

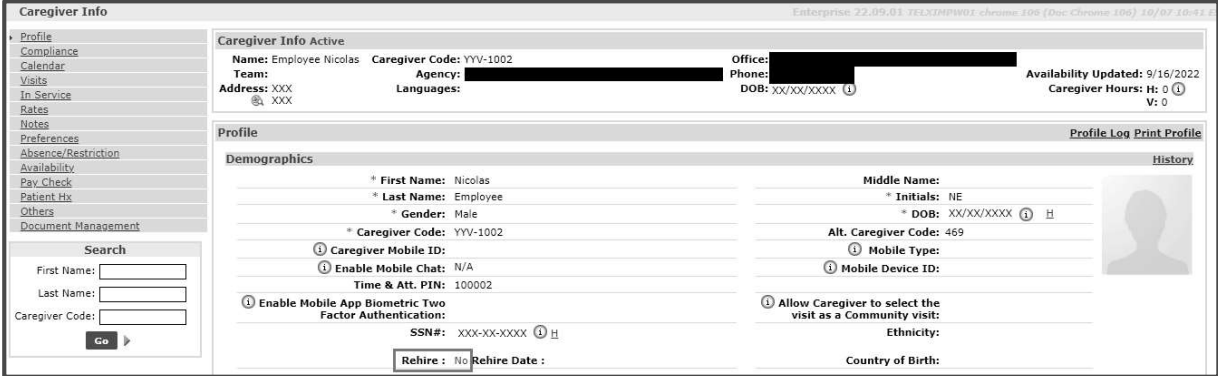
Common EDI Import Failures Job Aid

The table below contains the most common EDI Rejections Reasons and the recommended actions to take for successful importing of files. The Rejections are posted to the **SFTP Outbox Response Files** folder, file name VISITS_AgencyTaxID_YYYYMMDDHHMMSS_Log.CSV.

- VISITS_AgencyTaxID_YYYYMMDDHHMMSS_Reprocess_Log files are generated daily to reprocess visits with the error message **HHAX is working to process this, no further action is required.**
- Previous versions may appear as:
 - LTDIN_AgencyID_BilledVisits(Version)_YYYYMMDDHHMMSS_Log.CSV
 - EDI_AgencyTaxID_YYYYMMDDHHMMSS_Log.CSV

Notes: Contact 3rd Party Integration Support Desk for questions regarding the EDI process. **Import Guide** and **Code Table Guides** are available in the [State Info Hub](#) for your respective market.

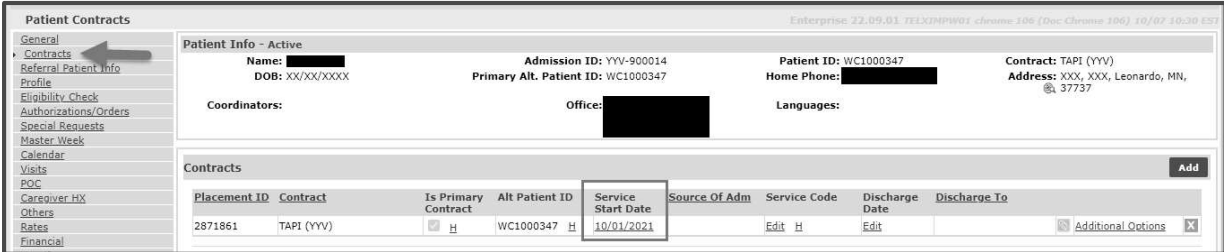
Failure Reason	Action to Take
Agency Tax ID is required	Include Agency Tax ID and resubmit file.
Agency is not Linked with Payer	Reach out to Customer Service Desk to have the Payer linked to your agency.
Cannot schedule visit when there is No Active Contract	<p>Verify Member eligibility to confirm that the Member is <i>Active</i> for the time period you are billing for. If the Member is <i>Active</i>, then:</p> <ul style="list-style-type: none"> • Scenario 1: Contact the MCO and request to update the Start of Care and/or Discharge Plan date. Resubmit the records after the dates are updated. • Scenario 2: For a UPR contract, update the Start of Care date on the Patient Contracts page (Patient > Search Patient > Patient Contracts). If the Discharge Date needs to be updated, then contact the MCO. Resubmit the records after the dates are updated. <ul style="list-style-type: none"> ○ To update the Start of Care date, navigate to the Patient Contracts page. Click on the Service Start Date (date link) and update the date. Resubmit the records after the dates are updated.

