

# Michigan Training

# Agenda



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

# 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





# 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](mailto: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**

Profile

Profile Log

Edit

Service Provider Type \* ⓘ

Employee

Demographics

History

First Name

Sloane

Middle Name

Alexandra

Last Name

McVee

Initials

SM

Gender

Female

Date of Birth \* ⓘ History

01/01/1990

Service Provider Code \* ⓘ

PGB-1001

Alt. Service Provider Code

Time & Att. PIN

100001

Social Security Number \* ⓘ History

555-55-5555

Secondary Offices ⓘ

Rehire

No

Rehire Date

Ethnicity

Country of Birth

United States

Marital Status

Dependents

Upload Picture

DeRosa Tiffany

Active

Home Phone

214-687-5967 ▼

Address

Languages

English

Date of Birth

01/02/1945

Payer

Private Pay 1

Member [ Alt ID ]

-- [ -- ]

Coordinators

Amanda Hartman

Admission ID


PGB-900001

Office

Devotion Homecare



# IVR Walkthrough

A woman with dark hair, wearing a brown and white striped long-sleeved shirt and blue jeans, stands in a modern living room. She is holding a smartphone to her ear with her right hand and gesturing with her left hand. The room features light wood flooring, a yellow sofa, and large windows with black frames. The ceiling has exposed wooden beams and modern pendant lights. In the background, a kitchen area with white cabinets and a wooden countertop is visible.

Caregiver dials IVR phone  
number from Patient's  
Landline.

Welcome to HHAeXchange! Press 1 for call in,  
press 2 for call out.






A woman with long brown hair in a braid, wearing a black and white striped long-sleeved shirt and blue jeans, stands in a modern living room. She is looking down at a small green object in her hands. The room has light wood flooring, a yellow sofa, and large windows with black frames. The ceiling has exposed wooden beams and modern pendant lights. A kitchen area with white cabinets and a wooden countertop is visible in the background.

Caregiver dials 1.


Enter Assignment ID.

A 3D cartoon character of a man with brown hair, a beard, and a friendly expression. He is wearing a light blue dress shirt, a dark blue tie, and a black headset with a microphone. He is positioned in the bottom right corner of the image.




A woman with long brown hair in a braid, wearing a black and white striped long-sleeved shirt and blue jeans, stands in a modern living room. She is looking down at a small green object in her hands. The room has light wood flooring, a yellow sofa, and large windows. A speech bubble above her contains the text "Caregiver enters Time & Attendance PIN.".

Caregiver enters Time &  
Attendance PIN.

A 3D cartoon character of a man with brown hair, a beard, and a headset with a microphone. He is wearing a light blue shirt and a dark blue tie, and is smiling. A speech bubble points to him from the left, containing the text "If this is correct, press 1, or press 2 to re-enter.".


If this is correct, press 1, or press 2 to re-enter.




A young woman with long brown hair in a braid, wearing a black and white striped long-sleeved shirt and blue jeans, stands in a modern living room. She is looking down at a small green smartphone in her hands. The room features light wood plank flooring, a bright yellow three-seater sofa, and large black-framed windows that offer a view of a snowy mountain landscape. To the right, a kitchen area with white cabinetry and a wooden island is visible. The ceiling has exposed wooden beams and several pendant lights. A thought bubble is positioned above the woman's head.

Caregiver enters 1 and hangs  
up to start their shift.



