Michigan Training

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Agenda

- IVR Overview
- Resolving Top Billing Holds
- Resolving Common EDI Issues
- Resources/Survey

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IVR Overview

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Interactive Voice Response

What is IVR?

Interactive Voice Response (IVR) is an EVV method used for caregivers to clock in and out of patient visits.

Who is it for?

- Caregivers that may not have access to the HHAeXchange+ Mobile app.

It requires:

- IVR Phone Number
- Caregiver's unique time and attendance pin
- Patient's landline phone

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Interactive Voice Response

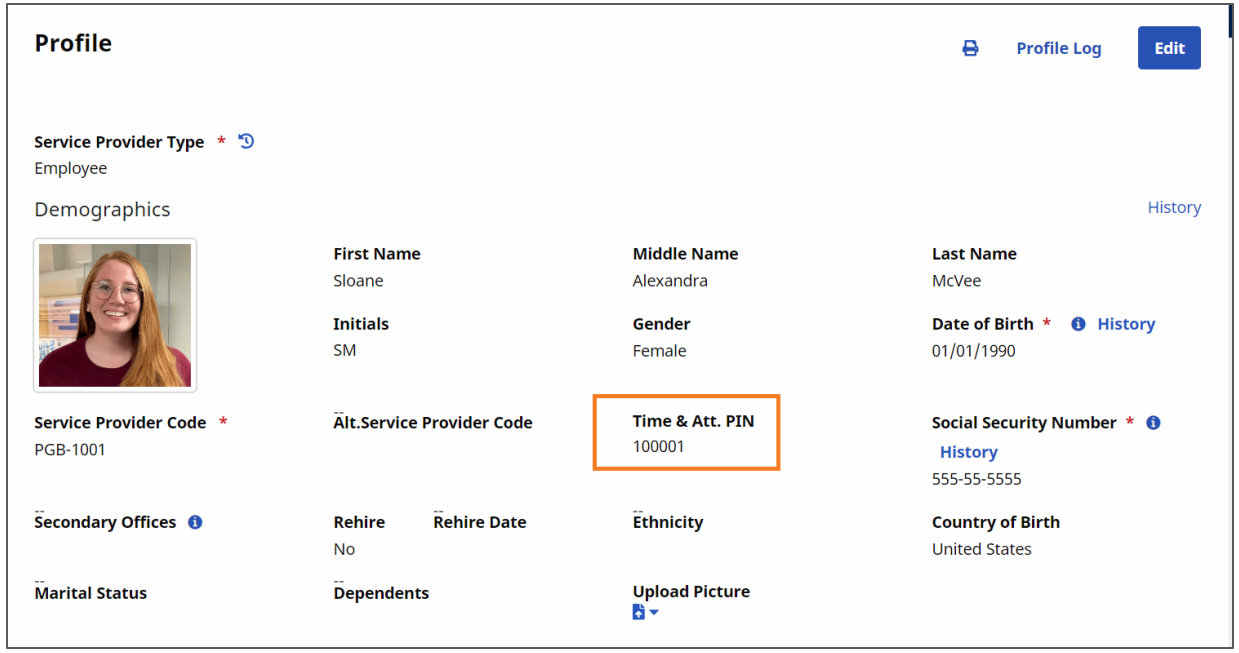
Requirements

How do I receive an IVR line?

- Contact the State of MI to request an English and/or non-English IVR line.
- This email is: MDHHS-HomeHealthandHospice@michigan.gov

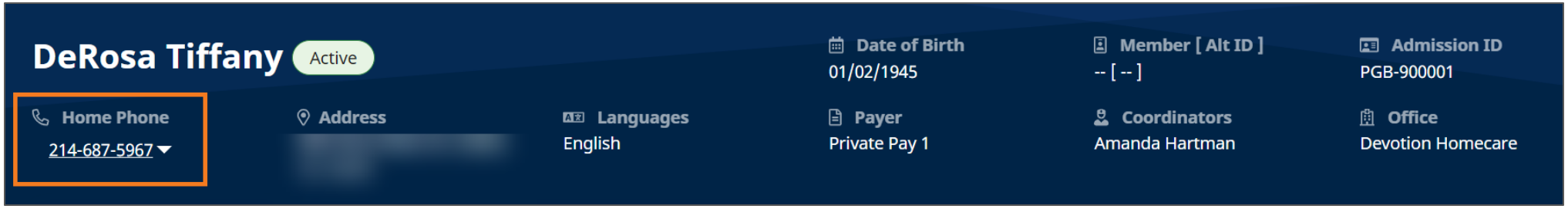
Where is the Caregiver Time & Attendance Pin located?

