

April 5, 2023

RE: HHAX Caregiver Professional License Number

Providers,

Beginning **May 1, 2023**, the Caregiver Medicaid Identification Number (ID) **MUST** be present on the caregiver profile in the “Professional License Number” field. To support this requirement, HHAExchange (HHAX) will enable the “Caregiver Professional License Number” Billing Review Setting for all invoices intending to be billed to Empower Healthcare Solutions.

The screenshot shows a form titled "Caregiver Profile Page: Professional License Number". It includes fields for "Last Work Date:", "HHA/PCA Registry Number:", "Professional License Number:" (highlighted with a red box), and "Referral Source:". Below these are "NYC Registry checks:" and "Exclusion/Verification Lists Checked On:" with a "Verify Now" button and a "H" icon.

Caregiver Profile Page: Professional License Number

Once enabled, your agency will see a new billing hold on the Billing Review page (Billing > Billing Review). This hold will identify when an invoice is missing a Caregiver Professional License Number (PLN). In the “On Hold Reasons” column, a Missing Caregiver PLN billing hold is illustrated in the image below corresponding to a specific invoice. Once the Medicaid ID is added to the caregiver profile, any invoices being held will release. Please review the [Billing Process Job Aid](#) to review the billing process in HHAX and how to identify invoices impacted by this hold.

Caregiver Medicaid ID is a requirement by Arkansas Department of Human Services, bulletin notice located [here](#). For questions regarding this billing requirement, please contact Empower Provider Relations at empowerhealthcaresolutionspr@empowerarkansas.com. For technical assistance, please reach out to HHAX Support at support@hhaexchange.com.

The screenshot shows the "Billing Review" interface. It includes search filters for "View Holds For:" (E-Billing), "On Hold Reason:" (Missing Caregiver Pro...), "Batch Number:", and "Visit From Date:". There are also fields for "Office:", "Patient First Name:", "Invoice Number:", and "Visit To Date:". A "Coordinator:" dropdown is set to "All".

Invoice Number	Invoice Date	Admission ID	Office Name	Patient Name	Units	Amount on Hold	On Hold Reasons
602685	07/25/2016	AKO-135976181	Excellence QA Team	Jan 181, Pat	10.00	\$12.50	Missing Caregiver Professional License number
Total:					10.00	\$12.50	

Billing Review Page: Missing Caregiver Professional License Number Hold

Thank you,

Empower Healthcare Solutions