

# Our Webinar Will Begin Shortly

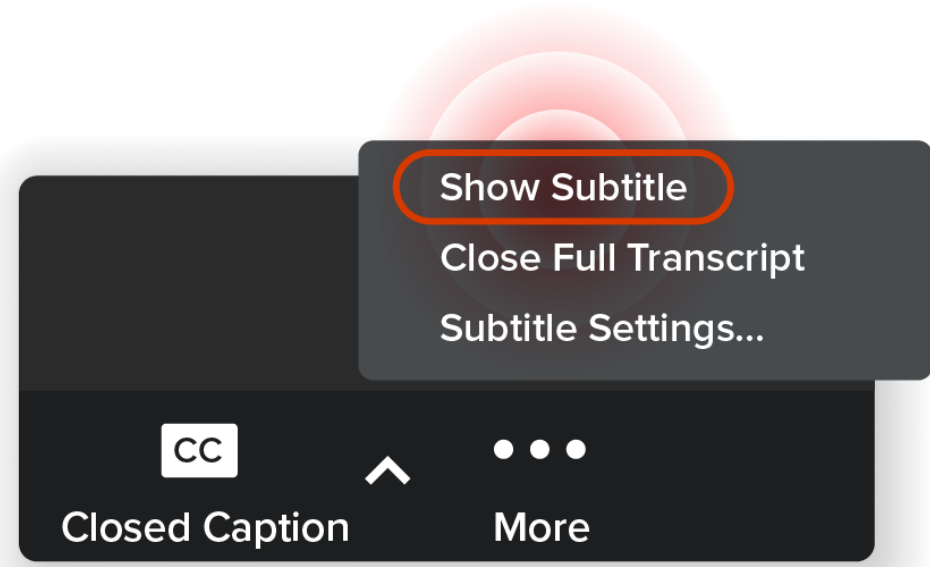
The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



# Accessibility Options

## Enabling Closed Caption

- This webinar is being recorded. We will email the recording and slides after the session.
- Your camera and mics are turned off.
- Q&A at the end. Please submit your questions in the Q&A box.
- This webinar is Closed Caption enabled.
- Please proceed by selecting the Closed Caption option at the bottom of your screen to enable feature.

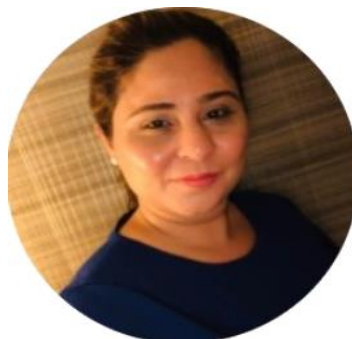




## Meet the Trainers!



Janny Sachani



- **Role:** Senior Training Specialist
- **Areas of Expertise:** Billing
- **Fun Fact:** The New Dashboard feature is my favorite!

# Nevada Providers Training Beyond the Basics – Rebilling Masterclass

August 2025

The content contained herein ("Confidential Information") are the confidential property of HHAexchange and may not be copied or distributed outside the HHAexchange organization without the express written consent of HHAexchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.





This training will provide a deep dive into the rebilling process for Nevada providers, focusing on how to identify, correct, and resubmit claims efficiently. We'll review key points from the billing workflow, address common rebilling scenarios, and share best practices to help you resolve issues quickly. By the end, you'll be equipped to manage rebilling with confidence and keep your payments on track.

### *Who should take this training?*

- Anyone who will be managing Billing function in Sandata EVV portal.  
(Example: Providers, Billing Manager & Coordinators, Agency Users)



# Objectives of Today's Training

You will be able to:

- **Understand** the rebilling workflow in Sandata
- **Identify** common billing issues that require rebilling and apply effective resolution strategies.
- **Navigate** system tools and features designed to streamline the rebilling process.



## > Knowledge Check – What's the Nickname?



**What's the official state nickname of Nevada?**

- A. The Golden State
- B. The Lucky State
- C. The Silver State
- D. The Jackpot State



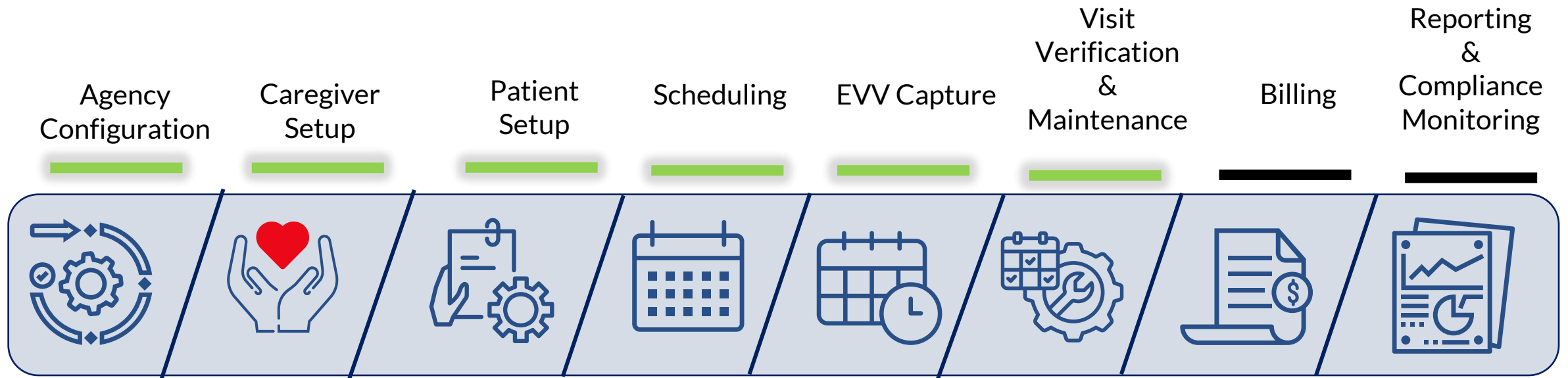


# Agenda

- Billing Overview
- Billing Workflow Basics
- Rebilling Process
- Common Rebilling Issues

- Billing Reports
- Key Takeaways
- Support Resources
- Questions





# Billing Overview

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

**The Billing Process** is a systematic approach used by healthcare providers to submit claims, receive payments, and resolve denied or unpaid claims to ensure accurate revenue collection.