Failure Reason	Action to Take
<p>Caregiver Code already exists in HHAExchange</p>	<p>Alt. Caregiver Code already exists and is associated to a different SSN. Either update the Alt. Caregiver Code in HHAExchange or resubmit file with the corrected code.</p>
<p>Caregiver Code is required</p>	<p>Include Alt. Caregiver Code and resubmit file.</p>
<p>Caregiver Profile found with matching SSN and different Alt Caregiver Code</p>	<p>The Alt. Caregiver Code already exists and is associated to a different SSN.</p> <ul style="list-style-type: none"> <p>Scenario 1: The HHAX system detected a Caregiver Profile with a matching SSN and a different Alt. Caregiver Code than the one being submitted.</p> <ul style="list-style-type: none"> <p>Solution: Either update the Alt. Caregiver Code in HHAX or update the Alt. Caregiver Code in the file and resubmit.</p> <p>Scenario 2: There are two Caregiver Profiles in HHAX with the same SSN.</p> <ul style="list-style-type: none"> <p>Solution: <i>Inactivate</i> the Caregiver Profile that will not be used and update the <i>Active</i> Caregiver Profile (Caregiver > Search Caregiver > Profile). On the Rehire field, update to Yes, and save. Once saved, resubmit the file.</p> 
<p>Caregiver is Restricted, No Schedule can be created</p>	<p>Caregiver cannot provide services until Payer removes Caregiver from the Restriction List. For details, contact the Payer.</p>
<p>Caregiver Not Found in HHAExchange</p>	<p>Include New Caregiver in Caregiver file or manually enter Caregiver in HHAX. Once the Caregiver Profile is successfully created (or processed) this exception clears after the nightly reprocessing completes.</p>
<p>Date of Birth is required</p>	<p>Include the Date of Birth in the required format and resubmit the file.</p>
<p>Difference between EVV Start/End Time and Visit Start/End Time cannot be greater than 24 hours</p>	<p>Add a Visit Edit Reason and Action Taken code. Refer to your Market Code Table Guide for appropriate codes to submit.</p>
<p>EVV Duration is 0</p>	<p>EVV Start and End Time should not have the same value; this might be an export issue. Consult with your 3rd party vendor and advise of the issue. Make the needed changes and resubmit.</p>

