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Clinical Consolidation Communication Bulletin 10

To: All Eastpointe and Sandhills and Trillium Providers
From: Cindy Ehlers, Chief Operations Officer
Date: January 30, 2024
Subject: Electronic Visit Verification (EVV) Diagnosis Code Updates

This communication provides information around updating diagnosis codes in the HHAeXchange portal.

EVV DIAGNOSIS CODE UPDATES

We have worked with our EVV Vendor, HHAeXchange, to transfer members and providers to Trillium. As a part of this process, members were linked to providers without an authorization. Since these members do not have an authorization there may not be a diagnosis code in the patient portal. Please ensure you have updated the diagnosis code in the patient portal prior to submitting claims. Claims submitted without a diagnosis code may be held in Billing Review in the HHAeXchange portal. The below Job Aids, available in the HHAeXchange Support Portal, will help answer any questions related to how to add the diagnosis code and correct any claims being held for review:

- 📄 Provider-Managed Billing Diagnosis Codes, Page 3
- 📄 Process Guide – Billing, Page 19 “UnBilling”

If you have questions, please contact the Provider Support Service Line at 1-855-250-1539. Questions will be responded to as quickly as possible. We are working to address other questions and concerns as quickly as possible. Thank you for your patience while we transition.