



# NC LME “ALL” Service Code Reminder

## Background Information

- Several of the NC-LMEs have grouped Service Codes within one Authorization for members to avoid sending multiple authorizations for members being serviced in the home vs in the community.

## How to Schedule & Bill with the ALL Service Code

- The ALL service code will be on the member’s authorization and will NOT need to be updated on the authorization.

Enterprise 22.03.01 AWSPRODWEB10 - 443 chrome 100

**Patient Calendar**

**Patient Info - Active**

Name: Payer Name: Frequency:  
Admission ID: Patient ID: DOB: XX-XX-XXXX  
Home Phone: Office: Address: XXX,XXX, CHARLOTTE, NC, 28214

**Last 3 Authorization**

Auth. #	From Date	To Date	Service Category	Service Type	Service Code	Authorization Type	Payer
01/20/2022	06/30/2022	Home Health	PCA	ALL	Entire Period	Entire Period Hours:460.00	
12/01/2021	01/19/2022	Home Health	PCA	ALL	Entire Period	Entire Period Hours:424.25	
12/01/2021	01/19/2022	Home Health	PCA	ALL	Entire Period	Entire Period Hours:424.25	

- When scheduling and confirming visits, the service code should be updated for the member on the member’s visit.

**Non Skilled Visit:**

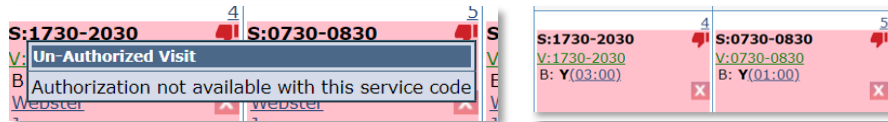
Admission ID: JHB-948000666T  
Visit Date: 4/4/2022  
Assignment ID: 101191

Schedule Visit Info Bill Info

**Schedule**

\* Schedule Time: 1730 - 2030  
POC: --Select--  
\* Service Code: T2013:TF  
\* H: 03 M: 00  
Bill Type: Hourly

- Any visit scheduled with a Service Code that is not covered by the Authorization will display as PINK on the member’s calendar. Since the Service Code on the visit will not match the Service Code on the Authorization, these visits will always be PINK and will show “Authorization not available with this service code”. **This does NOT stop billing from occurring as authorizations are not required for billing.**



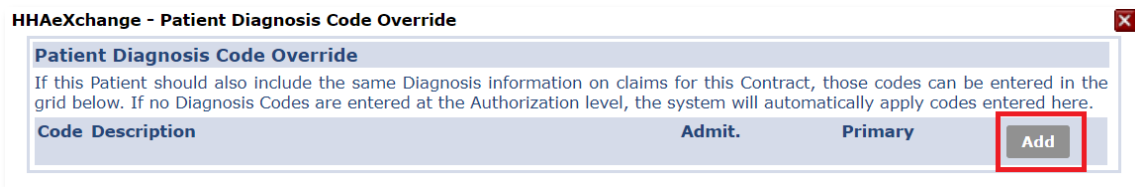
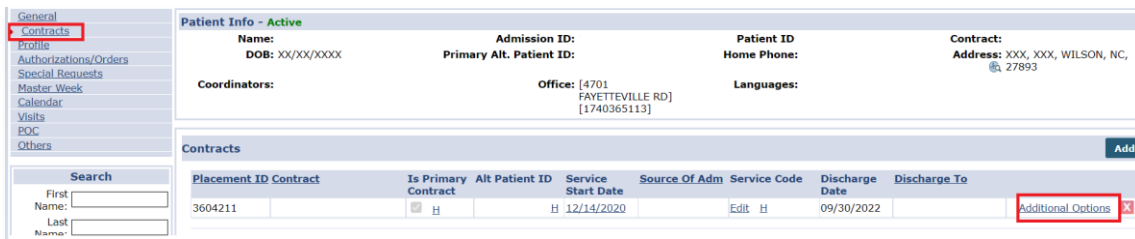
- Note, as the member's visits are no longer connected to the member's authorization in the HHAX system, visits will show in under Prebilling for "No authorization". This Prebilling hold will NOT stop you from billing. When creating a new Invoice, these visits will still show as billable visits.

**Problem**

Caregiver  
Compliance, No  
Authorization

### Ensure the Billing DX Code is updated at the Patient Contract Level

- Billing DX codes should be managed by the Provider by updating the Billing DX code when necessary on the member's authorization. Since the ALL service code will break the tie between the member's visit and authorization, you may find that visits are held in Prebilling for "Missing Primary DX".
- To avoid these Prebilling holds, please ensure the Billing DX Code is updated on the members profile prior to invoicing.
  - To update the Billing DX Code at the Contract Level, go to **Contracts>Additional Options>Patient Diagnosis Code Override>Add**



### What is expected from EDI Providers

- No action is needed from EDI Providers. The "ALL" service will not interfere with the flow of visit data.

For further information on how to update the Service Code in HHAExchange and when to expect to see ALL Service Codes for each LME, please reach out to your respective LME or contact HHAExchange Client Support at [ncsupport@hhaexchange.com](mailto:ncsupport@hhaexchange.com).

## Have Other Questions?

Visit the North Carolina LME Provider Info Center for helpful resources and training materials or contact us through [NCsupport@hhaexchange.com](mailto:NCsupport@hhaexchange.com).

[Visit the Info Center](#)