# Claim Submission

Rejected vs Denied Responses



Claims go through a clearinghouse-level validation first before being accepted into the payer's claim processing system

## Clearinghouse Rejections (277ca/999)


- Error caught before the payer sees the claim
- Usually format, missing data, or invalid codes
- Can be corrected and resubmitted quickly

 Early detection avoids processing delays

**VS**

## Payer Denials (835)

- Payer received and processed the claim but won't pay it
- Due to authorization issues, coverage, etc.
- May require a corrected claim or appeal

 Denials impact cash flow and require additional time and labor to resolve.

# Billing Workflow Basics

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

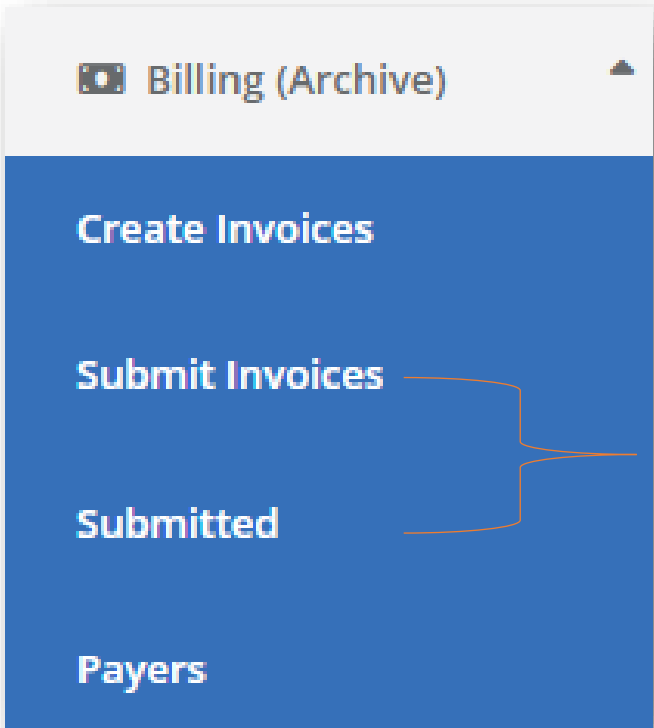




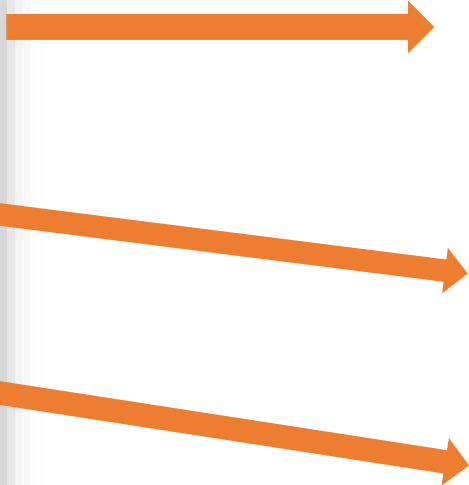
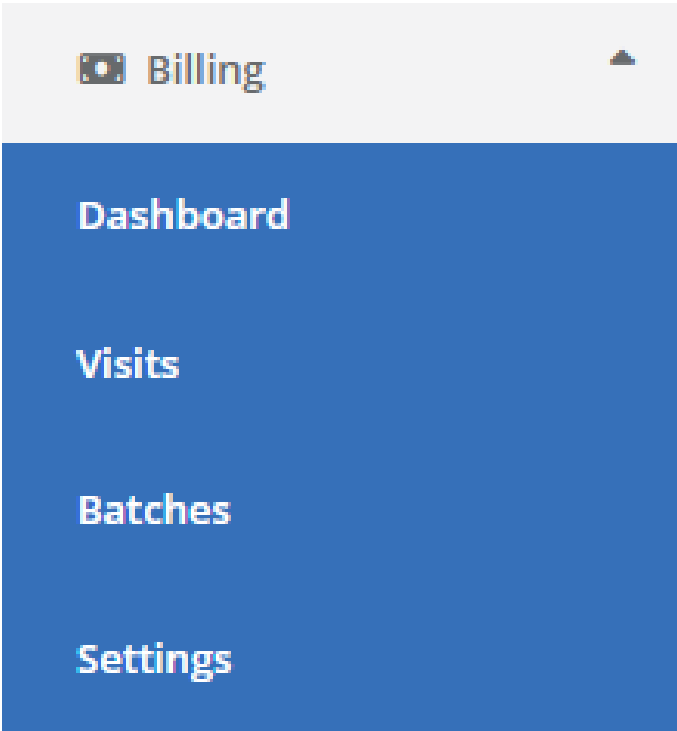
# Old vs New Billing Module

