

Home Health Providers - Hard Launch coming October 1, 2025

Are you ready for Hard Launch?

- ☐ Have you registered with HHAeXchange? If not, please complete the following form:
[Provider Enrollment Form](#)
- ☐ Are your members in HHAeXchange?
- ☐ Did you obtain authorizations for your members?
- ☐ Have you tested visit data submission in HHAeXchange?

The HHAeXchange Provider Info Center outlines necessary requirements to set up access to the HHAeXchange system.

If you have not completed all of these items, we need to hear from you!!












Please call us at 1-866-998-2597 and ask to speak to either Kimberly Coleman or Marie Barrs.

Or you can email us at Kimberly.Coleman@TrilliumNCc.org or Marie.Barrs@TrilliumNC.org.

Home Health Hard Launch Guidelines effective October 1, 2025:

- 🌱 All providers are expected to be fully compliant with Electronic Visit Verification (EVV) requirements.
- 🌱 Direct billed claims will show pending for 14 days waiting on visit data from HHAx. If visit data is not received from HHAx within 14 days of receipt of the claims, the claims will deny.
- 🌱 EVV visit data must be submitted and validated prior to claims adjudication.
- 🌱 Soft launch will continue through September 30, 2025. October 1, 2025 and after, claims will deny without EVV criteria.
- 🌱 If you experience challenges with claim submission through HHAeXchange during soft launch, you are able to submit claims outside of HHA while working collaboratively with Trillium and HHA to resolve any barriers.

Resources:

-  [Home Health Provider Guide](#)
-  [Trillium Health Resources website](#)
-  [Carolina Complete Health](#)
-  [Prior Authorization page](#)
-  [Trilliums EVV web page](#)
-  [Trilliums Home Health Service Code Crosswalk](#)
-  [HHAeXchange LME Portal Questionnaire](#)
-  [HHAeXchange job aids and resources link](#)
-  [Watch billing videos to learn more about the billing process](#)
-  [HHAeXchange Third-Party EVV Integration Knowledge Base](#)
For Providers with 3rd Party EVV Provider (REMINDER you must submit claims through your Third Party Provider with Trillium's Payer ID- 57541)
-  [NC Medicaid Managed Care Electronic Visit Verification Home Health Implementation Hard Launch Effective Oct. 1, 2025](#)