

Provider Rebilling Job Aid

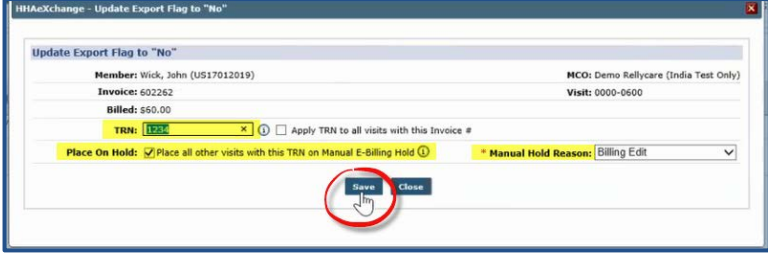
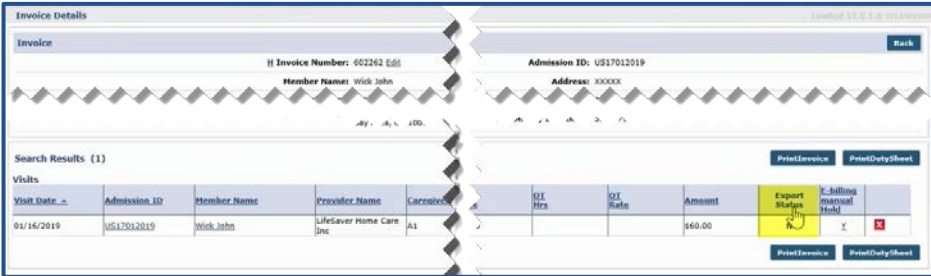
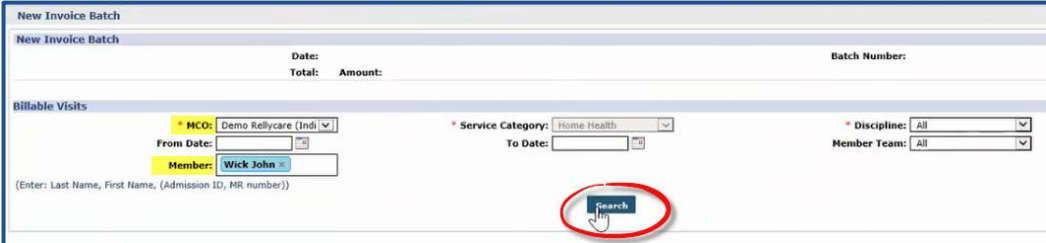
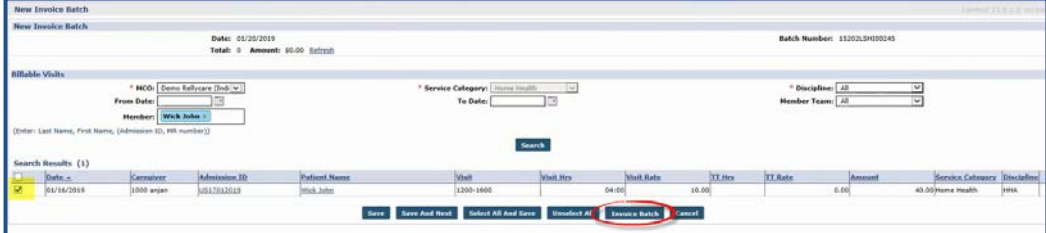
This job aid provides guidance to the various rebilling scenarios for Providers. These scenarios illustrate what takes place once a claim is exported and Payer Adjudication is complete. A Claim (TRN) number is required to rebill in the HHAExchange (HHAX) system.

