



HHAeXchange Lunch-and-Learn Webinar Billing Review "On Hold" Reasons

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# Today's Agenda: Billing Review "On Hold"

Billing Review: Root Causes for "On Hold"

#### 2 Billing Review "On Hold" Reasons

- Reason #1: Pending Billing of Additional Shifts on Same Day
- Reason #2: Visits on Same Day/Service Code must be billed on same Invoice





# **Billing Review: Before Claims Finalized**

Scrubbing Steps: Cleaning Claims before Billing

### HHAeXchange Provides List of Possible Warnings/Issues

Prebilling: Before you try to bill

- Billing Review:
  - Claims Held (with Reasons)
  - Invoices will not be sent



# Billing Review: Root Causes (Unrealized \$\$)

#### Missed Visits or Duplicate Visit (EVV Agencies)

- Visit is Duplicate, or did not take place, but schedule still on Calendar
- 2 Options: Delete the Visit --or-- Mark the Visit as a Missed Visit

#### Authorization Issue (Overutilization)

- First Visit(s) = Within Authorization (Green)
- Later Visit(s) = Outside/Past Authorization Limits (Pink)
- 2 Options: Adjust Visit Confirmation Times --or-- Speak with MCO (Inc. Auth)

#### Solution

- Run Billing Review Every Day After creating New Invoice Batch
- Run Billing Review Every Day PERIOD!





# "On Hold" Reason #1: Pending Billing of Additional Shifts on Same Day



#### Scenario #1

- Invoice Generated for one shift
- Another shift on the same day is confirmed but not Invoiced (B: N)

#### Scenario #2

- Invoice Generated for one shift
- Another shift on the same day is scheduled but not yet Confirmed

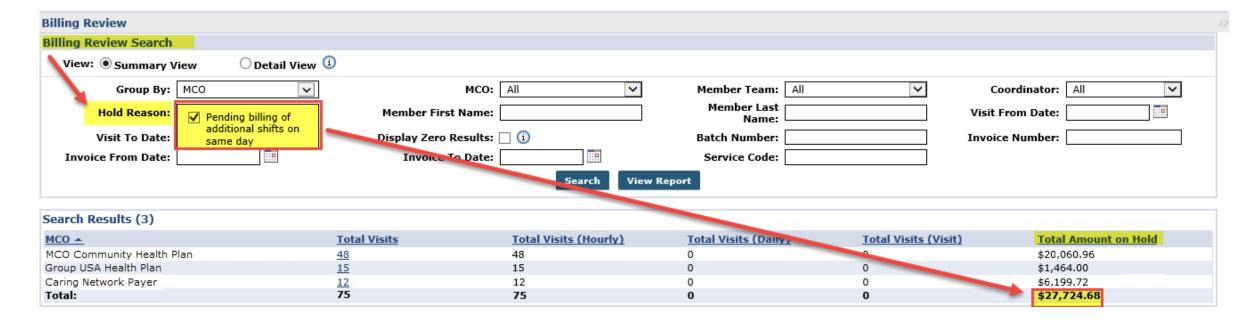
#### Why on Hold?

- Could be seen as a duplicate visit if billed in separate invoices
- For Split Shifts, all visits must be confirmed and invoiced together