Failure Reason	Action to Take								
Gender is required	Include the Caregiver Gender and resubmit the file.								
Invalid Agency Tax ID/Agency ID	Include Agency Tax ID/Agency ID and resubmit file. Contact 3rd Party Integration Support Desk if you need to obtain your Agency ID.								
Invalid Employment Type value	Review the EDI Import Guide and confirm that data is in the required format. Make the needed changes and resubmit.								
Invalid value in Duties field	Review the EDI Import Guide and confirm that data is in the required format. Make the needed changes and resubmit.								
Invalid Visit Start Time format	Review the EDI Import Guide and confirm that data is in the required format.								
Member ID is required	Include Member ID (as configured for your Agency) and resubmit file.								
Missed Visit Edit Action Taken/Reason Code not found in HHAExchange	Confirm that the code submitted matches what is in the EDI Code Table Guides for your market. If record was sent correctly, contact 3rd Party Integration Support Desk to further investigate the issue.								
Multiple EVV Sources are not allowed.	<p>There can only be one EVV source to Clock In/Out. The EVV method for Clock In/Out is sent in the following fields:</p> <table border="1" data-bbox="703 766 1640 899"> <thead> <tr> <th>Clock In</th> <th>Clock Out</th> </tr> </thead> <tbody> <tr> <td>ClockInPhoneNumber</td> <td>CallOutPhoneNumber</td> </tr> <tr> <td>ClockInLatitude / ClockInLongitude</td> <td>CallOutLatitude / CallOutLongitude</td> </tr> <tr> <td>ClockInEVVOtherInfo</td> <td>CallOutEVVOtherInfo</td> </tr> </tbody> </table> <p>Remove any multiple EVV sources. To avoid recurrence, consult with your 3rd party vendor to ensure that only one of the EVV methods is sent for each of the Clock In and Out.</p>	Clock In	Clock Out	ClockInPhoneNumber	CallOutPhoneNumber	ClockInLatitude / ClockInLongitude	CallOutLatitude / CallOutLongitude	ClockInEVVOtherInfo	CallOutEVVOtherInfo
Clock In	Clock Out								
ClockInPhoneNumber	CallOutPhoneNumber								
ClockInLatitude / ClockInLongitude	CallOutLatitude / CallOutLongitude								
ClockInEVVOtherInfo	CallOutEVVOtherInfo								
Notes Exceed Max Character Length	Review the EDI Import Guide and confirm that you are not exceeding the number of characters allowed. Make the needed changes and resubmit.								
Notes is required	Include Notes and resubmit file.								
Office NPI in application does not match data received in visit file	<p>Search Member by <i>First and Last Name</i> in the HHAExchange system.</p> <ul style="list-style-type: none"> • If the agency has multiple offices, then verify that the correct NPI for the office is submitted in the EDI file. • If unsure, then contact 3rd Party Integration Support Desk. 								
Overlapping shifts are not allowed. Your shift is overlapping with same Caregiver/DOS.	<ul style="list-style-type: none"> • Review the Caregiver Calendar for schedule times and/or visit times that overlap between Patient or shifts. • If updating an existing visit for the Member, then verify that the correct Schedule ID is being submitted. 								
Overlapping shifts are not allowed. Your shift is overlapping with same Patient/DOS.	<ul style="list-style-type: none"> • Review the Member Calendar for schedule times and/or visit times that overlap between Patient or shifts. • If updating an existing visit for the Member, then verify that the correct Schedule ID is being submitted. 								

Failure Reason	Action to Take
<p>Patient not found in HHAExchange</p>	<p>Search Member by <i>First</i> and <i>Last Name</i> in the HHAExchange system.</p> <ul style="list-style-type: none"> • If Member is not loaded, then this is a valid rejection. Contact the MCO and advise that the Member’s placement and authorizations must be sent to HHAExchange. Once the Member is loaded, resubmit the visits. • If the Member exists in HHAExchange, then verify that the correct member identifier is being submitted. <ul style="list-style-type: none"> ○ If submitting Medicaid Number, then locate the Medicaid Number in the Member Profile, <i>Demographics</i> section, shown as “Medicaid Number: XXX” • Verify that the correct Payer ID is being submitted for the dates of service. Refer to the EDI Code Table Guides for your market for a list of acceptable Payer IDs. • If unsure, then contact 3rd Party Integration Support Desk. Records that failed should be corrected and resubmitted.
<p>Patient Diagnosis Code (DX Code) is required when visit is confirmed or billed</p>	<p>Review the EDI Code Table Guides for your market to determine if this is a required field. If so, include Patient Diagnosis (DX Code) in file and resubmit. If not required for your market, then contact 3rd Party Integration Support Desk and request assistance.</p>
<p>Payer ID is required</p>	<p>Include Payer ID and resubmit file. Review EDI Code Table Guides for your market to obtain a list of Payer IDs.</p>
<p>Procedure Code is required</p>	<p>Include Procedure Code and resubmit file.</p>
<p>Payer is not configured for EDI Billing Rates. Please contact EDI Support to configure payer for 3rd party billing.</p>	<p>Verify that you are submitting the correct Payer ID. Refer to the EDI Code Table Guides for your market for a list of acceptable Payer IDs. If it is the correct Payer ID, contact 3rd Party Integration Support Desk and request assistance.</p>
<p>Procedure Code not found in HHAExchange</p>	<p>Confirm that the Procedure Code submitted matches the Procedure Code in your Market EDI Code Table Guide. Note that if the Procedure Code contains a colon, then it must be submitted with the colon. If record was sent correctly, contact 3rd Party Integration Support Desk to further investigate the issue.</p>
<p>Schedule cannot be greater than 24 hours</p>	<p>Verify dates on Schedule Start and End Time to ensure scheduled times do not exceed 24 hours per record. Consult with your 3rd party vendor and advise of the issue. Make the needed changes and resubmit.</p>
<p>Schedule Duration is 0</p>	<p>Schedule Start and End Time should not have the same value; this might be an export issue. Consult with your 3rd party vendor and advise of the issue. Make the needed changes and resubmit.</p>
<p>Schedule ID belongs to a different Member in HHAExchange</p>	<p>Schedule ID should be unique per Member per Visit/Schedule.</p> <ul style="list-style-type: none"> • To avoid recurrence, consult with your 3rd party system to ensure there are no overlapping Schedule IDs in your system. • Create new (unique) Schedule IDs for cases where overlapping is occurring and resubmit.