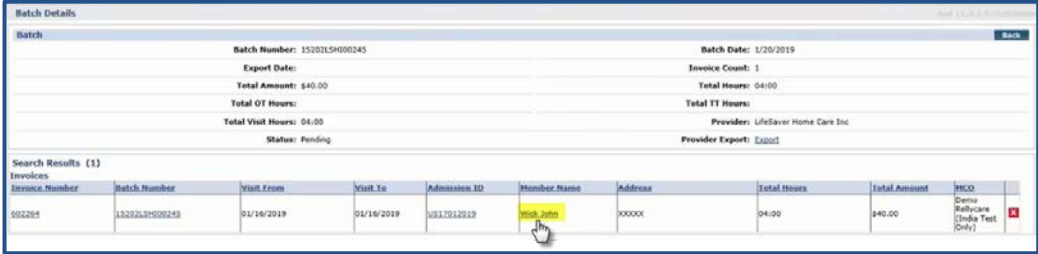

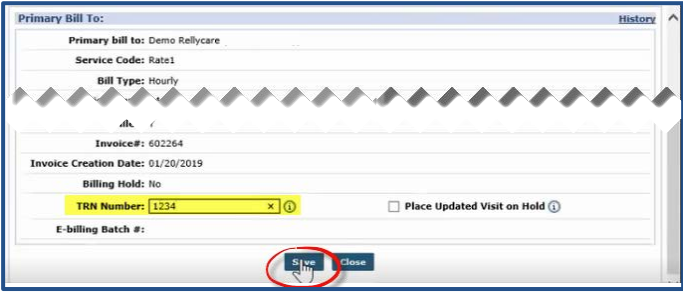
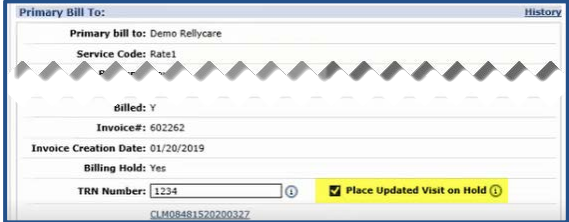
Billing Review – On Hold Reason

Visits on Same Day/Service Code must be Billed on Same Invoice

Scenario	<ul style="list-style-type: none"> Provider invoices Visit 1 and the HHAX system exports the claim. Upon Payer Adjudication, the Provider adds Visit 2 on the same day, for the same Patient, with the same Service Code. Before exporting Visit 2, it is held in Billing Review with the Visits on same day/service code must be billed on same invoice reason.
Solution	<ul style="list-style-type: none"> Un-Export Claim 1 Add TRN Number to both Claims <p>As a result, HHAX exports both claims as an Adjustment</p>

