Humana Healthy Horizons in Florida Long-Term Care

HHAeXchange quick guide

Electronic visit verification

Humana Healthy Horizons® in Florida requires providers to submit claims through our electronic visit verification (EVV) vendor, HHAeXchange, for the following specialties:

- Adult companion
- Adult day care
- Assistive care services
- Attendant care
- Companion care
- Homemaker
- Home health
- Intermittent and skilled nursing
- Personal care and respite care

How to register

To create an account, please visit **FL HHAeXchange Provider Portal Agency Registration** (cognitoforms.com).

EVV compliance metrics

As required by the 21st Century Cures Act, Medicaid home health claims must be submitted through Humana Healthy Horizon's EVV vendor. Effective for dates of service on or after June 21, 2021, Statewide Medicaid Managed Care (SMMC) health plans deny all claims for personal care and home health services not submitted through their EVV vendors. The Agency for Health Care Administration (AHCA) requires a minimum 85% EVV submission rate to be in compliance. For more information, please visit the following websites:

- **EVV Compliance Requirements**
- **Home Health Services EVV | Florida AHCA (myflorida.com)**
- **https://www.hhaexchange.com/blog/everything-homecare-agencies-need-to-know-about-evv**

Humana Healthy Horizons® in Florida

Ways to use EVV

- **Mobile app:** Allows providers to clock in and out using a smart device
- **Offline mode:** Allows providers the availability to access HHAeXchange when they experience internet connectivity issues
- **Phone instructions:** Allows the provider to call in an EVV to comply with submission requirements

Update provider profile

HHAeXchange recommends the following resources when visit or profile changes are needed:

- **Edit Taxonomy and Revenue Codes in UPR (hhaexchange.com)**
- **Provider Setup (hhaexchange.com)**

Missing authorization

If an authorization is missing from HHAeXchange, please contact Humana Healthy Horizons via HHAeXchange's communication center. Instructions about how to use the communication center can be found at **Payer Communications in Communications (Message Center) (hhaexchange.com)**.

Accept placements

- **How to accept pending placement for a linked patient (hhaexchange.com)**
- **Accept Linked Contract Patients (hhaexchange.com)**
- **Offer Placements (hhaexchange.com)**
- **The placement/authorization was sent to the wrong office. How do I get it to the correct office? (hhaexchange.com)**

Schedule visits

Learn how to create or update visits to assist Humana Healthy Horizons-covered patients with their care by visiting the following resources:

- **Create Visits (hhaexchange.com)**
- **Schedule New Visits (hhaexchange.com)**
- **Adjust a Schedule on Unbalanced Visits (hhaexchange.com)**
- **How do I clock in and out of a scheduled visit? (hhaexchange.com)**
- **EVV-Based Visit Scheduling and Confirmation (hhaexchange.com)**
- **Create a New Caregiver (hhaexchange.com)**

How to manage contract and Letter of Agreement rates

Providers can make changes to contract and Letter of Agreement (LOA) rates within their profile. To learn more, visit:

- **How do I manage my contract rates? (hhaexchange.com)**

How to bill a claim

To receive payment please consult the following instructions:

- **How do I bill contracts? (hhaexchange.com)**
- **Billing (hhaexchange.com)**

How to unbill a claim

To send a corrected claim, providers must unbill and then re-bill the claim. Learn more about how to unbill a claim by visiting **Unbill a Visit (hhaexchange.com)**.

Billing holds

To ensure receipt of payment, please check your billing-hold queue regularly to quickly resolve claims for MCO submission. For more information, please visit **Billing Review (hhaexchange.com)**.

Electronic data interchange files

If you are using a clearing house, please ensure electronic data interchange (EDI) files are accepted properly. For more information, please visit **HHAeXchange Homecare EDI Process**.

How to delete a duplicate visit

Instructions on how to delete a duplicate visit can be found at **Unbill a Visit (hhaexchange.com)**.

Member demographics

Instructions on how to update a member's demographics can be found by visiting:

- **Updates to Patient Demographics (hhaexchange.com)**
- **Add Multiple Patient Addresses (hhaexchange.com)**

EVV compliance reporting

HHAeXchange provides managed care organizations (MCOs) applicable member data each month. Compliance is measured and displayed in the "Percent of Billed Visits with EVV Timestamp" field. In addition, each month HHAeXchange sends copy of the report to the administrator of the provider and MCO's account. To access a copy of the report, please visit **Reports Topics | HHAeXchange Knowledge Base**.

1. Select "Report"
2. Then select "Exception Detail Report"
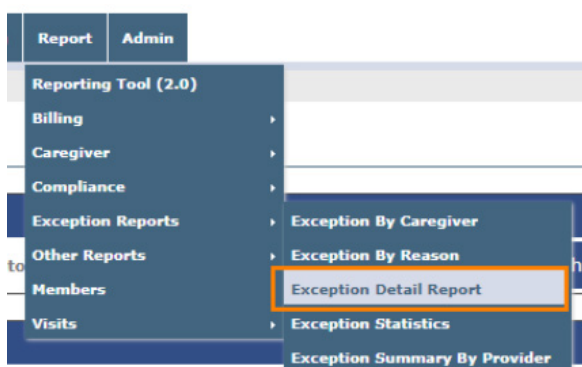
HHAeXchange support center

For more information or support from HHAeXchange, please contact the following applicable department via their portal:

- **Client Support Portal (hhaexchange.com)**
- **HHAeXchange Knowledge Base Launch Pad | HHAeXchange**
- Phone number: 855-400-4429, Monday – Friday, 7 a.m. – 8 p.m., Eastern time

Frequently asked questions

Frequently Asked Questions | HHAeXchange Knowledge Base