#### Step 1: Billing Review → Summary View

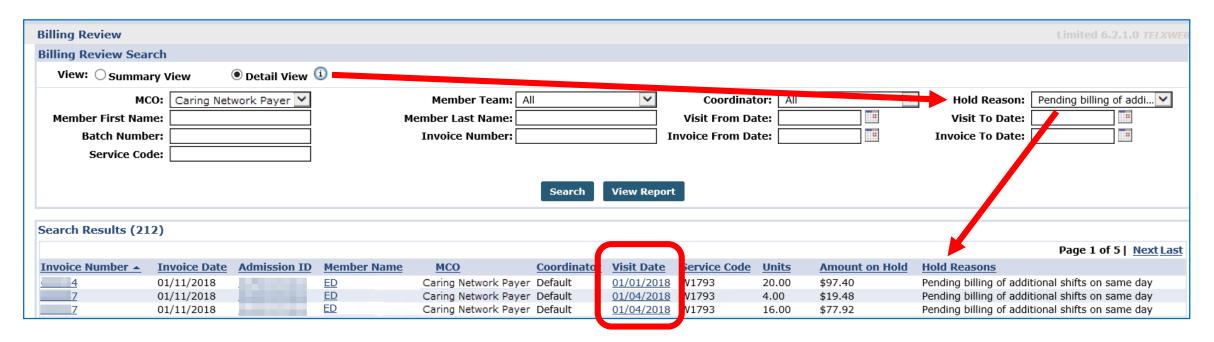
- Hold Reason: Pending billing of additional shifts on same day
- Total Amount on Hold: Unrealized Revenue





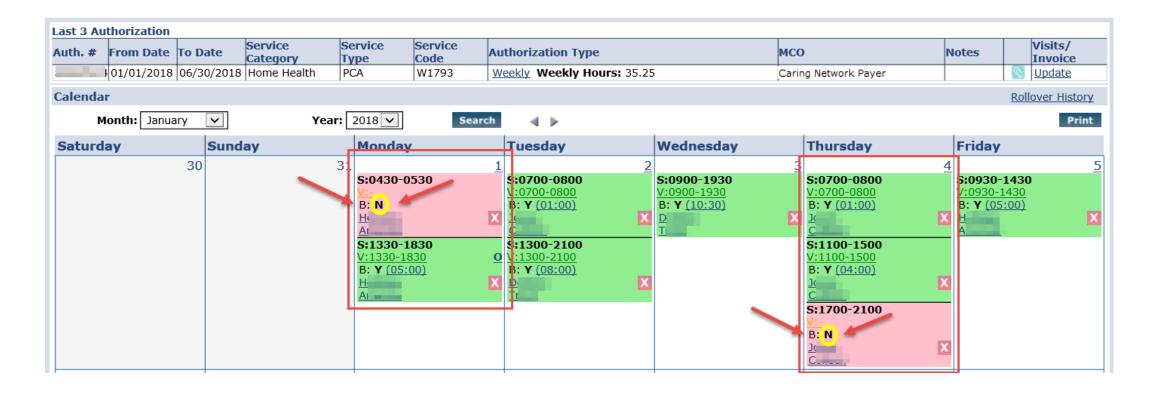
#### Step 2: Billing Review → Detail View

- Hold Reason: Pending billing of additional shifts on same day
- Visit Dates: Indicates which visits to review (some billed, some not)





#### Step 3: Visit View (Calendar)







# "On Hold" Reason #2:

Visits on Same Day/Service Code must be billed on same invoice



#### Scenario #1: Addressed Automatically Overnight

- 2 Visits on different invoices for Same Day (Automatically Merged)
- HHAeXchange merges Invoices, using most recent Invoice #

#### Scenario #2: Requires Rebilling

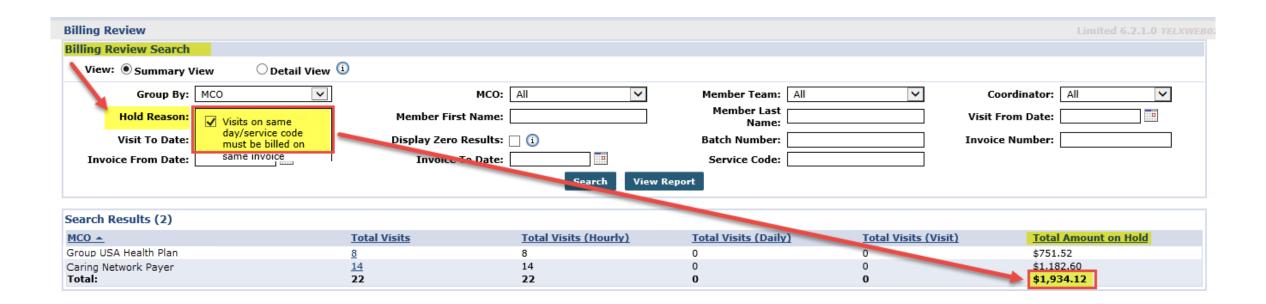
- 2 Visits on different invoices on *Different Days* (First one already *Billed*)
- 2<sup>nd</sup> Visit remains "on hold" until first one returns after adjudication