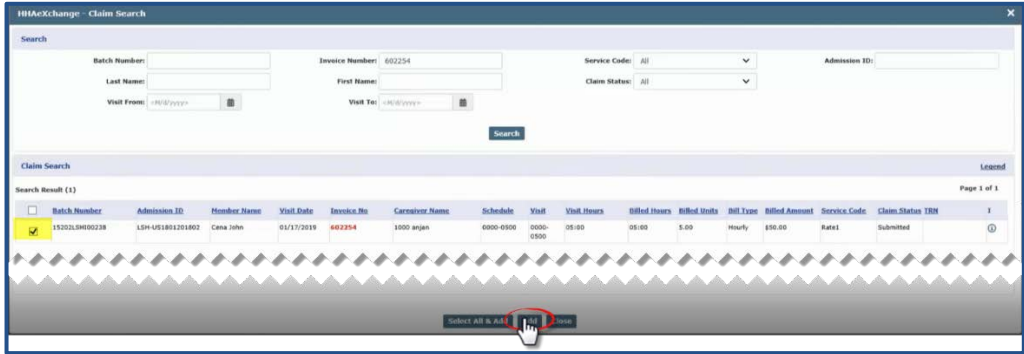
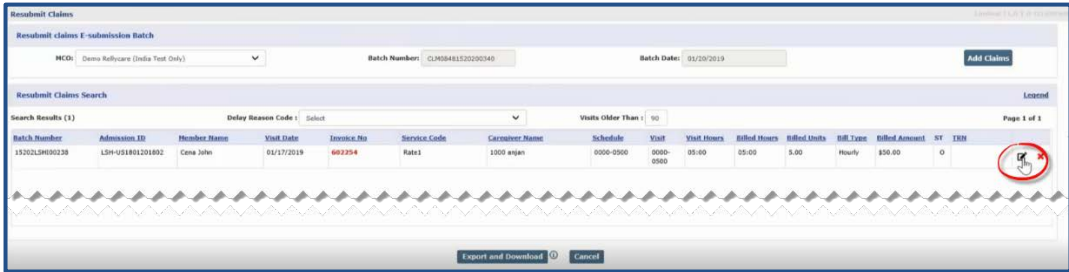
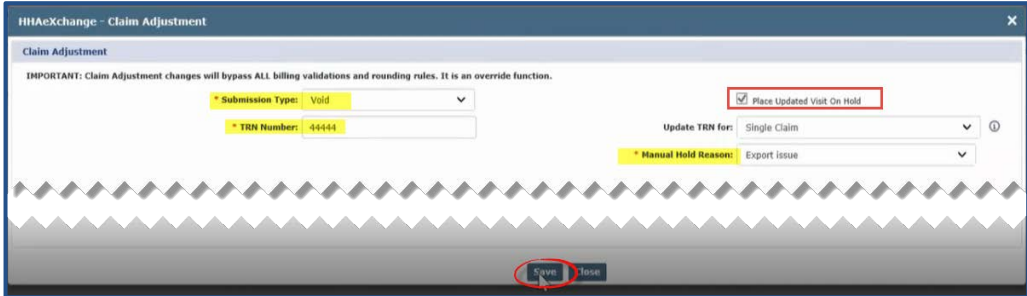
Step	Action
1	<p>Un-export Visit 1. Navigate to Billing > Search > Search by Invoice to find the Invoice associated with the Visit.</p> <p><i>Note: The Invoice Number can be obtained from the Bill Info tab (click on the V: link on the Member Calendar to access).</i></p> <div data-bbox="764 1108 1435 1390" data-label="Image"> </div>
2	<p>On the Invoice Search results screen, click on the Invoice Number link to open the Invoice Details page. On the <i>Invoice Details</i> page, click on the “Y” link under the Export Status column to change the Export Status.</p> <div data-bbox="347 1520 1390 1801" data-label="Image"> </div>

