

# Common EDI Rejections Job Aid

The table below contains the most common EDI Rejections Reasons and the recommended actions to take for successful importing of files. The Rejections are posted to the **SFTP Outbox Response Files** folder, file name EDI\_AgencyTaxID\_YYYYMMDDHHMMSS\_Log.csv.

Rejection reasons denoted with a red asterisk (\*) automatically reprocess overnight for the prior six months based on visit start date.

**Note:** Previous versions may appear as *LTDIN\_AgencyID\_BilledVisits(Version)\_YYYYMMDDHHMMSS\_Log.CSV*.



**Notes:** Please contact [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com) for questions regarding the EDI process and procedures, as well as for a copy of the **EDI Import Guide**.

Rejection Reason	Action to Take
<b>Agency Tax ID is required</b>	Include Agency Tax ID and resubmit file.
<b>Cannot schedule visit when there is No Active Contract*</b>	Verify Member eligibility to confirm that the Member is <i>Active</i> for the time period you are billing for. If the Member is <i>Active</i> , then contact the MCO and request to update the Start of Care Plan date and/or Discharge date.
<b>Caregiver Code already exists in HHAeXchange</b>	Alternate Caregiver Code already exists and is associated to a different SSN. Correct code and resubmit file.
<b>Caregiver Code is required</b>	Include Alternate Caregiver Code and resubmit file.
<b>Caregiver is Restricted, No Schedule can be created*</b>	Caregiver cannot provide services until Payer removes Caregiver from the Restriction List. For details, contact the Payer.
<b>Caregiver Not Found in HHAeXchange*</b>	Include <b>New Caregiver</b> in Caregiver file or manually enter Caregiver in HHAeXchange. Once the Caregiver Profile is successfully created (or processed) this exception clears after the nightly reprocessing completes.
<b>Date of Birth is required</b>	Include the Date of Birth in the required format and resubmit the file.
<b>EVV Duration is 0</b>	EVV <b>Start</b> and <b>End Time</b> should not have the same value; this might be an export issue. Consult with your 3rd party vendor and advise of the issue. Make the needed changes and resubmit.
<b>Gender is required</b>	Include the Caregiver gender and resubmit the file.
<b>Invalid Agency Tax ID/Agency ID</b>	Include Agency Tax ID/Agency ID and resubmit file. Contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> if you need to obtain your Agency ID.
<b>Invalid Employment Type value</b>	Review the <b>EDI Import Guide</b> and confirm that your data is in the required format. Make the needed changes and resubmit. If needed, contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> for a copy of the EDI Import Guide.
<b>Invalid value in Duties field</b>	Review the <b>EDI Import Guide</b> and confirm that your data is in the required format. Make the needed changes and resubmit. If needed, please contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> for a copy of the EDI Import Guide.
<b>Invalid Visit Start Time format</b>	Review the <b>EDI Import Guide</b> and confirm data is in the required format. If needed, please contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> for a copy of the EDI Import Guide.
<b>Member ID is required</b>	Include <b>Member ID</b> (as configured for your Agency) and resubmit file.

Rejection Reason	Action to Take
<b>Member Not Found*</b>	<p>Search <b>Member</b> by <i>First</i> and <i>Last Name</i> in the HHAExchange system.</p> <ul style="list-style-type: none"> <li>If Member is not loaded, this is a valid rejection. Contact the MCO and advise that you are unable to bill for this Member because they are not loaded in HHAExchange. Once the Member is loaded, these exceptions auto reprocess.</li> <li>If the Member is loaded in HHAExchange, confirm that the Member ID submitted matches the Member ID in HHAExchange.</li> </ul> <p>If unsure, please contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a>. Records/claims submitted with the wrong Member ID should be corrected and resubmitted.</p>
<b>Missed Visit Edit Action Taken/Reason Code not found in HHAExchange</b>	<p>Confirm that the code submitted matches what is in the <b>EDI Code Table Guide</b>. If record was sent correctly, contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> to further investigate the issue.</p>
<b>Notes Exceed Max Character Length</b>	<p>Review the <b>EDI Import Guide</b> and confirm that you are not exceeding the amount of characters allowed. Make the needed changes and resubmit. Contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> for a copy of the <b>EDI Import Guide</b>, if needed.</p>
<b>Notes is required</b>	<p>Include <b>Notes</b> and resubmit file.</p>
<b>Overlapping shifts are not allowed*</b>	<p>Caregiver is scheduled for shifts that overlap between patients. If assistance is needed to trim shifts, please contact HHAExchange <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a>.</p>
<b>Payer ID is required</b>	<p>Include <b>Payer ID</b> and resubmit file. If Payer ID is needed, please contact HHAExchange <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> to obtain.</p>
<b>Schedule cannot be greater than 24 hours</b>	<p>Verify dates on <b>Schedule Start</b> and <b>End Time</b> to ensure scheduled times do not exceed 24 hours per record. Consult with your 3rd party vendor and advise of the issue. Make the needed changes and resubmit.</p>
<b>Schedule Duration is 0</b>	<p>Schedule <b>Start</b> and <b>End Time</b> should not have the same value; this might be an export issue. Consult with your 3rd party vendor and advise of the issue. Make the needed changes and resubmit.</p>
<b>Schedule ID belongs to a different Member in HHAExchange</b>	<p><b>Schedule ID</b> should be unique per Member per Visit/Schedule.</p> <ul style="list-style-type: none"> <li>To avoid recurrence, consult with your 3rd party system to ensure there are no overlapping Schedule IDs in your system.</li> <li>Create new (unique) Schedule IDs for cases which are overlapping and resubmit.</li> </ul>
<b>Schedule ID belongs to a different Schedule Date in HHAExchange</b>	<p><b>Schedule ID</b> should be unique per Member per Visit/Schedule.</p> <ul style="list-style-type: none"> <li>If this is an overnight shift, add a "-1" to the Schedule ID and resubmit the file.</li> <li>If this is not an overnight shift, please see action for Rejection Reason Schedule ID belongs to a different Member in HHAExchange above.</li> </ul>
<b>Schedule ID is required</b>	<p>Include <b>Schedule ID</b> and resubmit file.</p>
<b>Schedule ID not found in HHAExchange</b>	<p>This error is generated if Schedule is flagged as "Y" in the "Is Deletion" column and the Schedule ID is not found. Please confirm the Schedule ID on the export file. If the Schedule is loaded in HHAExchange, and you need to confirm the original Schedule ID imported, please contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> and request assistance.</p>
<b>Schedule Start Time is required</b>	<p>Include the <b>Schedule Start Time</b> and resubmit the file.</p>
<b>Service Code is required</b>	<p>Include <b>Service/Procedure Code</b> and resubmit file.</p>

Rejection Reason	Action to Take
<b>Service Code not found in HHAExchange</b>	Confirm that the <b>Service/Procedure Code</b> submitted matches the <b>Service/Procedure Code</b> in HHAExchange. Agencies are not required to submit region codes (-R1/-R2). If record was sent correctly, contact <a href="mailto:EDIsupport@hhaexchange.com">EDIsupport@hhaexchange.com</a> to further investigate the issue.
<b>Service Location is required</b>	Include <b>Service Location</b> and resubmit file.
<b>Visit Edit Code is required</b>	Include Visit Edit Code and resubmit file.
<b>Visit having TT Cannot Be Updated</b>	If visit was already sent to Payer, visits having Travel Time (TT) cannot be edited until TT is approved or denied by Payer.
<b>Visit is already Billed</b>	If you are attempting to edit the visit, and the visit has been billed in HHAExchange, this action is not allowed. Adjustments would need to be re-billed to the Payer.