Please view the *Rebilling in HHAeXchange* recorded webinar, available on the TRAINING page of your Provider Info Center



#### Step 1: Billing Review → Summary View

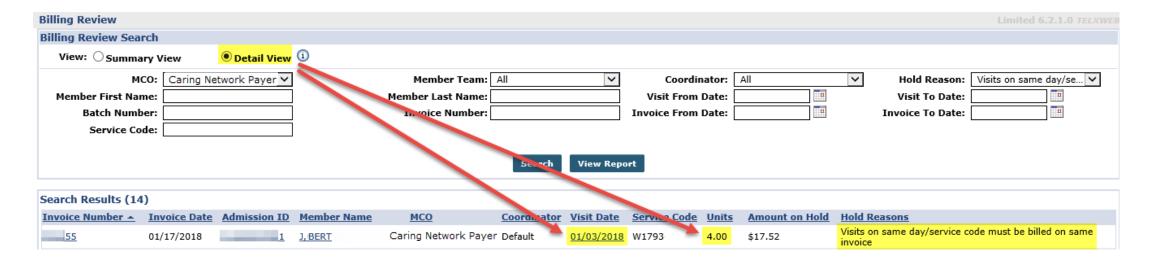
- Hold Reason: Visits on same day/service code must be billed on same invoice
- Total Amount on Hold: Unrealized Revenue





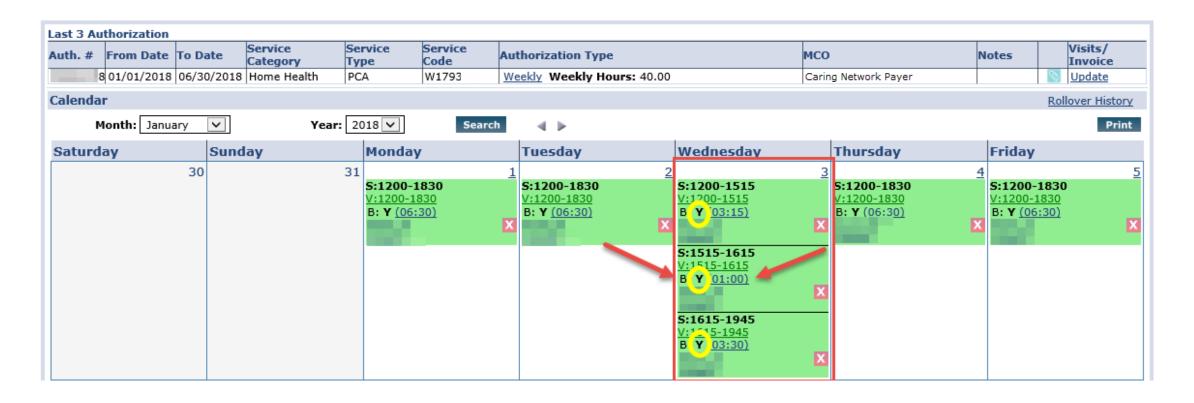
#### Step 2: Billing Review → Detail View

- Hold Reason: Visits on same day/service code must be billed on same invoice
- Visit Dates/Units: Indicates which visit(s) to review
  Visit "On Hold": Date = 01/03/2018; Units = 4 (01:00)