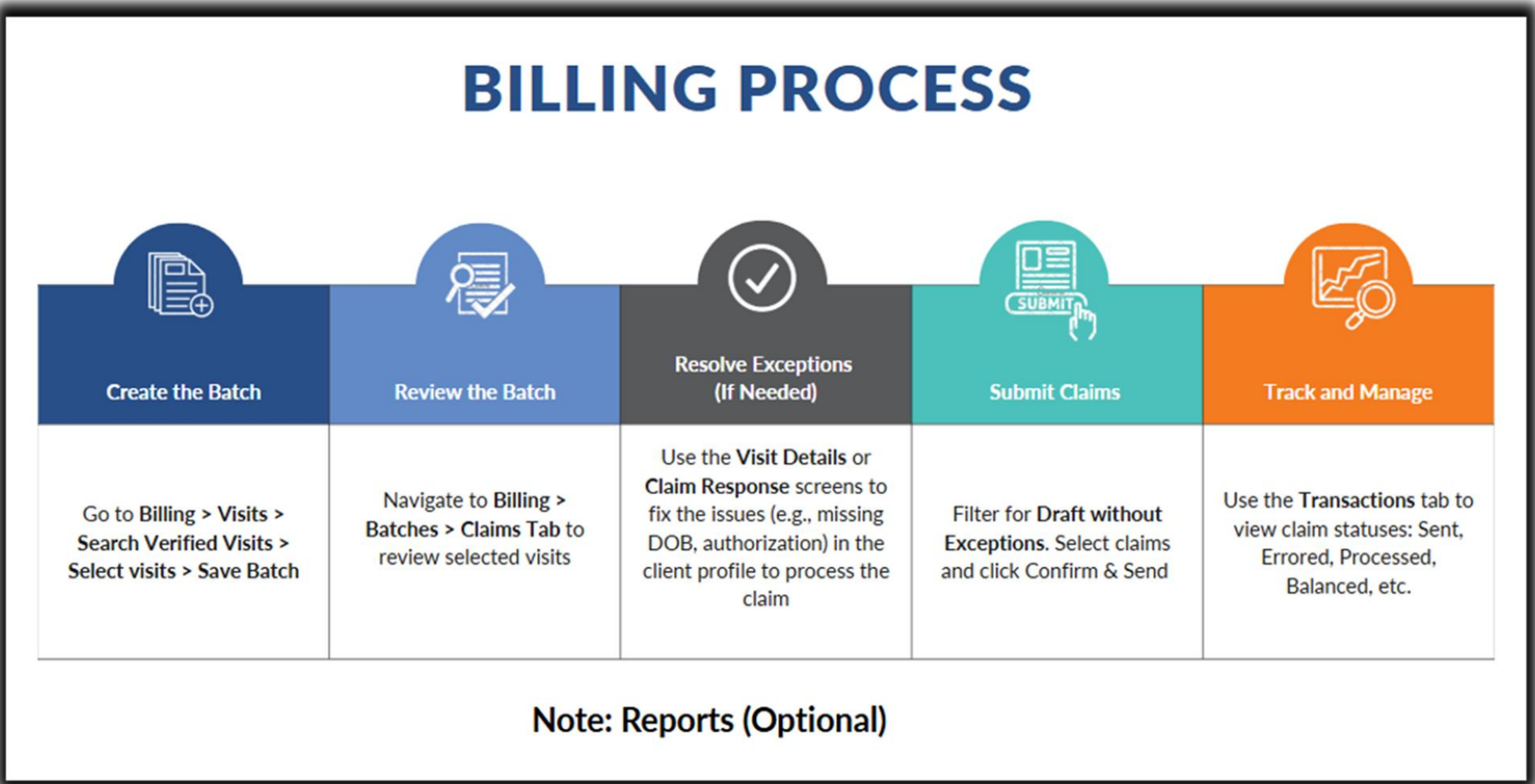


## Old Billing Module



## New Billing Module







## Step 1

### Create the Batch



1. Go to **Billing > Visits** and set the date range, then click **Sync**.
2. Use filters to find visits; batches can include multiple payers.
3. Filter by **Visits without Exceptions (Ok to Bill)** for clean claims.
4. Select visits using checkboxes or **Select All**.
5. Click **Save Batch** to prepare visits for claim submission.



Note: Use **Visits without Exceptions** to create batches, and **Visits with Exceptions** to review and resolve issues before batching.



# Step 2

Review the Batch



- 1. Navigate to the **Billing module** and select **Batches**.
- 2. Click the **Eye Icon** to review the **Visits** added on the batch.
- 3. If needed, add additional **Visits** to the batch.

DashboardVisitsBatchesClaimsClaim ResponsesTransactions

Billing / Batches / BatchAccount: LOG OUT

←Batch #1703/27/2025 - 03/27/2025Visits2Units5Batch total\$49.50Total billed-PayersNVFFSRefresh Batch

VisitsClaimsTransactionsBilling Exceptions (0)

Visits

DELETE VISITS+ ADD VISITS

Search

FromToBilling Exceptions

mm/dd/yyyymm/dd/yyyySelect exceptions typeClear filters

	CLIENT NAME	SERVICE BEGIN DATE	SERVICE END DATE	UNITS	SERVICE	PAYER
👁		03/27/2025 12:00:00 PM	03/27/2025 1:00:00 PM	1	T1001	NVFFS
👁		03/27/2025 9:00:00 AM	03/27/2025 10:00:00 AM	4	S5125	NVFFS



# Step 3

## Resolve Exceptions (If Needed)



- 1. Use the **Billing Exceptions** screen to resolve the Exceptions **(IF needed)**.
- 2. Fix Issues such as **Missing DOB, Authorization** in the client profile to process the claim.

DashboardVisitsBatchesClaimsClaim ResponsesTransactions

Billing / Batches / Batch / Exceptions

←Batch #303/28/2025 - 03/28/2025

Visits2

Units8

Batch total\$170.48

Total billed\$145.48

PayersNVANT NVHPN

VisitsClaimsTransactionsBilling Exceptions (4)

Exceptions

MESSAGE	NUMBER OF VISITS	LINKS
No matched amp authorization	1	<a href="#">Visit #32629</a>
No matched amp authorization	1	<a href="#">Visit #32629</a>
Pre-auth # is required	1	<a href="#">Visit #32629</a>
Pre-auth # is required	1	<a href="#">Visit #32629</a>





# Step 4

## Submit the Claims



1. Navigate to the **Billing module** and select **Batches**.
2. Find and open the **Batch** you wish to make the claim for.
3. Open **Claims tab** inside of the **Batch**.
4. Use the **filters** to help sort the claim info & status.

All (1)

Draft without exceptions (1)

Draft with exceptions (0)

Sent (0)

To review (0)

Payment in progress (0)

Balanced (0)

Errored (0)

5. Select **Draft without exceptions** & select each visit that is to be billed in this batch.
6. Select **Confirm & Send**.

In this table, each Claim Status is defined.	
<b>All</b>	view all claims that are in the batch.
<b>Draft without exceptions</b>	claims in draft form not yet submitted.
<b>Draft with exceptions</b>	claims with billing exceptions in draft form not yet submitted
<b>Sent</b>	claims that have been sent for payment.
<b>Errored</b>	claims that have been previously submitted but need to be revised before resubmitting.
<b>To review</b>	claims that need to be reviewed before re-submitting; there is an action that needs to be taken.
<b>Processed</b>	claims that have been submitted for payment: the clearinghouse has received the claim.
<b>Balanced</b>	Claims that were paid.
<b>Payment-in-progress</b>	Claims submitted awaiting payment we have received a message back from the clearinghouse that the payer has received the claim.



# Step 5

Track & Manage Claims



Use the **Transaction** tab to view **Claim Statuses**.  
Example: Sent, Errored, Processed, Balanced

Dashboard Visits **Batches** Claims Claim Responses Transactions

Billing / Batches / Batch / **Transactions**

←

Batch #12	Visits	Units	Batch total	Total billed	Payers
03/28/2025 - 03/28/2025	1	1	\$63.61	\$63.61	NVFFS

Visits Claims **Transactions** Exceptions (0)

Transactions

all 837 835 277 999

Date	Type	Payer	Total	Connection	Claim Type	Status
05/08/2025 1:22:50 PM	837	NVFFS	\$63.61	changehealthcare	institutional	processed
05/08/2025 1:11:25 PM	837	NVFFS	\$63.61	changehealthcare	institutional	processed
05/08/2025 1:08:34 PM	837	NVFFS	\$63.61	changehealthcare	institutional	errored
05/08/2025 12:59:48 PM	837	NVFFS	\$63.61	changehealthcare	institutional	errored
05/08/2025 12:39:16 PM	837	NVFFS	\$63.61	changehealthcare	institutional	errored
05/07/2025 3:33:36 PM	837	NVFFS	\$63.61	changehealthcare	institutional	errored




# Uploading Remittance Files



Billing remittance or 835 files for billing information can be added from the Billing Dashboard.