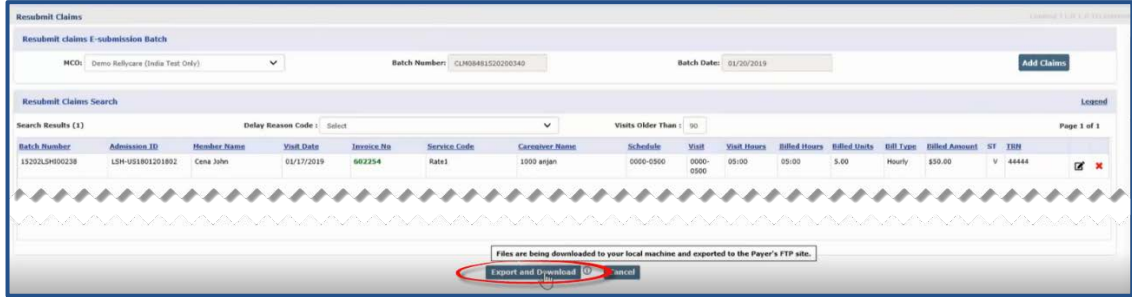

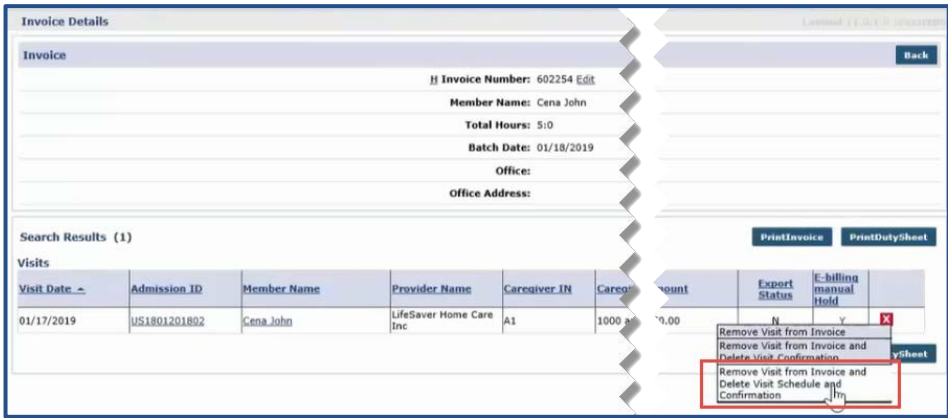
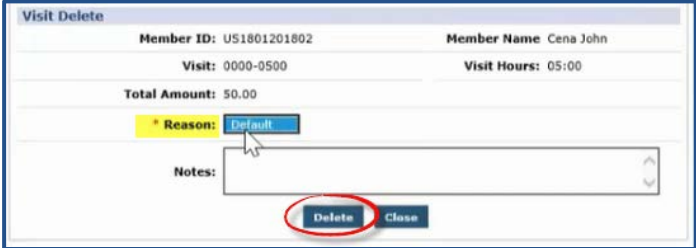
Step	Action
3	<p>The <i>Update Export Flag to "No"</i> window opens. Enter the TRN number (sent with ERA by the Payer), select the Place On Hold checkbox (to prevent the Visit from being automatically exported until all other steps are completed), and select the Manual Hold Reason. Click Save.</p>  <p>Note: The Visit and associated TRN is found in the Remittance File.</p>
4	<p>The Export Status changes to "N" (No) and the Visit is placed on Hold.</p> 
5	<p>Bill the 2nd Visit. Navigate to Billing > New Invoice Batch. Conduct a search using the Payer and Member.</p> 
6	<p>Select the Visit to bill and click the Invoice Batch button. Both Visits are now billed and ready to export.</p> 
7	<p>On the Batch Details page, click on the Member Name (link) to access the Member Profile/Calendar.</p>

Step	Action
	
8	<p>On the Member's Calendar, click on the V: link on Visit 2.</p> 
9	<p>Select the <i>Bill Info</i> tab and enter the TRN Number and Save.</p> 
10	<p>Go back to the Member Calendar and click the V: link on Visit 1 to remove the Hold status.</p>
11	<p>Select the <i>Bill Info</i> tab and un-select the Place Updated Visit on Hold checkbox. Click Save.</p> 
12	<p>Once complete, the system generates an 837 Adjustment File and exports both Visits/Claims via the nightly process (overnight). To view, navigate to Admin > File Processing.</p>

Resubmit as Void Due to Incorrect Billing to the Wrong Payer


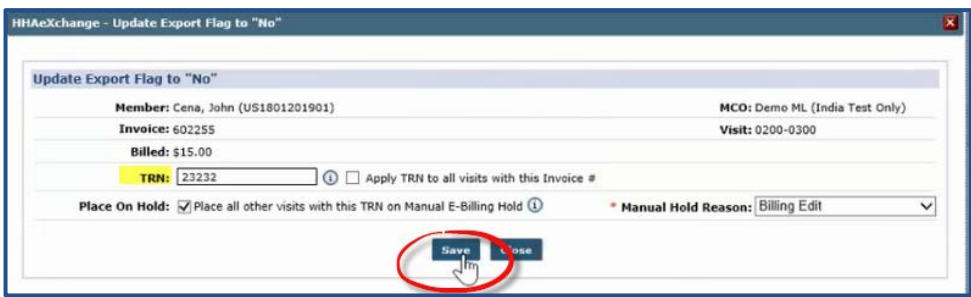
Scenario	Provider bills a Claim to the wrong Payer.
Solution	Void the Claim via the Rebilling Resubmission function for the incorrect Payer. Delete the Invoice and Visit records allowing for a new original claim to the correct Payer.