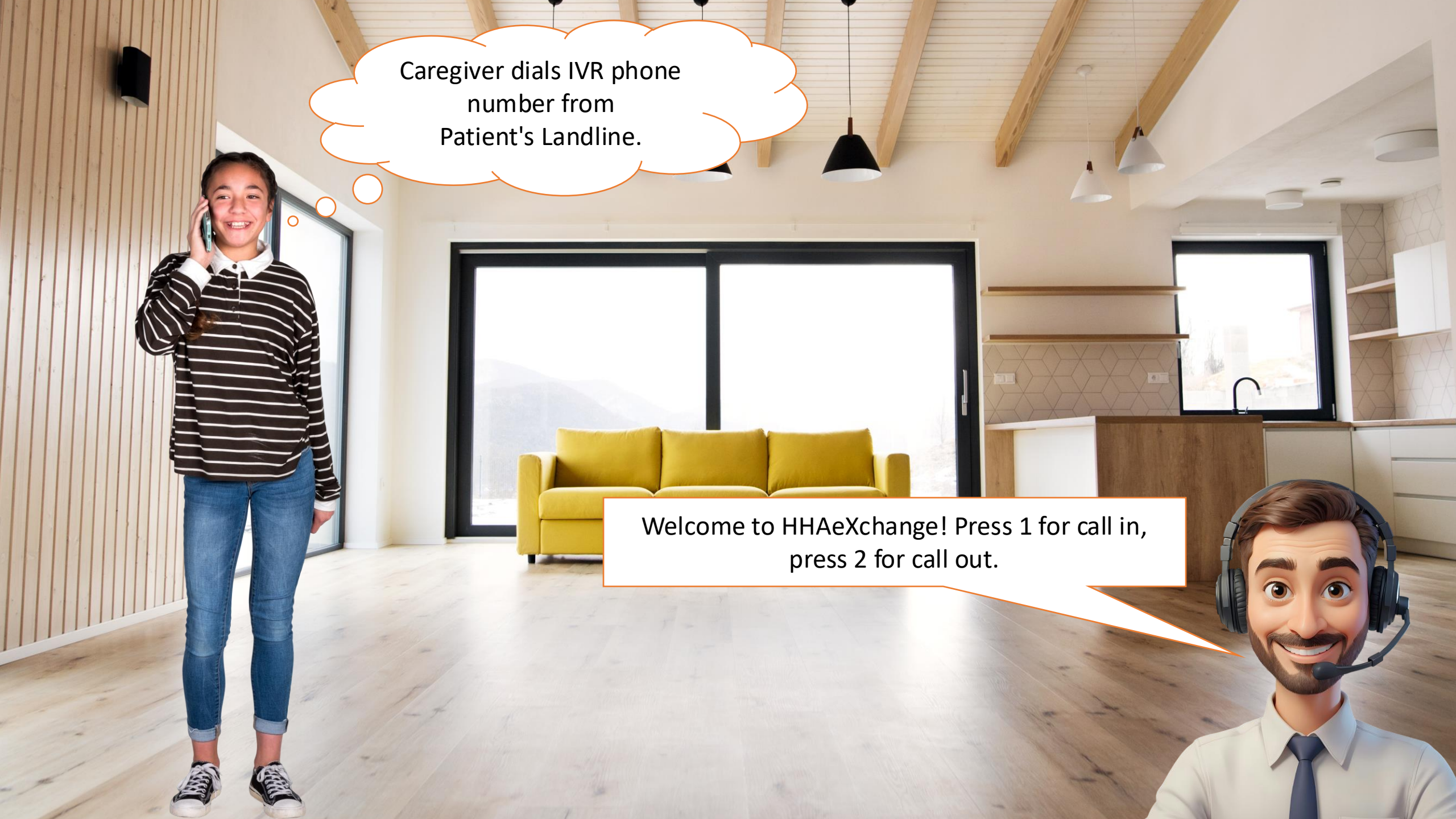
- 
- A young girl with braided hair, wearing a striped shirt and jeans, stands in the center of a bright, modern living room. She is holding a large white sign that lists three bullet points. The room features a high ceiling with exposed wooden beams, several black pendant lights, and a large window in the background. A yellow sofa is visible behind her. To the right, an older woman is standing in the kitchen area, waving. The floor is made of light-colored wood.
- Assists with personal care
  - Provides companionship
  - Light housekeeping





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



A woman with dark hair, wearing a brown and white striped long-sleeved shirt and blue jeans, is standing in a modern living room and talking on a smartphone. The room features light wood flooring, a yellow sofa, and large windows with black frames. The ceiling has exposed wooden beams and modern pendant lights. In the background, a kitchen area with white cabinets and a wooden countertop is visible.

Caregiver dials IVR phone  
number from  
Patient's Landline.

Welcome to HHAeXchange! Press 1 for call in,  
press 2 for call out.






A woman with long brown hair in a braid, wearing a black and white striped long-sleeved shirt and blue jeans, stands in a modern living room. She is looking down at a small green object in her hands. The room has light wood flooring, a yellow sofa, and large windows. A thought bubble is above her head.

Caregiver dials 2.

A 3D cartoon character of a man with brown hair, a beard, and a headset with a microphone. He is wearing a light blue shirt and a dark tie. A speech bubble points from him towards the center of the image.