## Upload X12 File

Upload EDI 835 remittance files for processing

 Choose File





You can access the **Claim responses** tab from the Dashboard.

DashboardVisitsBatchesClaims**Claim Responses**Transactions

Billing / Claim Responses / 71683OITSIZDVWM ResponseAccount: LOG OUT

835 | Claim Response

Member ID70001100012StatusActive

UseClaimTypeProfessional

Claim Number71683OITSIZDVWMEligible\$0.00

Created2025-04-04Submitted\$25.00

Payer1798Write Off\$0.00

Provider ID1427138338Reversal\$0.00

Provider NameNV Training Sandbox TestTransfer Write Off\$0.00

Paid\$0.00

TRACE NUMBER	SERVICE	MODIFIER	SERVICE DATE
> NVFFS71683OITSIZDVWM1	S5125	-	03/28/2025

Claim adjudication

CATEGORY	REASON CODE	DESCRIPTION	AMOUNT	TYPE
benefit			0	manual
CO	161	Provider performance bonus	25	manual

CLOSE

Note: Provider need to complete the enrollment process to receive the 835 Remittance files.



## Knowledge Check – New Billing Workflow



After submitting claims, your supervisor wants a status update on claim processing.

### Question:

Which tool should you use to view the status of submitted claims?

- A. Dashboard
- B. Visit Maintenance
- C. Transaction Tab
- D. Reports





# New Billing Process **DEMO**

Q Navigate Modules

Dashboard

Clients

Employees

Scheduling

Visit Maintenance

Billing (Archive)

Billing

Reports

Authorizations

Security

Visit Counts By Exceptions

Visit Counts By Status

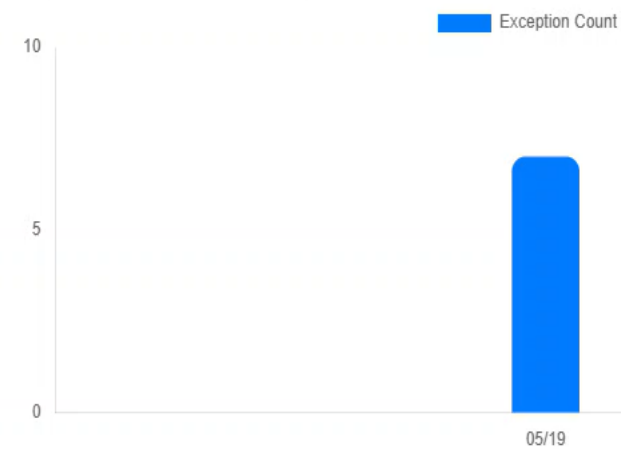
Date Range

Today

### Visit Exceptions

Unknown Clients	0
Unknown Employees	0
Visits Without Any Calls	1
Visits Without In-Calls	1
Visits Without Out-Calls	1
Missing Tasks	1
Late In-Call	0
Early Out-Call	0

