PROVIDERS USING HHAeXchange						
FFS/DDD, Aetna, UHC, WellCare	Provider creates invoice batch (1 invoice # is 1 claim). Batch status: Pending		HHAX generates 837 claim file and submits overnight	Does file pass validation? **YES** - Claims received in payer adjudication system **NO** - Rejected 999/277 - HHAX receives exceptions. Corrects and resubmits claim with original claim information.	Claim adjudicated and payment sent to provider	835 Remittance files generated and submitted to provider by payer
Amerigroup	Provider creates invoice batch (1 invoice # is 1 claim). Batch status: Pending	HHAX submits visit file interface to CareBridge with invoice number for visits to be billed	CareBridge generates and submits 837 to Amerigroup	Does file pass validation? **YES** - Claims received in payer adjudication system **NO** - Rejected 999/277 - CareBridge receives exceptions. Corrects and resubmits claim with original claim information.	Claim adjudicated and payment sent to provider	835 Remittance file generated and submitted to provider by payer
Horizon	Provider schedules and confirms visits in HHAX	HHAX submits visit file interface to CareBridge with confirmed visits	Provider submits claims directly to Horizon via provider portal or 837 or paper claim	Horizon processes claim after matching against visit data maintained by CareBridge	Does visit data support claim billed? **YES** - Claim adjudicated and payment sent to provider **NO** - Claim denial and EOB sent	835 Remittance file generated and submitted to provider by payer

PROCESS FLOW: PROVIDERS USING HHAeXchange

Step 1 (AETNA, UHC & WELLCARE/FFS): Provider creates invoice batch

Step 1a (Amerigroup & Horizon): HHAeXchange submits visit file interface to CareBridge with confirmed visits

Step 2: 837

FFS/DDD, Aetna, UHC, & WellCare: HHAeXchange generates 837 claim file and submits overnight

Amerigroup: CareBridge generates and submits 837 to Amerigroup

Horizon: Provider submits claims directly to Horizon via provider portal or 837 or paper claim

Step 3: Validation

FFS/DDD, Aetna, UHC, WellCare, & Amerigroup: Does file pass validation?

YES - Claims received in payer adjudication system

NO - HHAeXchange/CareBridge receives exceptions. RESUBMITS

Horizon: Matches against visit data maintained by CareBridge

Step 4: Payment

ALL PLANS: Claim adjudicated with supported visit data

YES - Payment sent to provider

ALL PLANS: Claim adjudicated with supported visit data

Step 5: 835 Remittance file generated and submitted to provider by payer