- Navigate to **Caregiver > Search Caregiver** > Time & Attn. Pin is in the profile



Where is the Patient's Landline located?

- Navigate to **Patient > Search Patient**



IVR Walkthrough

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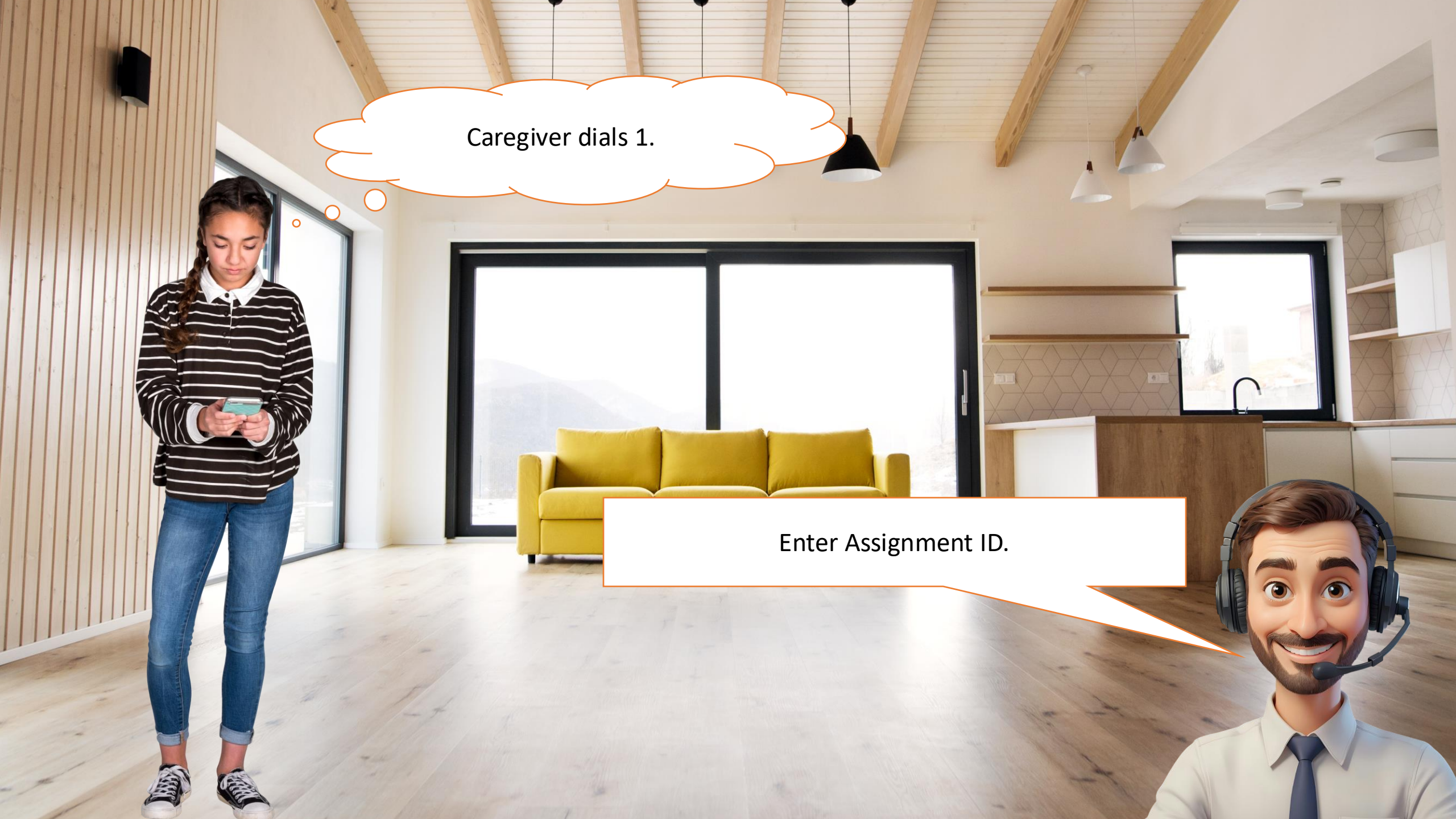
Caregiver dials IVR phone number from Patient's Landline.
Welcome to HHAeXchange! Press 1 for call in, press 2 for call out.