### Visit Exception Count Per Day



# Rebilling Workflow

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

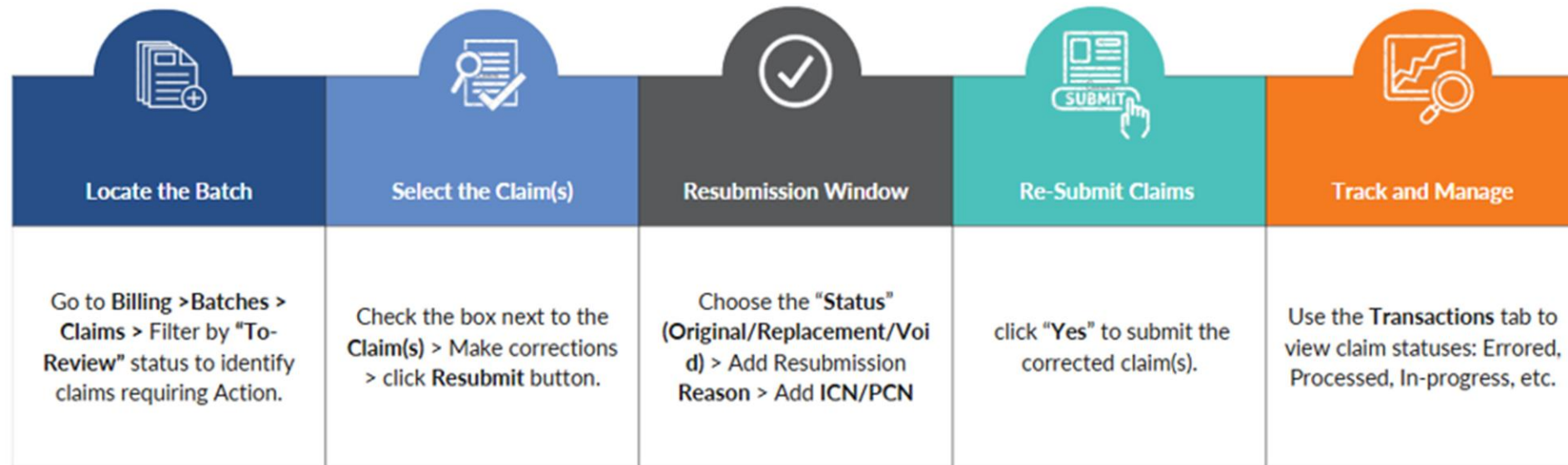


# Rebilling Workflow

Resubmit the Claims



## REBILLING PROCESS





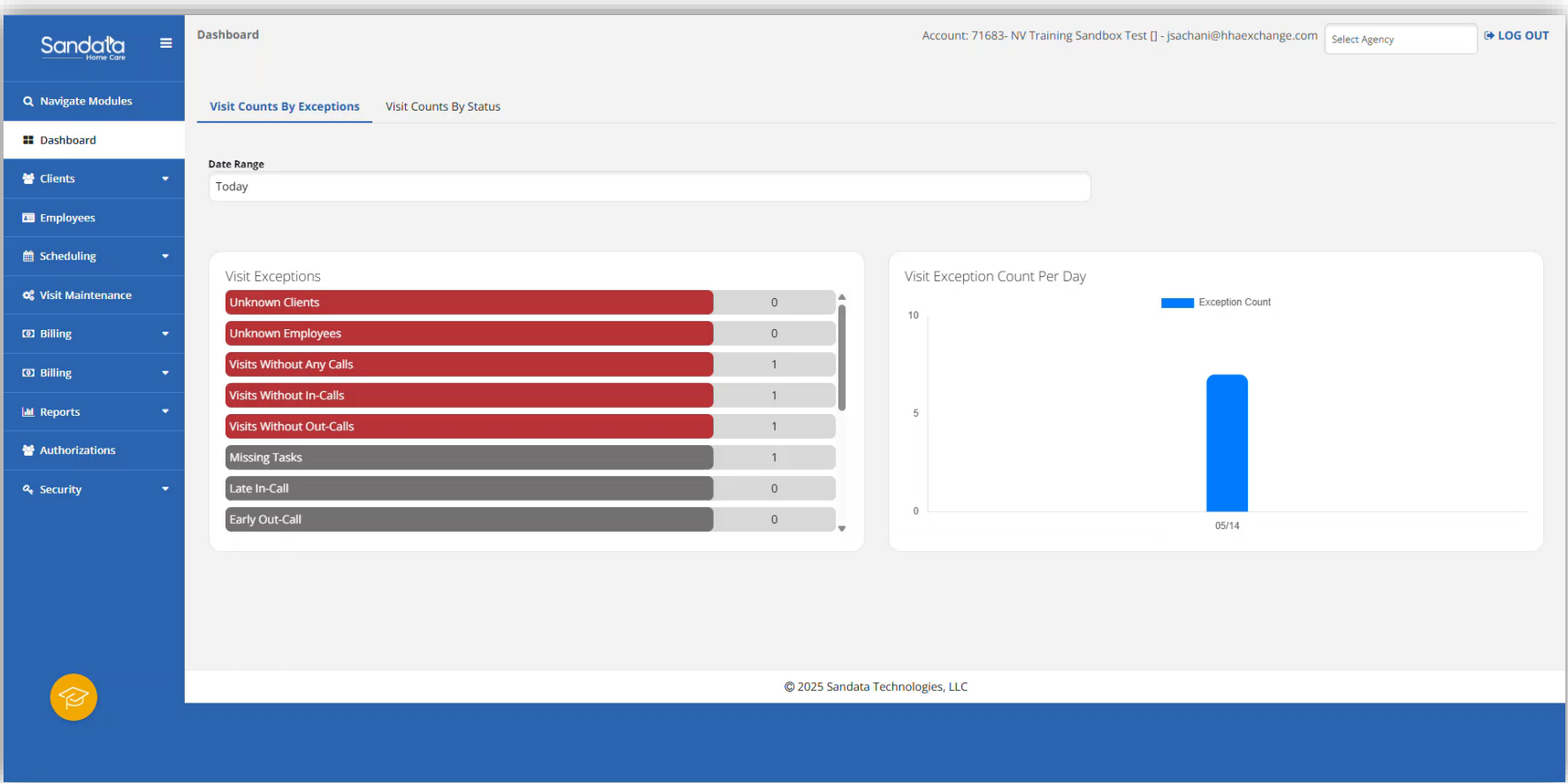


# Step 1

Locate the Batch



- 1. Navigate to **Billing -> Batches -> Claims** tab to locate the Claims.
- 2. Filter by **"To-Review"** status to identify claims requiring action.





# Step 2

Select the Claim(s)



- 1. Check the box next to the **claim(s)** you want to correct.
- 2. Make necessary corrections on the claim(s).
- 3. Click the **Resubmit** button when it becomes active.

Sandata  
Home Care

Navigate Modules

Dashboard

Clients

Employees

Scheduling

Visit Maintenance

Billing

Billing

Reports

Authorizations

Security

Online Manual

DashboardVisitsBatchesClaimsClaim ResponsesTransactionsSettings

Billing / Batches / Batch / Claims

Account: STX71683 - jsachani@hhaexchange.comLOG OUT

Batch #1103/26/2025 - 03/28/2025Visits11Units44Batch total\$756.92Total billed\$756.92PayersNVANT NVHPN

Refresh Batch

VisitsClaimsTransactionsBilling Exceptions (0)

Claims

REFRESH DRAFT CLAIMSRESUBMIT

All (12)Draft without exceptions (0)Draft with exceptions (5)Sent (3)To review (2)Payment in progress (0)Balanced (0)Errored (2)

SearchCreated FromCreated ToStart FromStart To

Clear filters


CLIENT NAME	SERVICE DATES	PAYER	VISITS #	TOTAL AMOUNT	CLAIM NUMBER	STATUS
<input type="checkbox"/> Software, Functional	03/27/2025 - 03/27/2025	NVANT	2	\$290.96	71683ODJD89YETH	to-review
▲ 05/08/2025, 07:31:54 AM 18   MISSING PATIENT REASON FOR VISIT CODE						
▲ 05/08/2025, 07:31:54 AM 18   MISSING OTHER DIAGNOSIS CODE						
▲ 05/08/2025, 07:31:54 AM 18   MISSING OTHER DIAGNOSIS CODE						
▲ 05/08/2025, 07:31:54 AM 18   MISSING OTHER DIAGNOSIS CODE						
▲ 05/08/2025, 07:31:54 AM 18   MISSING OTHER DIAGNOSIS CODE						
▲ 05/08/2025, 07:31:54 AM 18   MISSING OTHER DIAGNOSIS CODE						
▲ 05/08/2025, 07:31:54 AM 18   MISSING OTHER DIAGNOSIS CODE						
▲ 05/08/2025, 07:31:54 AM 18   MISSING OTHER DIAGNOSIS CODE						
▲ 05/08/2025, 07:31:54 AM 18   MISSING OTHER DIAGNOSIS CODE						



# Step 3

Complete the Resubmit Window (All fields optional)



1. **Status:** Choose from:
  - **Original** – Re-sending the same claim
  - **Replacement** – Updating a previously submitted claim
  - **Void** – Cancelling a submitted claim
2. **Resubmission Reason:** Optionally enter a reason.
  - Note: Reason code is not required to resubmit claims for Nevada providers.
3. **ICN/PCN Options:**
  - ☒ *Use Original ICN* – if payer already received the claim
  - ☒ *Use Original PCN* – if required by your payer
  -  *Custom ICN* – enter a new ICN if no payer response was received
4. Click **“YES”** to re-submit.

