Electronic Visit Verification Provider Tip Sheet

Overview

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

Trillium Health Resources has contracted with HHAeXchange for aggregation

Claims that require aggregation must be submitted to HHAeXchange

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

- ♻ [LME Provider Portal Questionnaire](#)

Services

The following service codes are EVV Mandated by NCDHHS. Claims for these services require EVV aggregation and must be submitted through HHAeXchange:

- ♻ Innovations Services
  - ○ T2013 TF HQ – Community Supports and Living
  - ○ T2013 TF – Community Living and Supports
  - ○ T2033 U1 – Supported Living Periodic
- ♻ B3 Services
  - ○ T2033 U1 U4 – Supported Living Periodic (end dated 3/31/2023)
  - ○ T1019 U4 – Individual Supports
  - ○ T2013 U4 – In Home Skill Building - Individual
  - ○ T2013 TF HQ U4 – Community Living and Supports Group
  - ○ T2013 TF U4 – Community Living and Supports
- ♻ 1915i Services – Effective 7/1/2023
  - ○ Pending updates from NCDHHS

Additional information on EVV can be found on NC DHHS Website

♻ [Medicaid Electronic Visit Verification](#)

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: https://hhaxsupport.atlassian.net/servicedesk/customer/portals
- ♻ HHAx Support Line Phone Number:

EDI Support Desk (3rd party providers):

- ♻ EDI: https://hhaxsupport.atlassian.net/servicedesk/customer/portal/3

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

- ♻ Accepting Placements
- ♻ EDI Tool
- ♻ Billing Process Guide
- ♻ Invoicing
- ♻ Billing Review Problems and Resolutions
- ♻ And many others