Enter Assignment ID.



A woman with long brown hair in a braid, wearing a black and white striped long-sleeved shirt and blue jeans, stands in a modern living room. She is looking down at a small green object in her hands. The room has light wood flooring, a yellow sofa, and large windows with black frames. The ceiling has exposed wooden beams and modern pendant lights. A kitchen area with white cabinets and a wooden countertop is visible in the background.

Caregiver enters Time &  
Attendance PIN.

If this is correct, press 1, or press 2 to re-enter.





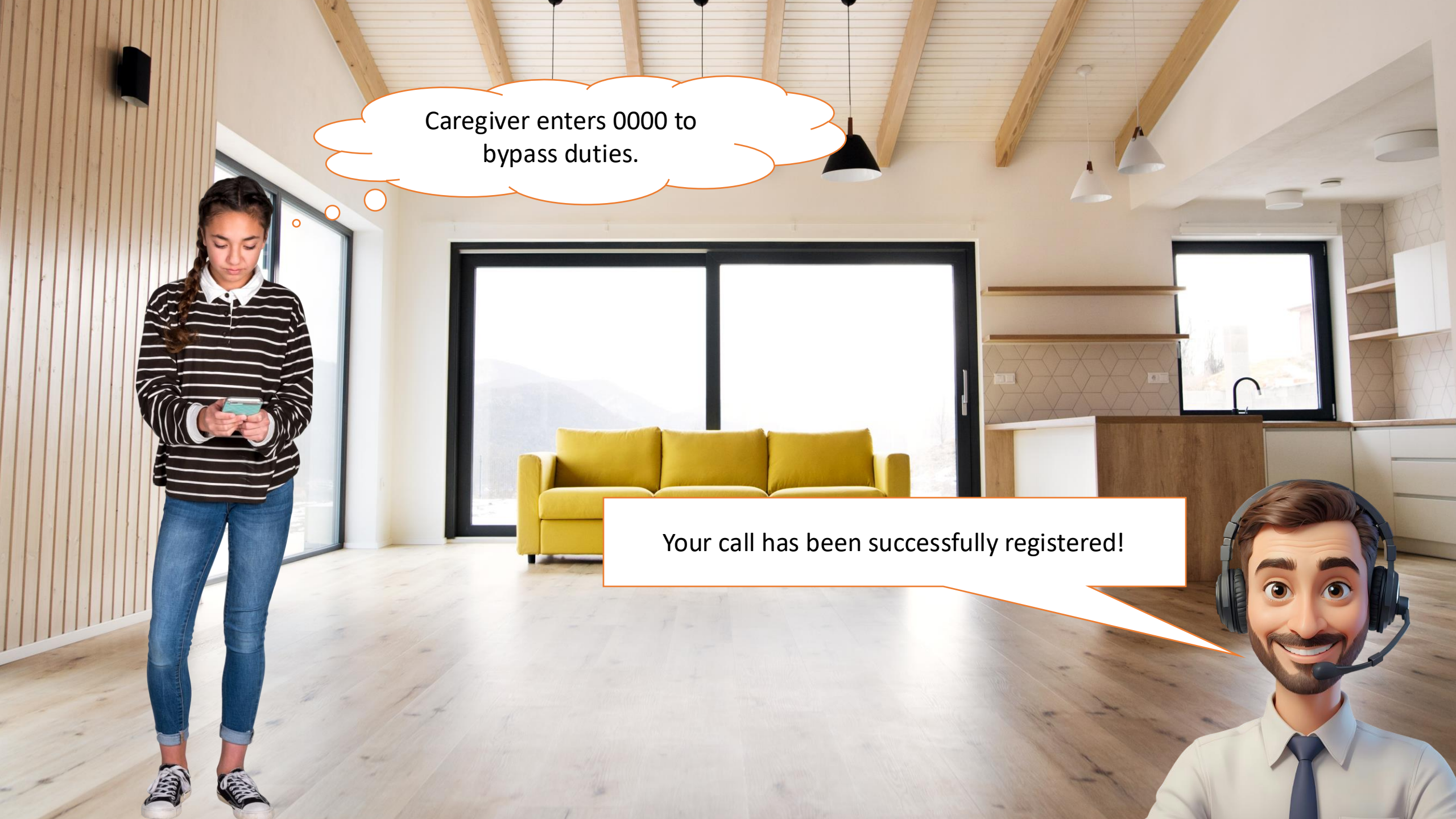
A woman with long brown hair in a braid, wearing a black and white striped long-sleeved shirt and blue jeans, stands in a modern living room. She is looking down at a small green object in her hands. The room has light wood flooring, a yellow sofa, and large windows. A thought bubble above her contains the text "Caregiver dials 1.".

