

February 8, 2023

Personal Care Service and Electronic Visit Verification Providers to Manage Diagnosis Codes in the HHAeXchange Provider Portal

Starting on Monday, February 13, 2023, ACNC will allow Personal Care Service (PCS) and Electronic Visit Verification (EVV) Providers to manage the Billing Diagnosis Code field in the **HHAeXchange** Provider Portal. Diagnosis Codes (DX) will not be imported on any new authorizations after February 13. **It will be the Provider's responsibility to manage and enter the correct DX Code for the service.**



In preparation, please review the [Provider-Managed Billing Diagnosis Code Job Aid](#) which provides guidance on how to enter the diagnosis codes for all Fidelis Care contract Authorizations. A **Billing Review** hold has been implemented for any authorizations that do not have a DX loaded. This process prevents any submission of blank Diagnosis Codes on a claim.

Also starting Monday, February 13, ACNC will allow agencies to edit rates. All claims billed to ACNC on or after February 13, will be billed at the default rate on the Department of Health and Human Services (DHHS) fee schedule. Your claims will be paid according to your contracted rate with ACNC. If this rate does not match your contracted rate and you wish to update, you can manually update the rate as explained in the [Rate Management Job Aid](#).

Please keep in mind that if the rate is updated, your agency will be responsible for managing the rate, including any contractual updates, going forward.

An additional notification will be sent via the HHAeXchange System Notification on Monday, February 13 reminding all providers of this update. For further information concerning the contents of this notification or for training to support these changes, please contact HHAeXchange Customer Support (support@hhaexchange.com).

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news, and resources for providers. If you need assistance regarding this email or other issues, please [contact](#) your Account Executive or AmeriHealth Caritas North Carolina's Provider Network Management leadership.