To: AmeriHealth Caritas Pennsylvania Community HealthChoices (CHC) Non-Homecare (NHC) Providers

Date: May 20, 2024

Re: Information on Electronic Claims Submission through HHAeXchange

Summary: While Change Healthcare continues to address their network interruption related to a cyber security incident, AmeriHealth Caritas PA CHC has established an additional connection through HHAeXchange for NHC providers to submit claims.

In order to use this option to submit electronic claims to us, you must register with HHAeXchange.

To register with HHAeXchange:
- Please visit: **https://www.cognitoforms.com/HHAeXchange1/panonhomecarequestionnaire**.
- Complete the PA Non-Homecare Questionnaire to receive access to the portal and credentials.
- Once signed in, you will find registration options for Healthcare and Atypical Provider, please choose the one that aligns with your business.

Electronic claims submission:
If you choose to use HHAeXchange to submit your claims, you have two options:
- Manually type in your services and generate invoices within HHAeXchange or
- Choose Electronic Data Interchange (EDI) to submit your services via a third-party vendor.

For more information and to determine if your vendor can support claims submission via HHAeXchange, please review the EDI Import Specifications located here:
https://s3.amazonaws.com/hhaxsupport/SupportDocs/EDI+Guides/NHC+EDI+Guides/Non-Homecare+Services+EDI+Import+Interface+Guide.pdf

Other things to know:
- HHAeXchange is waving registration fees for our providers.
- HHAeXchange already has all of the e-billing configurations set which includes the submitter and receiver IDs, logic to pull the authorization numbers on the claims, etc.
- You may notice that authorization numbers have an extra digit in the HHAeXchange system, as compared to NaviNet. Please note this will not affect your claim submissions, as HHAeXchange has a process in place to drop the extra digit for claims submission.
- Authorizations will continue to be loaded in both NaviNet and HHAeXchange. For any discrepancies, send inquiries to LTSSUM@AmerihealthCaritas.com.

For questions about billing configurations, submit a ticket to the HHAX RCO (Revenue Cycle Operations) team using the link below and selecting "Provider Billing" and scroll down the page to "Payer Linked Configuration." https://hhaxsupport.atlassian.net/servicedesk/customer/portals .

HHA resources:

- To access Non-Home Care training visit https://www.hhaexchange.com/pa-chc-provider-site-training-documents. The universal password is PACHC17.
- To review recorded trainings on demand, FAQs and EDI import specifications visit https://hhaexchange.com/PACHC/.

Questions:

Please note, our Provider Services Department will not be able to assist with the processing of your payments any sooner. If you have other questions, you may contact Provider Services at **1-800-521-6007**.