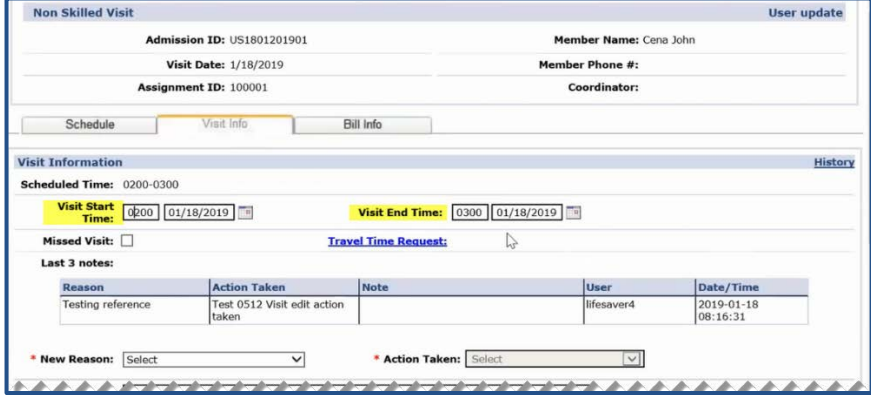
Step	Action
1	Navigate to Billing > Electronic Billing > Resubmit Claims function.
2	On the Resubmit Claims page, select the Payer (MCO) and click on the Add Claims button.
3	Search for the Visit on the Claims Search window (enter the Invoice Number field). Note: The Invoice Number can be obtained from the Bill Info tab (click on the V: link on the Member Calendar to access).
4	On the Claims Search results, select the claim and click on the Add button. 
5	On the Resubmit Claims window, click the pencil icon to Edit the claim. 
6	The Claims Adjustment window opens. Select Void in the Submission Type field and enter the TRN Number . Upon selecting Void, the Visit is automatically placed on Hold (preventing the system from re-exporting the claim). Select the Manual Hold Reason and click Save to continue. 

Step	Action
7	<p>Back on the Resubmit Claims window, click the Export and Download button. This completes the first part of this process. Proceed to the next step to “un-bill” the Visit.</p> 
8	<p>Navigate to Billing > Invoice Search > Search by Invoice to locate the applicable Invoice.</p>
9	<p>On the Invoice Search results, click on the Invoice Number link.</p>
10	<p>On the <i>Invoice Details</i> page, click on the X icon to delete the Visit and Invoice records.</p> 
11	<p>Select Remove Visit from Invoice and Delete Visit Schedule and Confirmation from the dropdown menu.</p> 
12	<p>The <i>Visit Delete</i> popup window appears. Select a Reason from the required field.</p> <p>Click Delete to finalize.</p> 
13	<p>The Visit is now removed. A new Visit can now be created and billed as usual to the correct Payer.</p>

Resubmit as Adjustment Due to Updated Visit Information/Correction of Hours

Scenario	Provider bills a Claim. After Payer Adjudication, the Provider must make changes to Scheduled and/or Visit times.
Solution	Un-export Visit(s) and remove from Invoices. Edit Schedule and Visit Times accordingly and re-invoice adding the TRN number. The system exports these claims as an Adjustment.

Step	Action
1	Navigate to Billing > Invoice Search > Search by Invoice to locate the applicable Invoice.
2	On the Invoice Search results, click on the Invoice Number link.
3	<p>On the <i>Invoice Details</i> page, click on the Y link under Export Status to un-export the claim.</p> 
4	<p>The <i>Update Export Flag to "No"</i> window opens. Enter the TRN number, select the Place On Hold checkbox, and select the Manual Hold Reason. Click Save.</p>  <p>The Export Status changes to "N" (No) and the Visit is placed on Hold.</p> <p>Note: The Visit and associated TRN is found in the Remittance File.</p>

Step	Action
5	<p>On the <i>Invoice Details</i> page, click on the  icon to remove the Visit from the Invoice. Select <i>Remove Visit from Invoice</i> from the dropdown menu.</p> 
6	<p>The <i>Visit Delete</i> popup window appears. Select a Reason from the required field.</p> <p>Click <i>Delete</i> to finalize.</p> 
7	<p>Navigate to the Member's Calendar (Member > Search Member > Calendar). Notice that the Billed Status has changed to "N" (No). Click on the V: link to access the Visit tabs.</p>
8	<p>Select the <i>Visit Info</i> tab. The fields are now available to edit as needed. Select the required fields (New Reason and Action Taken) and click <i>Save</i>.</p> 
9	<p>Proceed to re-bill the Visit and export.</p>