



URGENT

NOTIFICATION FOR PROVIDERS

HHaEXchange Important Reminder

Please note that overnight shifts must be split by the Provider at the time of Scheduling:

Background Information

- 🌱 Per the State's [EVV Guidance Documentation](#) sent to all PHPs in North Carolina, overnight shifts must be split at the time of scheduling and confirming a member's visit. Please refer to page 9, "Span of Dates" for more information regarding this requirement.

What is expected from Providers

- 🌱 Do not schedule or confirm a visit that starts and ends on different days (shifts that go past midnight). When scheduling a visit, providers must create two separate visits for the member. See example below:
 - Visit starts on 11/1 at 6PM EST and ends at 11/2 at 3AM EST
 - Visit should be scheduled as 6PM EST – 12:00AM EST (midnight) and 12:00AM – 3AM EST (note, if visits are scheduled with the start and end time at midnight this will only require clock-in/clock-out once)
- 🌱 Note, HHaEXchange will NOT be able to split shifts that are overnight on the claim to the payer. This will cause an encounter denial and will require the visits to be unbilled, rescheduled, and rebilled to the LME MCO.

For further information on how to schedule overnight shifts in HHaEXchange please reach out to your respective PHP or contact HHaEXchange Client Support at ncsupport@hhaexchange.com.

Have Other Questions?

Visit the North Carolina PHP Provider Info Center for helpful resources and training materials or contact us through

NCsupport@hhaexchange.com

Visit the Info Center

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to IT.Support@trilliumnc.org.

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