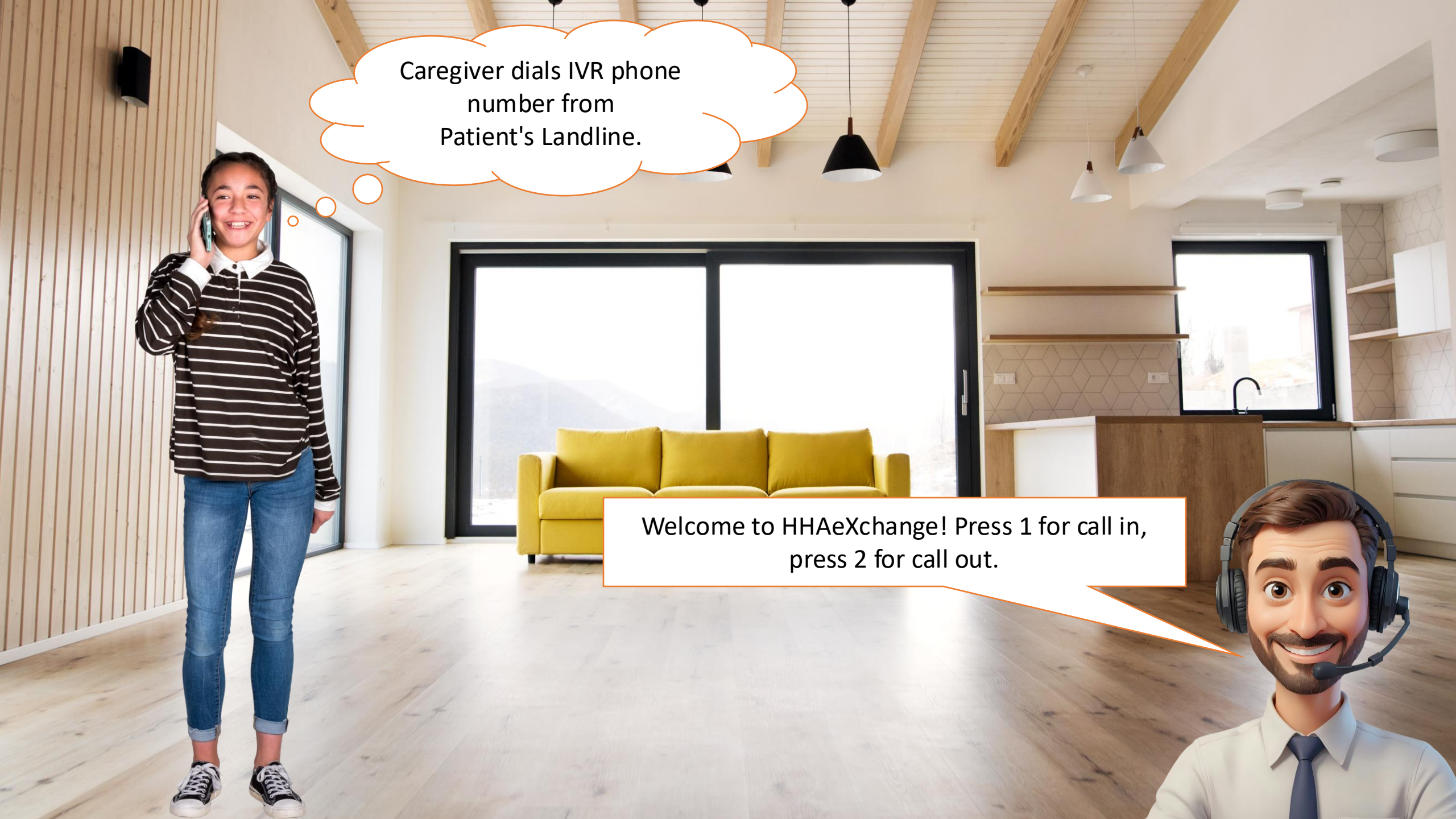

Caregiver dials 1.
Enter Assignment ID.

