

April 5, 2023

RE: HHAX Caregiver Professional License Number

Providers.

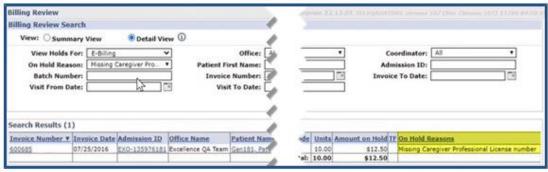
Beginning May 1, 2023, the Caregiver Medicaid Identification Number (ID) MUST be present on the caregiver profile in the "Professional License Number" field. To support this requirement, HHAeXchange (HHAX) will enable the "Caregiver Professional License Number" Billing Review Setting for all invoices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



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.



Billing Review Page: Missing Caregiver Professional License Number Hold

Thank you,

Empower Healthcare Solutions