Failure Reason	Action to Take
Schedule ID belongs to a different Schedule Date in HHAExchange	<p>Schedule ID should be unique per Member per Visit/Schedule.</p> <ul style="list-style-type: none"> • If this is an overnight shift, then add a “-1” to the Schedule ID and resubmit the file. • If this is not an overnight shift, then see action for Rejection Reason Schedule ID belongs to a different Member in HHAExchange above.
Schedule ID is required	Include Schedule ID and resubmit file.
Schedule ID not found in HHAExchange	This error is generated if Schedule is flagged as “Y” in the Is Deletion column and the Schedule ID is not found. Confirm the Schedule ID on the export file. If the Schedule is loaded in HHAExchange, and you need to confirm the original Schedule ID is imported, then contact 3rd Party Integration Support Desk and request assistance.
Schedule is marked as ‘Missed’ visit	Visit is already marked as Missed Visit on the Member’s Calendar.
Schedule Start Time is required	Include the Schedule Start Time and resubmit the file.
Service Location is required	Include Service Location and resubmit file.
Total Billed Amount is required.	Required value when the visit is billed, adjusted, or voided.
Total Units Billed is required.	Required value when the visit is billed, adjusted, or voided.
Total Units Billed cannot contain decimal value.	This field must contain whole unit values, cannot contain decimals.
Visit edit reason and action code is required when Visit Start & End time or EVV Start & End time are not matching.	The visit times and the EVV times do not match. Either correct the times to match and resubmit the visits, or send Visit Edit Reason/Visit Edit Action Taken codes for your market. EDI Code Table Guides
Visits cannot be imported prior to patient SOC date or after patient discharge date	Search Member by <i>First</i> and <i>Last Name</i> in the HHAExchange system. Verify that the Dates of Service fall within the Member’s Start of Care (SOC) and Discharge dates, located in the Member <i>General</i> page. If the Member’s SOC/Discharge date is incorrect, then: <ul style="list-style-type: none"> • Scenario 1: Contact the MCO and advise that the Member’s SOC/Discharge date must be corrected in HHAExchange. Resubmit the records after the dates have been updated. • Scenario 2: For a UPR contract, update the Start of Care date from the Patient Contracts page. If the Discharge Date needs to be updated, then contact the MCO. Navigate to the Patient <i>Contracts</i> page and update the Service Start Date. Once updated, resubmit the records.