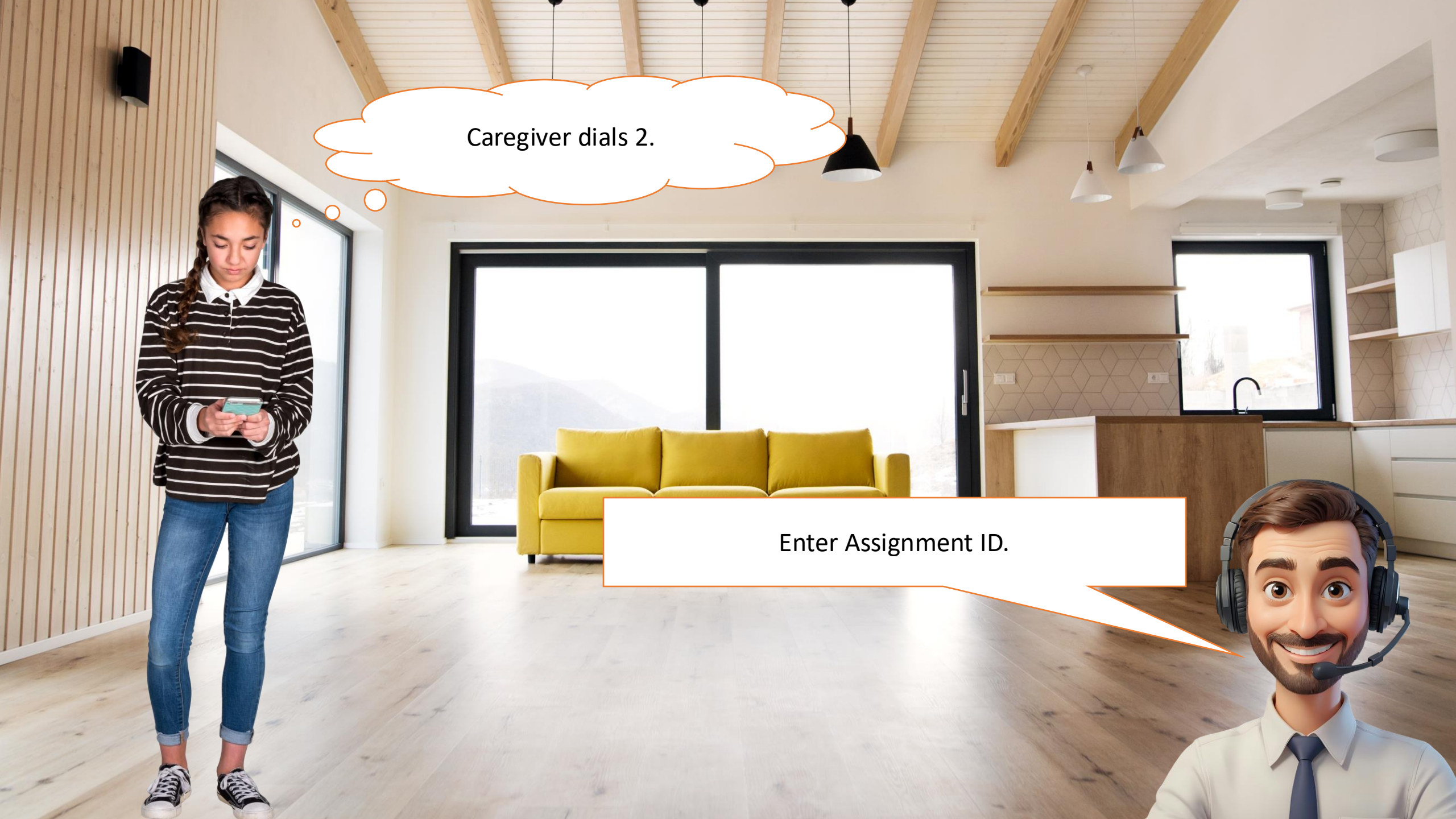
Caregiver enters Time & Attendance PIN.
If this is correct, press 1, or press 2 to re-enter.

Caregiver enters 1 and hangs up to start their shift.