Are you sure you want to resubmit the claims?

Status  
original ▼

Resubmission reason

☐ Take ICN numbers from claims

☐ Take PCN numbers from claims

Payer claim number (ICN)

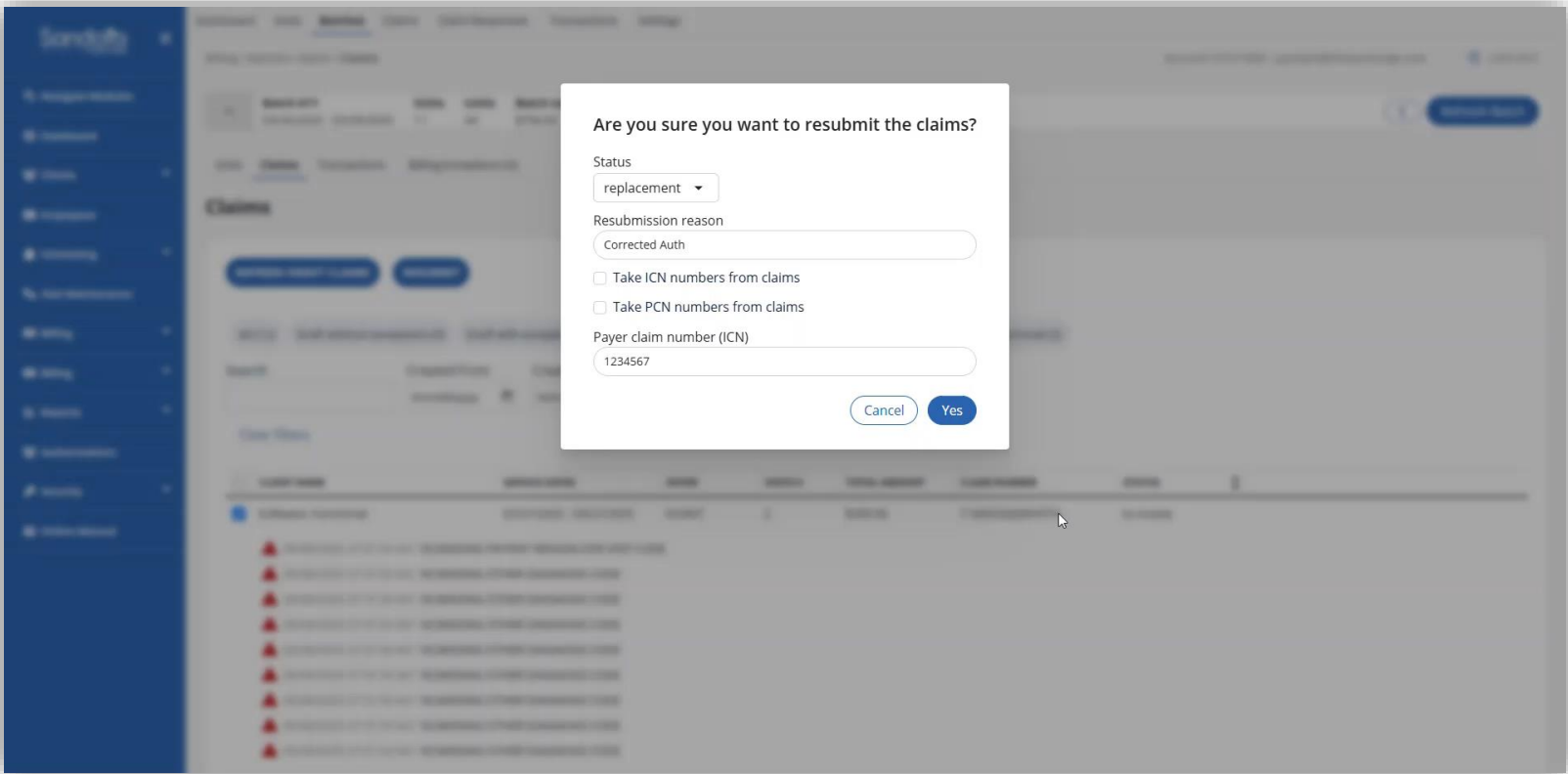


# Step 4

After Resubmission



- 1. A confirmation pop-up will appear.
- 2. Go to the **Transactions** tab to track the new submission.





## Transaction Statuses



- **Processed:** The claim was delivered to the CH portal. The claim passed primary validation.
- **Errored:** The claim was delivered to the CH portal. The claim did not pass primary validation.
- **In-Progress:** The system did not deliver the claim to CH portal. This claim will be processed by the billing system after several seconds.



Note: The original claim will change to “Errored,” and a new claim will be created upon resubmission.

## > Knowledge Check – Rebilling Workflow

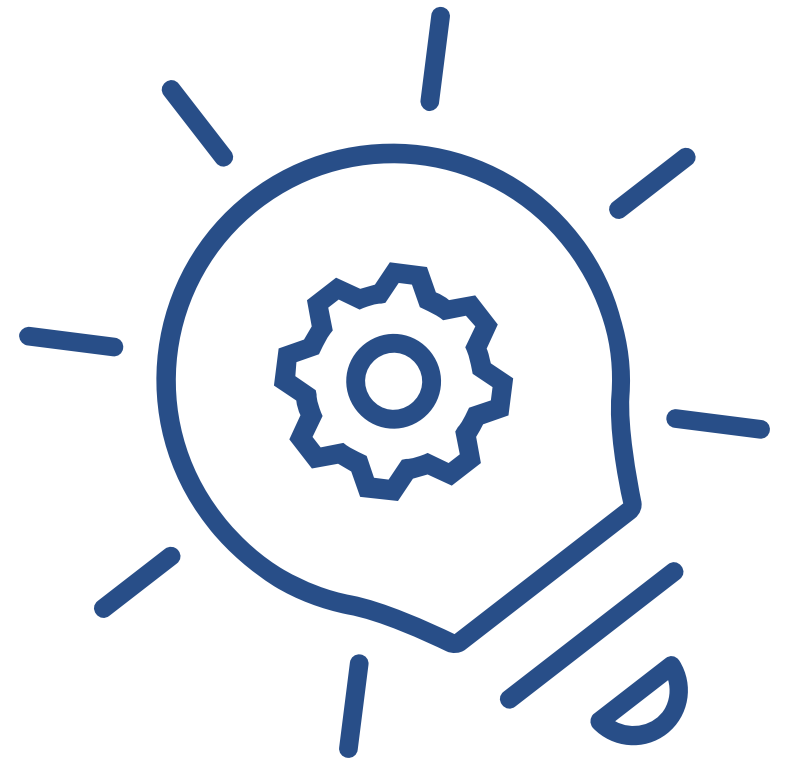


A claim was rejected by the payer due to missing authorization information. You've corrected the client profile and are ready to send it again.

