

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:

- Claims including Home Health (HH) services and supplies must be split. HH services must be billed through EVV, while HH supplies should be billed directly to Carolina Complete Health. If providers submit a claim including HH services and supplies, the claim will deny.
- When submitting prior authorization requests to CCH, providers must request the appropriate CPT/ HCPCS code and units required per code. For example, if a member will be served by an RN and LPN for skilled nursing, the provider must request both G0299 and G0300 with appropriate units for each code to appropriately document and bill visits through HHAExchange.

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 following pages 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

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

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

- General Support: NCsupport@hhaexchange.com
- EDI Support: haxsupport.atlassian.net/servicedesk/customer/portal/3
- Customer Service: [HHA customer service portal](#)
- Phone: [866-242-2465](tel:866-242-2465)
- Provider Portal Resource Page: [Access from Provider Portal Support Center](#)

To best support their customers, HHAExchange highly encourages users to submit requests via the [Client Support Portal](#). The Client Support Portal is the fastest method for us to answer and address issues. Through a simple set of questions and selections, HHA can easily determine assignment and answer questions directly online without waiting.

Carolina Complete Health Service Code Crosswalk

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. For example, if sending a visit for Physical Therapy, send only 'G0151' in the Service Code column of your visit file. If sending a visit for Skilled Nursing RN, send G0299 and applicable Revenue code – e.g., 'G0299 RC551'.

Payer	Service Code	Description	Service Type	Export Code (Code to be used on 837)	Revenue Code (Only needed for 837i)	Units per Hour	Auth Required
CCH	G0159	SRVC PT HH EST/DEL PT MP EA 15 MINS	PT	G0159	424	1 visit = 1 unit	No
CCH	G0160	SRVC OT HH EST/DEL OT MP EA 15 MIN	OT	G0160	434	1 visit = 1 unit	No
CCH	G0161	SRVC SLP HH EST/DEL SLP TX MP 15 MN	ST	G0161	444	1 visit = 1 unit	No
CCH	G0162	SKILLED SRVC RN MANDE POC EA 15 MINS	RN	G0162	550	1 visit = 1 unit	No
CCH	G0493	RN CARE EA 15 MIN HH/ HOSPICE	RN	G0493	550	1 visit = 1 unit	No
CCH	G0494	LPN CARE EA 15MIN HH/ HOSPICE	LPN	G0494	550	1 visit = 1 unit	No
CCH	G0151	Physical Therapy	PT	G0151	420	1 visit = 1 unit	Yes
CCH	G0157	PT assistant	PT	G0157	420	1 visit = 1 unit	Yes
CCH	G2168	Services performed by minutes	PT	G2168	420	1 visit = 1 unit	Yes

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Payer	Service Code	Description	Service Type	Export Code (Code to be used on 837)	Revenue Code (Only needed for 837i)	Units per Hour	Auth Required
CCH	G0152	SRVC OT HOM HLTH/ HOSPICE EA 15 MIN	OT	G0152	430	1 visit = 1 unit	Yes
CCH	G0158	SRVC OT ASSIST HH/ HOSPICE EA 15 MIN	OT	G0158	430	1 visit = 1 unit	Yes
CCH	G2169	SERVICES PRFRM BY OT ASST HH SETTING EA 15 MIN	OT	G2169	430	1 visit = 1 unit	Yes
CCH	G0153	SRVC SP- CHANDLANG PATH HH/ HOSPIC EA 15	ST	G0153	440	1 visit = 1 unit	Yes
CCH		Bundled Skilled Nursing Code – G0299					
CCH	G0299 RC551	DIR SNS RN HH/HOSPICE SET EA 15 MIN	RN	G0299	551	1 visit = 1 unit	Yes
CCH	G0299 RC559	DIR SNS RN HH/HOSPICE SET EA 15 MIN	RN	G0299	559	1 visit = 1 unit	Yes
CCH	G0299 RC580	DIR SNS RN HH/HOSPICE SET EA 15 MIN	RN	G0299	580	1 visit = 1 unit	Yes
CCH	G0299 RC581	DIR SNS RN HH/HOSPICE SET EA 15 MIN	RN	G0299	581	1 visit = 1 unit	Yes

Payer	Service Code	Description	Service Type	Export Code (Code to be used on 837)	Revenue Code (Only needed for 837i)	Units per Hour	Auth Required
CCH		Bundled Skilled Nursing Code – G0300					
CCH	G0300 RC551	DIR SNS LPN HH/HOSPCE SET EA 15 MIN	LPN	G0300	551	1 visit = 1 unit	Yes
CCH	G0300 RC559	DIR SNS LPN HH/HOSPCE SET EA 15 MIN	LPN	G0300	559	1 visit = 1 unit	Yes
CCH	G0300 RC580	DIR SNS LPN HH/HOSPCE SET EA 15 MIN	LPN	G0300	580	1 visit = 1 unit	Yes
CCH	G0300 RC581	DIR SNS LPN HH/HOSPCE SET EA 15 MIN	LPN	G0300	581	1 visit = 1 unit	Yes
CCH		Bundled Skilled Nursing Code – G0495					
CCH	G0495 RC551	RN CARE TRAIN/EDU IN HH/HOS- PICE	RN	G0495	551	1 visit = 1 unit	Yes
CCH	G0495 RC559	RN CARE TRAIN/EDU IN HH/HOS- PICE	RN	G0495	559	1 visit = 1 unit	Yes
CCH		Bundled Skilled Nursing Code – G0496					
CCH	G0496 RC551	RN CARE TRAIN/EDU IN HH/HOS- PICE	RN	G0496	551	1 visit = 1 unit	Yes

Payer	Service Code	Description	Service Type	Export Code (Code to be used on 837)	Revenue Code (Only needed for 837i)	Units per Hour	Auth Required
CCH	G0496 RC559	RN CARE TRAIN/EDU IN HH/HOSPICE	RN	G0496	559	1 visit = 1 unit	Yes

Support

Please view the Provider section of our website at network.carolinacompletehealth.com for additional tools and resources. You may also contact the [Provider Network Support Specialist Team](#) directly via Email at NetworkRelations@cch-network.com, or contact Provider Services for assistance at **1-833-552-3876 (TTY 711)**.

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