• Assists with personal care
• Provides companionship
• Light housekeeping

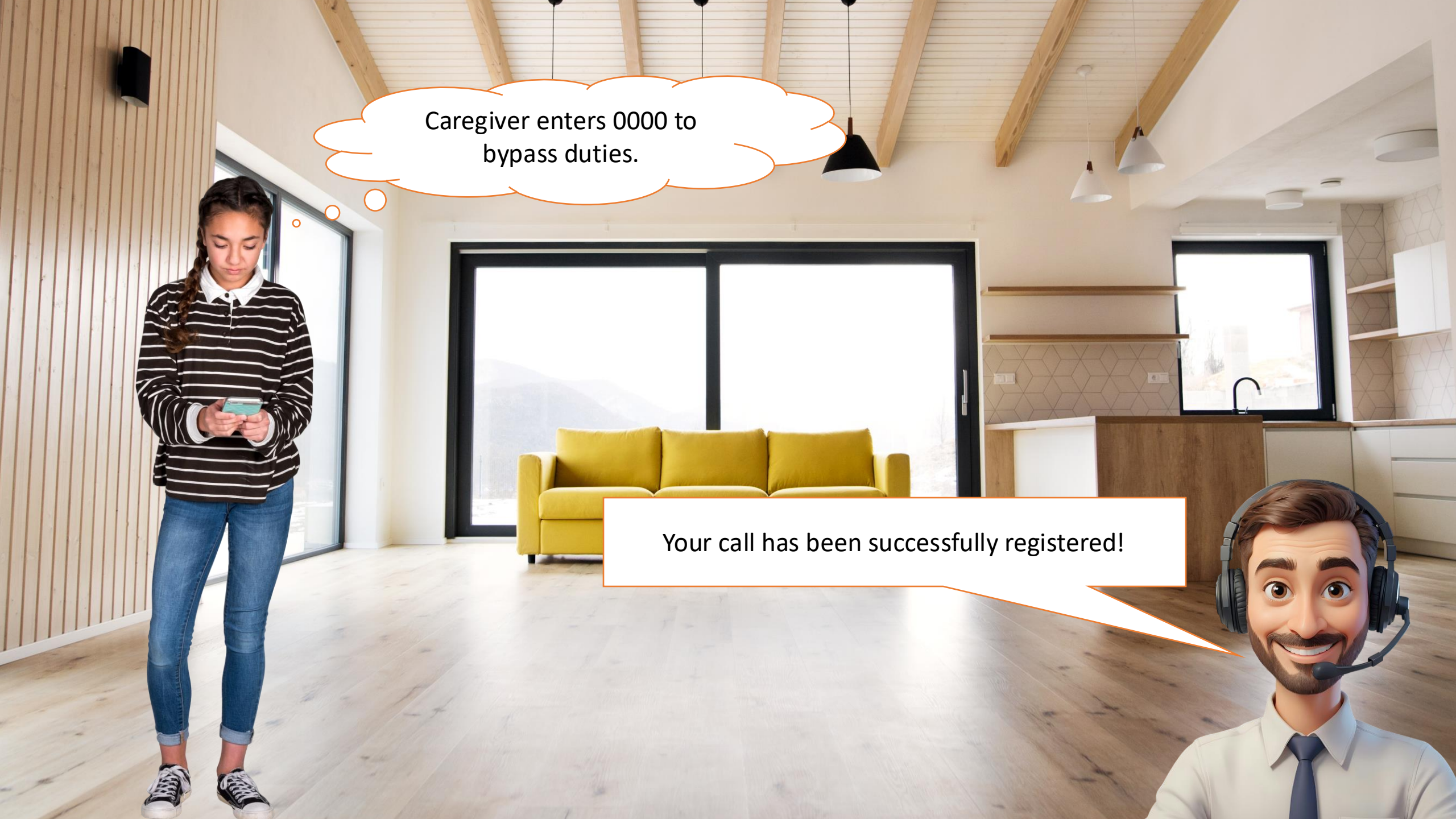
Tasks are complete and it’s time to clock out!


Caregiver dials IVR phone number from Patient's Landline.
Welcome to HHAeXchange! Press 1 for call in, press 2 for call out.


Caregiver dials 2.
Enter Assignment ID.

Caregiver enters Time & Attendance PIN.
If this is correct, press 1, or press 2 to re-enter.

Caregiver dials 1.
Enter the Duty ID.


Caregiver enters 0000 to bypass duties.
Your call has been successfully registered!

Resolving Top Billing Holds

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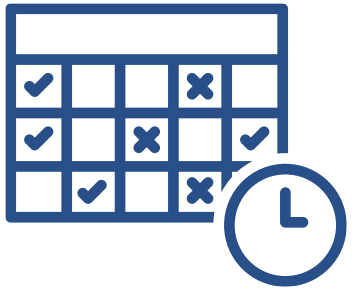
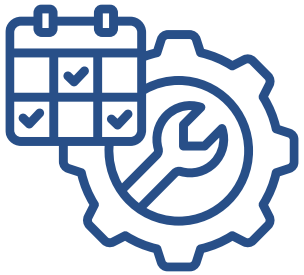
Billing Workflow Overview



