

Electronic Visit Verification Points of Contact



Topic	Contact
• Username or password • System navigation • System functions (e.g., view authorization, view member) • Issues clearing a visit from pre-billing or billing review • System technical concerns (e.g., running slow) • Missing or incorrect service codes • Updating or changing a taxonomy code, NPI, or rate	Contact HHAeXchange at NCsupport@hhaexchange.com, 1-866-242-2465, or via the live chat feature on the HHAeXchange website, www.hhaexchange.com.
• Locating an EDI visit • Locating billing files • Questions or issues regarding an EDI visit file interface	Contact HHAeXchange at EDIsupport@hhaexchange.com or 1-866-242-2465.
• Missing claim payments for visits that have been billed and have a claim status of accepted (999/277) in HHAeXchange • Question about a claim denial	Call Vaya Health's (Vaya's) Provider Support Service Line at 1-866-990-9712 or submit the Provider Service Desk Request Form
• Unable to locate a member or their authorization in HHAeXchange • Questions about a member or their Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan contract • Office site not listed in HHAeXchange • Service not listed in HHAeXchange	Call Vaya's Provider Support Service Line at 1-866-990-9712 or email provider.info@vayahealth.com.
• Inadequate hours in authorization to bill for services confirmed	For NC Innovations Waiver participants, contact the assigned Care Manager. For all other members, call Vaya's Provider Support Service Line at 1-866-990-9712 or email provider.info@vayahealth.com.