HH Payer ID 575355

When billing directly to Carolina Complete Health (i.e., congregate care services and home health), submit via:

- [Availity Essentials](#)
- [Carolina Complete Health Secure Portal](#)
- Payer ID 68069

NOTE: When a claim is submitted to the wrong entity on the date of service, the claim will reject. For example, if a provider submits a claim from 3/31 for a WellCare member to Carolina Complete Health, the claim will reject with notice “**Member Not Eligible on The Date Of Service**”. For HHAX claims, providers should expect to receive a rejection advising “**Patient Not Found**” or “**Visits Cannot Be Imported Prior to Patient SOC Date or After Patient Discharge Date**” if a claim is submitted with the wrong Payer ID.

EVV Claim Submission Decision Tree



Last Revised: April 16, 2026