Caregiver completes EVV

+



Provider manages visit maintenance

Step 1
Prebilling

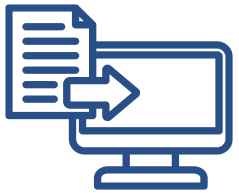
Prepare and verify data

Step 2
Invoicing

Generate an invoice

Step 3
Billing Review

Review and finalize invoice



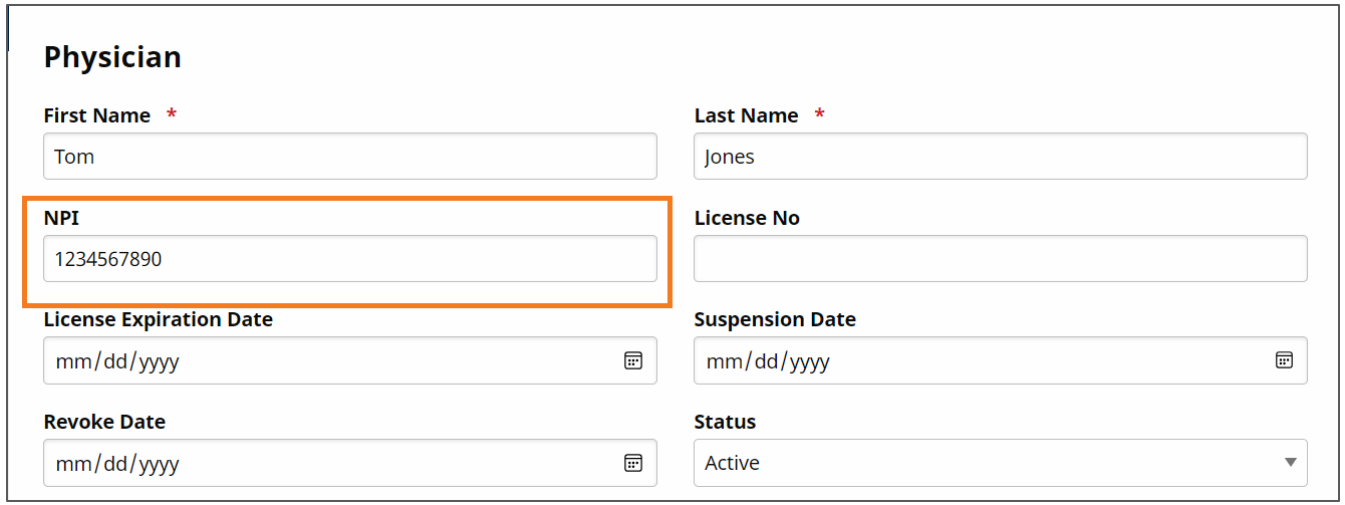
Step 4
eBilling

Submit invoices electronically

Adding an Attending Physician

Steps to resolve:

1. Navigate to **Patient > Search Patient**
2. Click into patient name.
3. Click on **Profile** in left navigation, then click **Edit**.
4. Scroll to the **Physician** section, click **Add Physician.**
5. Search for physician and click **Add.**
6. Click **Save**.



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Missing Primary Diagnosis Code

Authorizations not required

Steps to resolve:

1. Navigate to **Patient > Search Patient**
2. Click into patient name.
3. Click on **Payers/Insurance** in left navigation.
4. On the payer, click the **ellipses** under **Action** to select **Patient Diagnosis Code Override**.
5. Click **Add**.
6. Search or enter ICD; select **ICD-10** code.
7. Select **Primary Diagnosis** checkbox.
8. Click **Save**, and **Close**.

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Adjusting Zero Rate Visits

Steps to prevent:

1. Navigate to **Admin > Contract Setup > Search Contract**
2. Click into the contract.
3. Click on "**Billing Rates**" tab on top.
4. Locate the service code(s) that need rates.
5. Click on the "Edit Icon" and enter the rate.
6. Click **Save**, and **Close**. (Please note that this only updates rates for services that have not been invoiced yet)

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Adjusting Zero Rate Visits During Invoicing

Steps to resolve/catch zero rates:

1. Navigate to **Billing > New Invoice** (Internal)
2. Use the filters to locate the records and click "**Search**"
3. Once the result populate click on the header named "**Amount**" on the top right-hand side.
4. The results will filter from smallest to largest so any zero rates will be shown at the top of the results
5. If you see any records with a zero rate follow the steps listed in the previous slide.
6. Once the rate has been corrected repeat steps 1-4 until all zero rates are corrected.

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Resolving Common EDI Issues

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Bookmark this page!