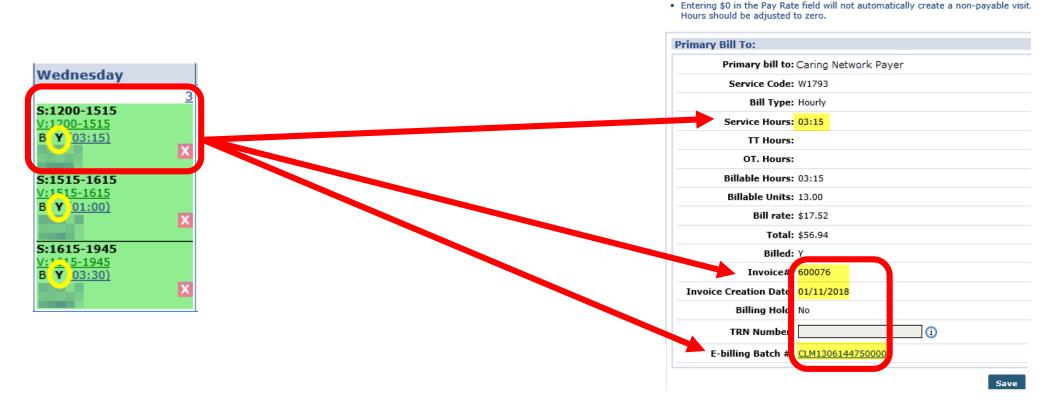
### Step 3: Visit View (Calendar)





Step 4: Verify Bill Info Tab

Visit Duration: 03:15 - Not Held



Schedule

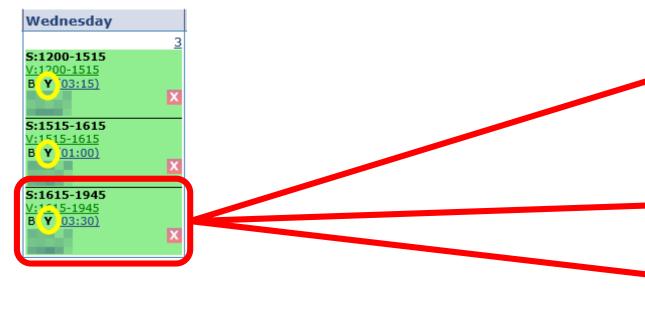
Visit Info

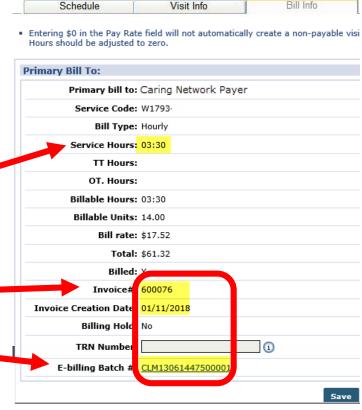


Bill Info

Step 4: Verify Bill Info Tab

Visit Duration: 03:30 - Not Held

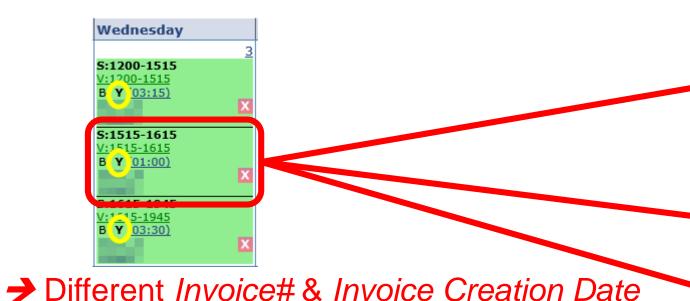


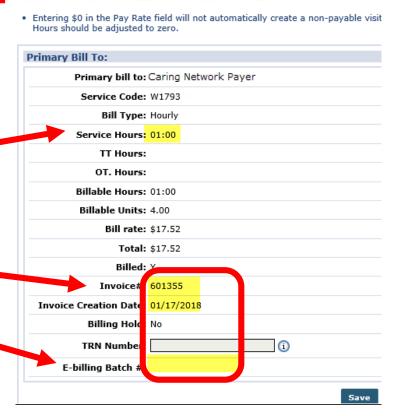




Step 4: Verify Bill Info Tab

Visit Duration: 01:00 – *Held in Billing Review* 





Visit Info

Schedule

