



1. How do I get set up with HHA?

HHAeXchange Provider Onboarding Form link can be found here:

-  [North Carolina Home Health HHAeXchange Provider Enrollment Form](#)
-  [LME Provider Portal Questionnaire](#)

2. I need to set up EDI Billing with HHA.

Please submit a ticket to [HHA via the Client Support Portal](#).

3. I can't find my members in the HHA portal.

First check in your HHA portal for pending placements. [Use the Accepting Pending Placements](#) job aid to accept your placements.

If, after completing these steps, you are still unable to view your members in HHA, submit a ticket to Trillium by sending an email with the following information: Agency Name, Tax ID#, Member Name, Medicaid ID, Start of Care Date, and Agency Address to link to the member to the following email: ClaimsSupport@TrilliumNC.org.

4. My members don't have diagnosis codes in HHA.

The provider will need to add each member's diagnosis at the contract level. Please refer to the [Adding Diagnosis Job Aid](#).

5. My claims are denying for missing taxonomy code.

Taxonomy codes must be submitted to HHA for each site address. Please submit a ticket via your HHA portal. If the taxonomy is not updated within one week, please provide the HHA ticket number to Trillium by sending an email to ClaimsSupport@TrilliumNC.org

For any claims denied for missing/invalid taxonomy code, those claims will need to be un-exported then resubmitted once the taxonomy has been updated in HHA. Un-export your claims using the [Un-Export Job Aid](#).

6. I need to add a new site address in HHA and move members to the new address once it has been added.

A: Please submit a ticket via your HHA portal to have new sites set up in HHA. Once the new site(s) have been added, the provider can move members from other sites to the new site using the [Patient Office Move Job Aid](#).

7. I submitted claims but they were not received by the payer.

A: It takes up to 72 hours for your claims to transmit from HHA to the payer. Please allow the full 72 hours for claims transmission. You can also monitor your claims status by reviewing the claims status report for rejected claims using the Claim Status job aid. If the claims have failed to transmit to the payer after 72 hours and are in sent or accepted status, please submit a ticket to HHA. If the claims were rejected, please review and correct the claims errors. If the claim rejected in error or you need further assistance, please submit a [Ticket via Your HHA Portal](#).

8. I need to submit a ticket to HHA.

Please use the [HHAeXchange Client Support Portal](#) to submit tickets to HHA.

9. I need to submit a ticket to Trillium Health Resources.

For claims related questions or issues, please submit your inquiry to the Claims Ticket System. ClaimsSupport@TrilliumNC.org

For all other questions, please submit your inquiry to Network Services Support. NetworkServicesSupport@trilliumnc.org

10. I need additional information on HHA issues.

HHAeXchange offers a variety of job aids and resources in their Knowledge Base that will assist you with questions/issues. There is a search feature that makes locating the needed job aid quick and simple for any topic. Click on the link below for topics, training videos, FAQ's and other quick links for additional information on HHA issues you may encounter.

 [HHAeXchange Knowledge Base](#)