HHAX EVV API Technical Specifications

This specification document provides guidance and instructions in preparing data for import as well as error messages.

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HTTP Response Status Codes

Issue: Server is responsible for the status code errors – HHAeXchange must take action to resolve the errors.

HTTP Status Code	Result	Status	Description
200	Success	OK	Standard response for successful HTTP requests.
201		Created	The request has been fulfilled and resulted in a new resource being created.
202		Accepted	The request has been accepted for processing, but the processing has not been completed. The request might or might not eventually be acted upon, as it might be disallowed when processing takes place.
204		No Content	The request has been fulfilled and result has returned nothing based on input values
400	Client Error	Bad Request	The request cannot be fulfilled due to bad syntax. General error when fulfilling the request would cause an invalid state. Domain validation errors, missing data, etc. are some examples.
401		Unauthorized	The request requires user authentication information. The response must include a WWW-Authenticate header field containing a challenge applicable to the requested resource.
403		Forbidden	The client does not have access rights to the content. Unlike 401, the client's identity is known to the server. Contact HHAeXchange at Provider EDI Integrations to gain permission to access the API.
404		Not Found	The requested resource could not be found but may be available again in the future. Subsequent requests by the client are permissible.
429		Too Many Requests	The user has sent too many requests in a given amount of time. Intended for use with rate limiting schemes.
500	Server Error	Internal Server Error	The server encountered an unexpected condition which prevented it from fulfilling the request. The request can be tried again once the API issues have been resolved.

**Found on page 32 of API Specifications*

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Appendix F – EVV Error Messages

Provides a list of error messages related to specific error codes, descriptions of the issue, and recommended actions for correcting them.

**Found on page 65-70 of API Specifications*

Appendix F – EVV Error Messages

Element	Error Code	Error Message	Action
providerTaxID	101001	Provider Tax ID is required	Include the Provider Federal Tax ID and call API.
providerTaxID	101002	Provider is not found based on Provider Tax ID	The Provider was not found. Provide the correct federal Tax ID and call API.
providerTaxID	101003	Provider is not active	Contact HHAeXchange to rectify this issue.
providerTaxID	101004	Invalid Provider Tax ID format	Review the EVV Data Aggregator Specification and confirm that your data is in the required format. Make the required changes and call API.
office	101005	Office (qualifier and identifier) is required	Include Office (qualifier and identifier) and call API.
office	101006	Invalid Office's Qualifier value	Correct the Office's Qualifier and call API.
office	101007	Office is not found based on Qualifier value	Office was not found. Provide the correct Qualifier value and call API.
office	101008	Office is not active	Contact HHAeXchange to rectify this issue.
office	101009	Multiple Office records found based on Qualifier value. Please provide unique identifier.	Use an Office Qualifier that is unique for this Office and call API.
member	101010	Member (qualifier and identifier) is required	Include Member (qualifier and identifier) and call API.
member	101011	Invalid Member's Qualifier value	Correct the Member's Qualifier and call API.
member	101012	Member is not found based on Qualifier value	Member was not found. Provide the correct Qualifier value and call API.
member	101013	Member is not active	Contact MCO and determine why Member is not active. Once the issue is resolved call API.
member	101014	Multiple Member records found based on Qualifier value. Please provide unique identifier.	Use a Member Qualifier that is unique for this Member and call API.
caregiver	101015	Caregiver (qualifier and identifier) is required	Include Caregiver (qualifier and identifier) and call API.
caregiver	101016	Invalid Caregiver's Qualifier value	Correct the Caregiver's Qualifier and call API.
caregiver	101017	Caregiver is not found based on Qualifier value	Provide the correct Qualifier value and call API.
caregiver	101018	Caregiver is not active	Change the Caregiver status to Active and call API.
caregiver	101019	Caregiver is not linked with Provider	Link the Caregiver to the Provider and call API.

