

Overview

Providers who perform certain services are required to submit these claims through the EVV aggregator.

Trillium Health Resources has contracted with the HHAeXchange for aggregation.

Claims that require aggregation must be submitted to HHAeXchange.

Provider should contact HHAeXchange to set up their provider portal. Blue is a link to the questionnaire to begin portal setup.

 [LME Provider Portal Questionnaire](#)

Services

Behavioral Health Services:

Innovations Services

- T2013 TF HQ – Community Supports and Living Group
- T2013 TF – Community Living and Supports
- T2033 U1 – Supported Living Periodic
- T2013 TF CR – Community Living and Supports (end dated 2/29/2024)

B3 Services

- T2033 U1 U4 – Supported Living Periodic (end dated 3/31/2023)
- T1019 U4 – Individual Supports (end dated 9/14/2023)
- T2013 U4 – In Home Skill Building – Individual (end dates 12/31/2024)
- T2013 TF HQ U4 – Community Living and Supports (end dated 9/14/2023)
- T2013 TF U4 – Community Living and Supports (end dated 9/14/2023)
- T1019 HE – Personal Care/Individual Support (In-Home Service Only) (end date 12/31/2024)

Medicaid Direct 1915i Services – Effective 7/1/2023

- T1019 U4 – Individual Supports
- T2013 TF HQ – Community Living and Supports Group (Effective 9/15/2023)
- T2013 TF U4 – Community Living and Supports (Effective 9/15/2023)

- 🌱 Tailored Plan 1915i – Effective 7/1/2024
 - T1019 U4 – Individual Supports
 - T2013 TF HQ - Community Living and Supports Group
 - T2013 TF U4 – Community Loving and Supports
- 🌱 Tailored Plan Innovations Waiver – Effective 7/1/2024
 - T2013 TF - Community Living and Supports
 - T2013 TF HQ – Community Living and Supports Group
 - T2033 U1 – Supported Living Periodic

Personal Care Services: Effective July 1, 2024 with start of Tailored Plan.

- 🌱 State Pan PCS
 - 99509 HA – Beneficiaries under 21 years regardless of setting
 - 99509 HB – In-Home care agencies, beneficiary 21 years or older

EVV services unit of measure is 1unit per 15 minutes. This is based off of the TOTAL number of minutes provided when rounding and NOT rounding on the clock in and clock out times.

Minutes	Round up or down
07 or less	Round down to the hour
08-14	Round up to 15
16-22	Round down to 15
23-29	Round up to 30
31-37	Round down to 30
38-44	Round up to 45
46-52	Round down to 45
53-59	Round up to next hour

Home Health Services: Home Health Services are currently under a soft launch and may be direct billed to Trillium’s Physical Health Portal without the EVV aggregator. Soft Launch ends September 30, 2025 and Hard Launch begins October 1, 2025. Home Health claims with dates of service 10/1/2025 and after will deny without the required EVV data.

See link below for Home Health Service Code Crosswalk:

- 🌱 [Trillium Home Health Care Service Code Crosswalk](#)

Additional information on Home Health Hard Launch:

- 🌱 [Managed Care Electronic Visit Verification Home Health Implementation: Hard Launch Effective October 1, 2025, | NC Medicaid](#)

Additional information on EVV can be found on NC DHHS Website

- 🌱 [Electronic Visit Verification | NC Medicaid](#)

Additional Support/Assistance and Job Aids

Use these links to reach HHA Support to enter tickets, track status of tickets and communicate with the HHA Support Team:

- 🌱 HHAX Client Support Portal:
 - 🕒 HHAX Providers: [Customer Login - Help Center - Jira Service Management](#)
- 🌱 EDI Support Desk (3rd party providers):
 - 🕒 EDI: [Provider EDI Integrations - Jira Service Management \(atlassian.net\)](#)

Additional support which can be found in the HHA Provider Support Portal include Job Aids to assist with billing and portal questions:

- 🌱 [HHAeXchange Provider Knowledge Base](#)

DHHS Helpful Links

- 🌱 [EVV Codes Services](#)
- 🌱 [Electronic Visit Verification | NC Medicaid](#)
- 🌱 [Managed Care EVV Home Health Implementation- Hard launch Effective October 1](#)