EVV Upload Status: HHAeXchange & CareBridge

Watch the Video: Check HHAeXchange Status – YouTube
Error Help: Correcting Common EVV Errors – Barnestorm

How to Check Upload Status

To view the status of EVV visit files sent to HHAeXchange or CareBridge:

1. Go to Billing > HIPAA Transactions > HHAeXchange/CareBridge
2. Click the tab: Status of HHAeXchange and CareBridge Uploads
3. Select the file you want to check
4. If the status is ERROR, a report will display with details about each visit issue
   # You can print the report or just click Close

   All error messages come directly from HHAeXchange or CareBridge.

What the Status Means

- Success = The visit file was accepted by HHAeXchange
  - May still be held in HHAX due to prebilling issues
  - Log into your HHAeXchange portal to confirm visit status

- Error = The file was not accepted
  - Use the report to identify issues
  - Fix those issues in Barnestorm or contacting the MCO (depending on error)
  - Then re-send the corrected file

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle51644.aspx