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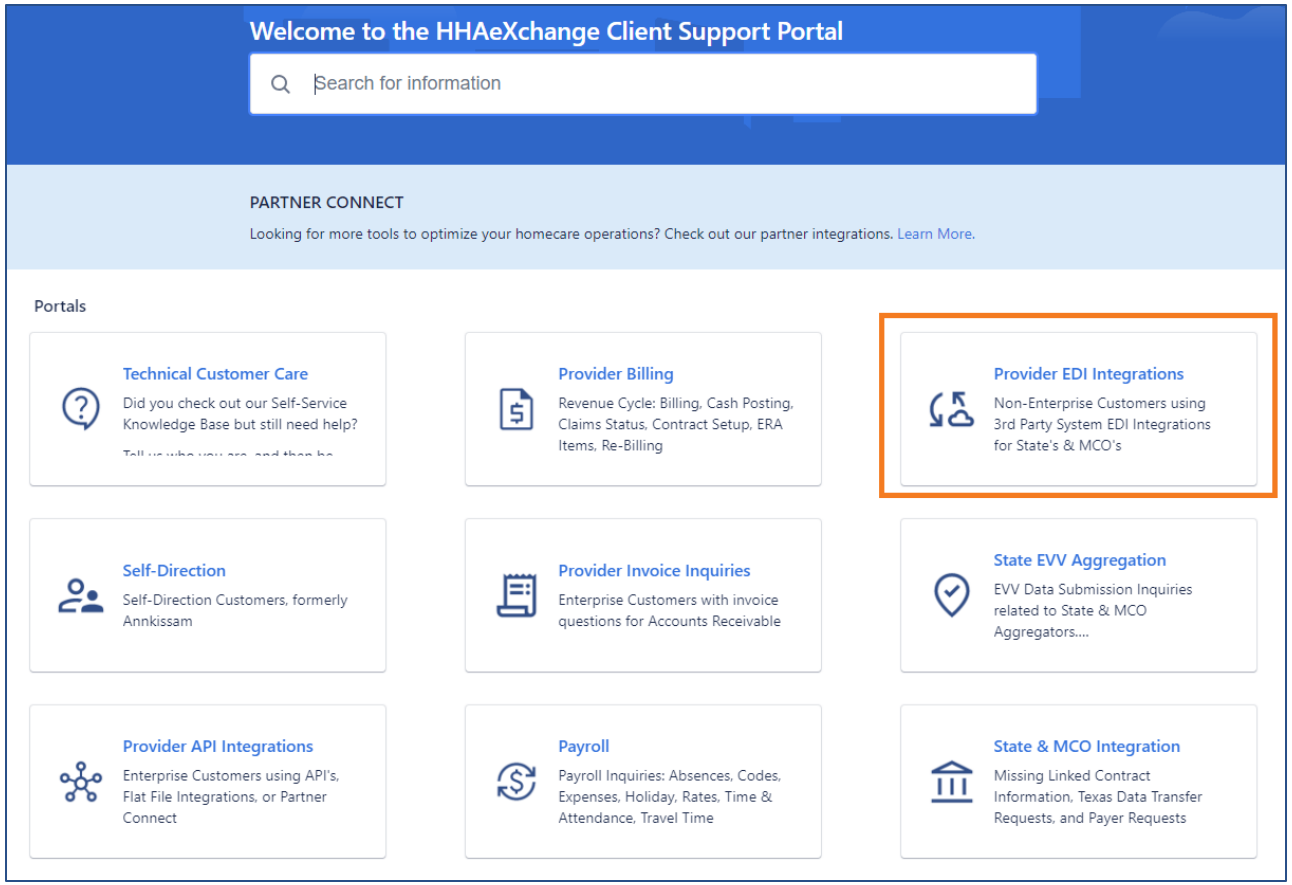
How to Get In Touch with HHAeXchange EDI Team for Assistance

1. Navigate to [Customer Login - Help Center - Jira Service Management (atlassian.net)]
2. Enter your email.
3. Select Provider EDI Integrations.
4. Select topic.



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Known Issue: EPIC Integration and DX Code Handling

- Providers using the vendor, EPIC, have been sending the Diagnosis Codes with an incorrect “Array of String” format.
- This must be corrected and resubmitted.

5	diagnosisCodes	**When Required:** When visit is billed; this field should be sent along with externalInvoiceNumber. Diagnosis Code Up to 26 of these are allowed.	50	Array of String	Situational

Incorrect Format Example

```
"DiagnosisCodes": [
                    "Z483, C187, C787, Z433, I10, M1990"
]
```

Correct Format Example

```
"DiagnosisCodes": ["Z483",
                   "C187",
                   "C787",
                   "Z433",
                   "I10",
                   "M1990"
]
```

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Resources

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Additional Resources

- Knowledge Base
- IVR
  How to Clock In and Out via IVR on Vimeo
- Top Billing Issue Holds
  Review Billing Holds to Ensure Smooth Payment Processing
- EDI Specifications
  HHAX EVV API Technical Specifications

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Thank you!

Please take a moment to provide us feedback.

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