

# Home Health Services

## Claims, Billing, and Authorization Provider Guide

To help avoid claim denials, all claims submissions should include the proper taxonomy codes for adjudication. The appropriate taxonomy code for Home Health Care Services is 251E00000X. Taxonomy codes submitted on claims must be accurately listed on NCTracks as well. Claims submitted without the proper taxonomy code may result in the claim denying. [View the September 13, 2022 State bulletin for more information.](#)

### **Please Note:**

- During hard launch, claims including Home Health (HH) services must be split. HH services must be billed through HHAExchange (HHX), while HH supplies should be billed directly to Carolina Complete Health (CCH). If providers submit a claim including HH services and supplies, the claim will deny.
- When submitting prior authorization requests to CCH, please be sure the TIN/NPI on auth request aligns with TIN/NPI active in HHAX you will use to bill for the member. Additionally, to avoid claims denials for authorization, please be sure you request authorization for all CPT/HCPCS codes you intend to bill. The evaluation codes in our crosswalk do not require authorization

## Carolina Support Complete Health Service Code Crosswalk

Click here to view the [Home Health Care Crosswalk](#). This Crosswalk is also available on our [Home Health Provider webpage](#).

**Note:** If you are using a 3rd party EVV vendor and importing your visits to HHA, please ensure the Service Code on your visit file aligns with the Service Code column of this crosswalk.

## Frequently Asked Questions

**Question:** Are Revenue codes accepted when requesting authorizations?

**Answer:** Revenue codes are not accepted. Please use the Home Health Crosswalk on the previous page for help with the correct HCPCS G-codes to use.

**Question:** Where can I find additional information and resources for Home Health Providers?

**Answer:** Visit our webpage for announcements, education, training, and more: [network.carolinacompletehealth.com/HHCS](https://network.carolinacompletehealth.com/HHCS)

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**Question:** How do I get support and training with the HHAeXchange?

**Answer:** Visit the North Carolina resources page: <https://hhaexchange.com/nc> and access the following services:

- General Support: [NCsupport@hhaexchange.com](mailto:NCsupport@hhaexchange.com)
- EDI Support: [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com)
- Customer Service: [HHA customer service portal](#)
- Phone: [866-242-2465](tel:866-242-2465)
- Provider Portal Resource Page: [Access from Provider Portal Support Center](#)

## Support

We are committed to the care and well-being of our members. We are also committed to working with you as a partner to develop the best possible treatment plans for all patients.

Please view the Provider section of our website at [network.carolinacompletehealth.com](https://network.carolinacompletehealth.com) for additional tools and resources. You may also contact your [Provider Engagement Administrator](#) directly for support and education.

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