Caregiver dials 1.


A 3D cartoon character of a man with brown hair, a beard, and a headset with a microphone. He is wearing a light blue shirt and a dark blue tie. A speech bubble from him contains the text "Enter the Duty ID.".

Enter the Duty ID.



A woman with long brown hair in a braid, wearing a black and white striped long-sleeved shirt and blue jeans, stands in a modern living room. She is looking down at a small green object in her hands. The room has light wood flooring, a yellow sofa, and large windows. A speech bubble above her contains the text "Caregiver enters 0000 to bypass duties."

Caregiver enters 0000 to  
bypass duties.

A 3D cartoon character of a man with brown hair, a beard, and a headset with a microphone. He is wearing a light blue shirt and a dark blue tie, and is smiling. A speech bubble points to him from the left, containing the text "Your call has been successfully registered!"

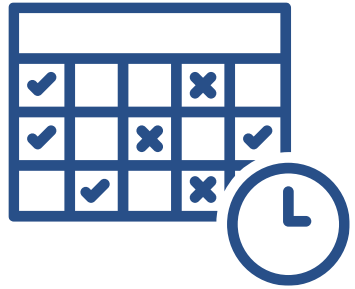
Your call has been successfully registered!



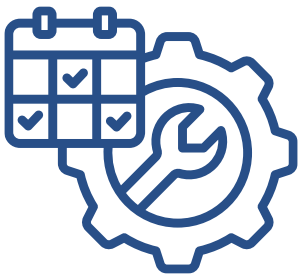
# Resolving Top Billing Holds



# Billing Workflow Overview



Caregiver  
completes EVV



Provider  
manages visit  
maintenance



## Step 1 Prebilling

Prepare and  
verify data



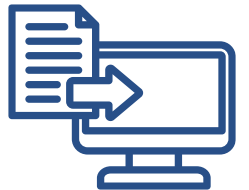
## Step 2 Invoicing

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**.

### Physician

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="Tom"/>	<input type="text" value="Jones"/>
<b>NPI</b>	<b>License No</b>
<input type="text" value="1234567890"/>	<input type="text"/>
<b>License Expiration Date</b>	<b>Suspension Date</b>
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>
<b>Revoke Date</b>	<b>Status</b>
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Active"/>



# 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**.



# 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)

# 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.





# Resolving Common EDI Issues



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 <a href="#">Provider EDI Integrations</a> 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](#)*

# 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.



# 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.

The screenshot displays the 'HHAeXchange Client Support Portal'. At the top, a blue header contains the text 'Welcome to the HHAeXchange Client Support Portal' and a search bar with the placeholder 'Search for information'. Below the header is a light blue section titled 'PARTNER CONNECT' with the text 'Looking for more tools to optimize your homecare operations? Check out our partner integrations. [Learn More.](#)'. The main content area is titled 'Portals' and features a grid of nine service tiles. The tile for 'Provider EDI Integrations' is highlighted with an orange border. This tile includes an icon of two arrows forming a loop and the text: 'Provider EDI Integrations', 'Non-Enterprise Customers using 3rd Party System EDI Integrations for State's & MCO's'. The other tiles include: 'Technical Customer Care' (help icon), 'Provider Billing' (dollar sign icon), 'Self-Direction' (people icon), 'Provider Invoice Inquiries' (calendar icon), 'State EVV Aggregation' (checkmark icon), 'Provider API Integrations' (network icon), 'Payroll' (dollar sign with circular arrow icon), and 'State & MCO Integration' (building icon).





# 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.

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

## Incorrect Format Example

```
1 "DiagnosisCodes": [  
2     "Z483, C187, C787, Z433, I10, M1990"  
3 ]
```

## Correct Format Example

```
1 "DiagnosisCodes": ["Z483",  
2     "C187",  
3     "C787",  
4     "Z433",  
5     "I10",  
6     "M1990"  
7 ]
```



# Resources



## 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](#)



# Thank you!

Please take a moment to  
provide us feedback.