Failure Reason	Action to Take								
	 <p>The screenshot shows a web interface for 'Patient Contracts'. On the left is a navigation menu with options like 'General', 'Contracts', 'Referral Patient Info', etc. The main area is titled 'Patient Info - Active' and displays fields for Name, Admission ID, Patient ID, Contract, DOB, Primary Alt. Patient ID, Home Phone, Address, and Languages. Below this is a 'Contracts' table with columns: Placement ID, Contract, Is Primary Contract, Alt Patient ID, Service Start Date, Source Of Adm, Service Code, Discharge Date, and Discharge To. A single row is visible with values: 2871861, TAPI (YYV), checked, WC1000347, 10/01/2021, Edit, H, Edit.</p>								
<p>Visits that cross over midnight must be sent as two separate shifts.</p>	<p>Visits cannot cross midnight. If it is an overnight shift, it should be submitted as two separate shifts. Otherwise, the visit must be trimmed so it does not cross midnight. Correct the times and resubmit the visit(s).</p>								
<p>Visit Edit Code is required</p>	<p>Include Visit Edit Code and resubmit file.</p>								
<p>Visit having TT Cannot Be Updated</p>	<p>If visit was already sent to Payer, visits having Travel Time (TT) cannot be edited until TT is approved or denied by Payer.</p>								
<p>Visit is already Billed</p>	<p>The visit has already been invoiced in HHAExchange and locked; no changes can be made. This does not necessarily mean that that the visit has been exported to the Payer.</p> <ul style="list-style-type: none"> • If submitting changes to a visit that has <i>not been exported</i>, then Un-invoice the visit in HHAExchange and resubmit the record. • If the visit has already been <i>exported</i>, then follow the rebilling process to submit an adjustment. <ul style="list-style-type: none"> ○ Confirm that your vendor can support rebilling via the interface and contact your vendor for further guidance on how to submit a rebilling file. ○ Rebilling via the HHAExchange portal: EDI Provider Rebilling Job Aid 								
<p>VisitEditReasonCode/VisitActionTaken is blank and EVV Info is blank or has invalid Value</p>	<p>Visit Edit Reason and Action Taken Code is required when EVV method for Clock In/Out has not been provided. The EVV method for Clock In/Out is sent in the following fields:</p> <table border="1" data-bbox="705 1065 1640 1203"> <thead> <tr> <th data-bbox="705 1065 1125 1101">Clock In</th> <th data-bbox="1125 1065 1640 1101">Clock Out</th> </tr> </thead> <tbody> <tr> <td data-bbox="705 1101 1125 1133">ClockInPhoneNumber</td> <td data-bbox="1125 1101 1640 1133">CallOutPhoneNumber</td> </tr> <tr> <td data-bbox="705 1133 1125 1166">ClockInLatitude / ClockInLongitude</td> <td data-bbox="1125 1133 1640 1166">CallOutLatitude / CallOutLongitude</td> </tr> <tr> <td data-bbox="705 1166 1125 1203">ClockInEVVOtherInfo</td> <td data-bbox="1125 1166 1640 1203">CallOutEVVOtherInfo</td> </tr> </tbody> </table> <p>Review the EDI Code Table Guides for your market for the available edit codes.</p>	Clock In	Clock Out	ClockInPhoneNumber	CallOutPhoneNumber	ClockInLatitude / ClockInLongitude	CallOutLatitude / CallOutLongitude	ClockInEVVOtherInfo	CallOutEVVOtherInfo
Clock In	Clock Out								
ClockInPhoneNumber	CallOutPhoneNumber								
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EDI Code Table Guides Per Market

Market	Link to EDI Code Table Guide
Arkansas	EDI Code Table Guide AR
Florida	EDI Code Table Guide FL
North Carolina	<ul style="list-style-type: none"> • NC-LME: EDI Code Table Guide NC LME • NC-PHP: EDI Code Table Guide NC PHP
New York	<ul style="list-style-type: none"> • All Payers: EDI Code Table Guide NY • Aetna: EDI Code Table Guide Aetna NY • Centerlight PACE: EDI Code Table Guide Centerlight PACE • EverCare: EDI Code Table Guide Evercare • Fidelis: EDI Code Table Guide Fidelis • Healthfirst: EDI Code Table Guide Healthfirst • Nascentia: EDI Code Table Guide Nascentia • Riverspring: EDI Code Table Guide Riverspring • VNSNY: EDI Code Table Guide VNSNY • Your Choice at Home: EDI Code Table Guide - Your Choice at Home
Pennsylvania	EDI Code Table Guide PA

EDI Tool Resources

Import failures can be reviewed and corrected in the EDI Tool. It is recommended that the information is corrected in the 3rd party vendor's system to prevent recurrence of errors.

Resource	Link to EDI Tool Resource
Training Video	EDI Tool Training Video
Job Aid	EDI Tool Job Aid