

# Personal Care Services Provider Companion Guide:

Physical Health Providers with Partners Health Management and Trillium Health Resources



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## Personal Care Services Companion Guide: Physical Health Provider Guide

Partners Health Management and Trillium Health Resources

Providers should use the below guidance for support with Personal Care Services for dates of service beginning 7/1/24 for Trillium and Partners Tailored Plan members.

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### How to verify member's eligibility:

Possession of a Trillium or Partners Medicaid ID card does not guarantee coverage. Please verify a member's eligibility on NCTracks. NCTracks will indicate "Tailored Plan Managed Care" and list the contact information for their Tailored Plan.

### How to request Personal Care Services:

- **Trillium:** To request an independent assessment for a Trillium member, the physician caring for the member should complete [Trillium's 3051 Form](#). The completed form should be emailed to [LTSS@trilliumnc.org](mailto:LTSS@trilliumnc.org).
- **Partners:** [Partners DHB-3051 form](#) should be completed by the member's primary care provider or physician. Fax the completed form to Partners at 704-457-5261.

### Transition of Care Personal Care Services:

Existing and active Personal Care Services authorizations received by Partners and Trillium from NC Medicaid through the Transition of Care process will be honored through 1/31/2025.

### How to bill PCS:

#### PCS Subject to Electronic Visit Verification

- Personal Care Services billed with CPT Code 99509 with HA or HB modifiers are subject to Electronic Visit Verification (EVV). Both Trillium and Partners utilize [HHAeXchange](#) as their EVV Vendor.
- PCS claims submitted through EVV require a modifier. Reference [NC Medicaid Fee Schedules](#) for covered codes and modifier combinations.
- EVV hard launched for PCS on 7/1/24. This means that for PCS for dates of service 7/1/24 and onward, claims must be submitted through EVV or they will deny.
- Please review the EVV Welcome Letters from [Trillium](#) and [Partners](#) for additional details.

#### PCS Not Subject to Electronic Visit Verification

- In accordance with [NC Medicaid Clinical Coverage Policy 3L](#), Adult Care Home Providers are not subject to the EVV requirement.
- All other Personal Care Services (PCS) 99509 service codes (i.e. Adult Care Homes and Assisted Living Facilities) should submit claims using the physical health claim submission methods for Trillium and Partners. [View our Tailored Plan Provider Guide for details.](#)



#### Out-of-Network PCS Provider Billing

- OON providers billing PCS 99509 with HA or HB modifiers are subject to EVV requirements and must submit their claims through HHAExchange for Partners and Trillium members.
- OON providers billing all other PCS 99509 should file their claims via paper claim or utilize their clearinghouse set up and submit to payer ID 68069. CCH processes physical health claims for Partners and Tailored plan. View our OON Provider Guides for additional details: [Trillium](#) and [Partners](#).

#### Electronic Visit Verification Reminders:

For minimum requirements for HHCS and PCS providers subject to EVV, please use the links below to access NC Medicaid Clinical Coverage Policies:

- [Personal Care Services Clinical Coverage Policy 3L](#)
- [Home Health Services Clinical Coverage Policy 3A](#)

#### If you cannot find your members in the HHA Portal

- HHA placement is tied to the member's health plan eligibility.
  - If you are using HHA as your EVV vendor, you will find the member and their authorizations under the HHA contract tied to the member's health plan.
  - If you use a 3<sup>rd</sup> party EVV vendor, ensure that your vendor is sending the HHA Payer ID that aligns with the member's health plan eligibility for the date of service.
    - [HHA Tailored Plan EDI Code Table](#) guide contains the HHA payer IDs for each tailored plan. IDs ending in 'HHCS' are home health and the others are PCS.
  - HHA will automatically route physical health claims to CCH for adjudication.
- First, check in your HHA portal for pending placements. Use the [Accepting Placements](#) job aid to accept your placements.



- If, after completing these steps, you are still unable to view your members in HHA, contact the Tailored Plan with the following information:
  - Agency Name
  - Tax ID#
  - Member Name
  - Medicaid ID
  - Start of Care Date
  - Agency Address
- Partners members additional questions: contact via email [evvsupport@partnersbhm.org](mailto:evvsupport@partnersbhm.org)
- Trillium members additional questions: contact via email: [ClaimsSupport@TrilliumNC.org](mailto:ClaimsSupport@TrilliumNC.org)

#### Authorization Questions:

- If you do not see authorizations in the portal or have questions about authorizations, please contact customer service with Partners and Trillium 7 a.m. to 6 p.m. Monday-Saturday:
  - Partners Provider Services: 1-877-398-4145
  - Trillium Provider Support Services: 1-855-250-1539

#### Technical Support from HHAeXchange:

- In the [HHA Support Portal](#), submit a ticket for general support or if you are seeking training, select “Training Request”
- For more information, please refer to the [Client Support Portal Job Aid \(PDF\)](#) for step-by-step instructions and videos on how to
  - Register for a Client Support Portal account
  - Submit a support request
  - Manage existing requests
- Your agency will receive login credentials for the HHAX Learning Management System when your portal is created. Your team should use the LMS to review videos, documents, and test questions to ensure an understanding of the HHAeXchange Provider Portal. [Access the LMS system.](#) \*Login credentials were emailed to the user who completed the portal creation survey. Please submit a ticket via the HHA support portal with any questions regarding credentials.
- Access more HHA information and job aids via:
  - [HHAeXchange Knowledge Base Home](#)
  - [HHAeXchange Knowledge Base Home](#) - 3<sup>rd</sup> party EVV providers
  - [HHA Tailored Plan Info Hub](#)



If you have not connected to HHAeXchange yet:

- Step #1: Choosing your EVV provider selection & the HHAeXchange Platform  
HHAeXchange offers an EVV solution at no cost to providers.
  - Option 1: For agencies without an EVV solution, HHAeXchange offers a no-cost solution.
  - Option 2: Agencies with an existing EVV system can integrate with HHAeXchange.
  - Option 3: Providers already using HHAeXchange will be updated with new service codes

- Step #2: Complete HHAeXchange Provider Onboarding Form

If your agency does not have a portal with HHAeXchange, we ask that you promptly complete the HHAeXchange Provider Onboarding Form. Please note, the HHAeXchange Provider Onboarding Form only needs to be completed once. The HHAeXchange Provider Onboarding Form links can be found here:

- HHCS: <https://www.cognitofrms.com/HHAeXchange1/NorthCarolinaHomeHealthHHAeXchangeProviderEnrollmentForm>
- PCS: <https://www.cognitofrms.com/HHAeXchange1/Imeproviderportalquestionnaire>