### Question:

Which resubmission status should you select when correcting and re-sending a claim?

- A. Original
- B. Void
- C. Replacement
- D. Duplicate





# Rebilling Workflow **DEMO**

Q Navigate Modules

Dashboard

Clients

Employees

Scheduling

Visit Maintenance

Billing (Archive)

Billing

Reports

Authorizations

Security

Visit Counts By Exceptions

Visit Counts By Status

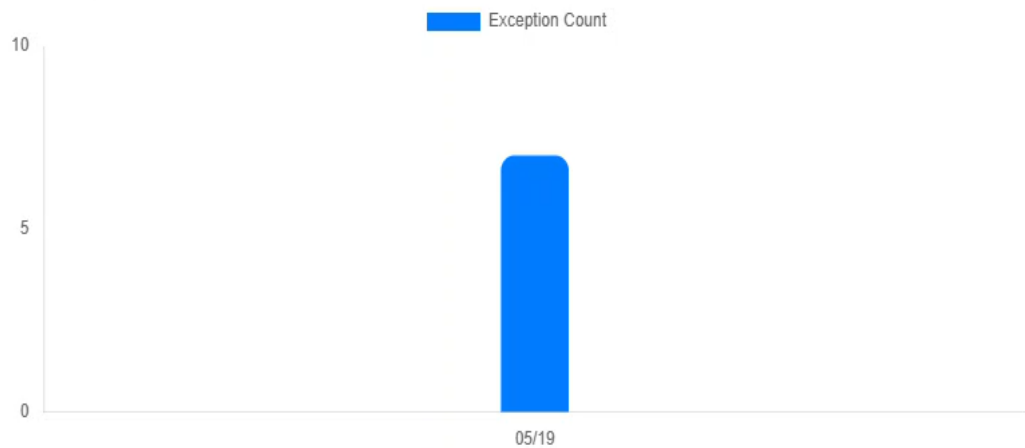
Date Range

Today

Visit Exceptions

Unknown Clients	0
Unknown Employees	0
Visits Without Any Calls	1
Visits Without In-Calls	1
Visits Without Out-Calls	1
Missing Tasks	1
Late In-Call	0
Early Out-Call	0

Visit Exception Count Per Day





# Common Rebilling Issues

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



## Common Visit Exceptions

- Missing Client
- Missing Employee
- Missing Date/Time of Service
- Missing Type of Service

## Typical Billing Exceptions

- Missing Client Date of Birth
- No Authorization Match
- Missing Diagnosis Code





## Billing Exception & Resolution Workflow

Missing Date of Birth



 **Issue:** DOB not entered in client profile

 **Resolution:** Add the Date of Birth to complete client setup



# Billing Exception & Resolution Workflow

No Authorization Match



 **Issue:** Service not linked to a valid authorization

 **Resolution:** Call Sandata support or create a ticket to review& update the authorization.



Sandata Zendesk



# Billing Exception & Resolution Workflow

Missing Diagnosis Code



 **Issue:** Client record missing Dx code

 **Resolution:** Populate diagnosis code in client record to meet billing rules



**Adding a Diagnosis Code**



# Common Claim Rejection & Resolution Workflow

Billed Units Exceed EVV Units



 **Issue:** Payers reject claims where billed units exceed those captured by EVV.


 **Resolution:** Double-check that billed units do not exceed EVV recorded units—correct either the claim or visit and ensure verification



# Workflow for VOID claim



 **Issue:** Provider need to send the VOID claim after realizing they billed in error.

 **Resolution:** Once we need to resubmit the VOID claim, please ensure to add the PCN & ICN number from the original claim.

Are you sure you want to resubmit the claim?

Status

void

Resubmission reason

Enter message

☐ Take ICN numbers from claims

☐ Take PCN numbers from claims

Payer claim number (ICN)

Payer claim number (ICN)

Cancel

Resubmit

DashboardVisitsBatchesClaimsClaim ResponsesTransactionsCoverages

Billing / Batches / Batch / Claims / 716835A29B2BGBL ClaimAccount: LOG OUT

Batch #5703/14/2025 - 03/15/2025

Visits7

Units19

Batch total\$469.76

Total billed\$469.76

PayersNVANT NVHPN NVFFS

Refresh Batch

Claim Status History

Claim Draft

Total Amount\$40.69

REFRESH DRAFT CLAIM

ADD REASON CODE

RESUBMIT

Client Name	Jeffers, Belinda	Payer	NVFFS	Company Name	NV Training Sandbox Test	Employee	Phillips, Seventy
Birth Date	01/01/1950	Rank	Primary	NPI	1427138338	Employee NPI	1902253909
Address Line	711 Address St	Claim Number	7168365IN2AX13D	TAX ID	110468603	Primary Phys	Robert Stokes
City/State	Las Vegas, NV	Payer Claim Number (ICN)		Provider ID	996655442	Primary Phys NPI	1033740113
Postal Code	89101-0000	Claim Type	institutional	State	NV	Secondary Phys	
Member ID	54461131191	Sent Date	08/19/2025	City	Reno	Secondary Phys NPI	
Claim Number	7168365IN2AX13D	Prior Auth #	AMP20250402T171447579	Address	P.O. Box 14283	Certifying Phys	
		Primary Diagnosis	01Q83ZZ	Postal Code	895021451	Certifying Phys NPI	
		Secondary Diagnosis		Service Dates	03/14/2025 - 03/15/2025	Ordering Phys	Robert Stokes
						Ordering Phys NPI	1033740113



# Claim View Enhancement: View Diagnosis Codes and Physicians



Sandata  
Home Care

Navigate Modules

Dashboard

Clients

Employees

Scheduling

Visit Maintenance

Billing (Archive)

Billing

Reports

Authorizations

Security

Online Manual

DashboardVisitsBatchesClaimsClaim ResponsesTransactions

Billing / Batches / Batch / Claims / Claim Draft

Account: STX71032 - SantraxLOG OUT

Batch #23908/18/2025 - 08/18/2025Visits1Units12Batch total\$52.68Total billed- PayersNVMOL

