

Provider Help Desk
Questions and Answers for October 2020

Communication	Training	What is HHA (Home Health Aide) Exchange?	Sandhills Center, Alliance Health, Trillium Health Resources, Vaya Health, Cardinal Innovations Healthcare, Partners, and Eastpointe – have partnered with HHAeXchange to provide a free Electronic Visit Verification (EVV) and billing tool for member placement, scheduling, authorization management, communication, and direct billing for Home Health Aide services.
Communication	Training	Will providers need a HHAeXchange portal account for each LME/MCO?	No. You will only need one Portal to connect to all LME/MCO(s) for placements, authorizations, communication, and billing.
Communication	Training	What is the target date for HHAeXchange to begin?	January 1, 2021 is the target date for providers to begin using the HHAeXchange.
Communication	Training	How can I ask questions about the HHAeXchange?	For questions and issues, email HHAeXchange at Support@hhaexchange.com or call 855-400-4429.
Communication	Training	Will HHAeXchange be free to providers contracted with the LME/MCO?	Through the HHAeXchange Portal, your LME/MCO is offering free telephone for clock-in and clock-out functionality, including capturing completed plan of care duties.
Communication	Training	How can I find more information about the HHAeXchange?	You can click on the link below to get more information pertaining to the HHAeXchange. https://hhaexchange.com/nc-lme/
Finance	Rate Increase	Did Sandhills Center extend enhanced rates due to COVID?	Sandhills Center will further extend enhanced rates through December 31, 2020 https://www.sandhillscenter.org/uploads/202009250744reimbursementrateextensionnewsrelease09252020.pdf