Sync visitsCheck statusRefresh Batch

Claim DraftTotal Amount \$52.68REFRESH DRAFT CLAIMCONFIRM & SEND

Client NamePayerNVMOLCompany NameEmployeeEmployeeUploadTest, Brenda

Birth DateRankPrimaryNPI

Address LineClaim NumberTAX ID

City/StateCarson City, NVPayer Claim Number (ICN)Provider ID

Postal Code89701-1201Claim TypeprofessionalState

Member IDSent Date08/19/2025CityLAS VEGAS

Claim NumberPrior Auth #Address

Primary DiagnosisA15.7Postal Code891020080

Secondary DiagnosisR68Service Dates08/18/2025 - 08/18/2025

Primary PhysAnnie Lockwood

Primary Phys NPI

Secondary Phys

Secondary Phys NPI

Certifying Phys

Certifying Phys NPI

Ordering PhysAndy Molkes

Ordering Phys NPI

OPEN	DATE OF SERVICE	SERVICE	MODIFIERS	UNITS	UNIT RATE	AMOUNT	BENEFIT	WRITE OFF	REVERSAL	TRANSFER WRITE OFF	BALANCE	TRACE NUMBER
	08/18/2025 8:00:00 AM	T1019		12	\$4.39	\$52.68						



Release Notes



# Billing Reports

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



There are new reports in the billing module, which you will not find in the EVV Reports module.  
You will access these reports via the Billing Dashboard.

≡

🔍 Navigate Modules

🏠 Dashboard

👤 Clients

👥 Employees

DashboardVisitsBatchesClaimsClaim ResponsesTransactions

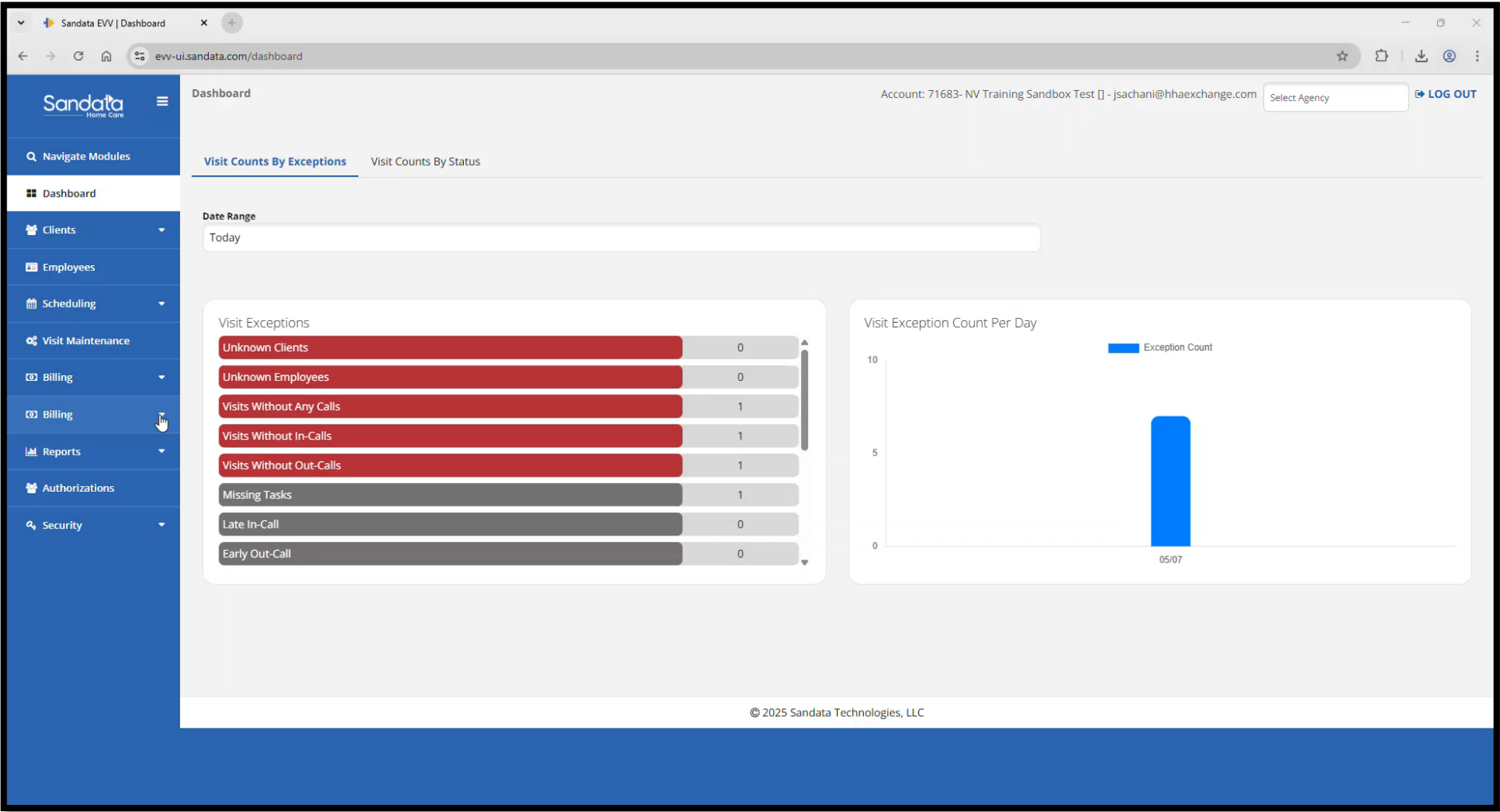
Billing / Reports

	DESCRIPTION
👁	Visits report
👁	Claims report

Total Items: 2



Visits Report & Claims Report





# Visits Report



	A	B	C	D	E	F	G	H
1	visit_status	client_first_name	client_last_name	payor_id	service	service_end_date	service_start_date	tenant_id
2	Verified	Y	S	NVFFS	S5125	2025-03-22T12:00:00Z	2025-03-22T11:00:00Z	71683
3	Verified	Y	S	NVFFS	S5125	2025-03-22T08:00:00Z	2025-03-22T07:00:00Z	71683
4	Verified	Y	S	NVFFS	S5125	2025-03-22T04:00:00Z	2025-03-22T03:00:00Z	71683
5	Incomplete	D	H	NVHPN	T1019	2025-04-16T04:00:00Z	2025-04-16T02:00:00Z	71683
6	Incomplete	D	H	NVHPN	T1019	2025-04-15T04:00:00Z	2025-04-15T02:00:00Z	71683
7	Incomplete	F	S	NVANT	G0151	2025-04-10T05:00:00Z	2025-04-10T04:00:00Z	71683
8	Verified	B	J	NVFFS	S9122	2025-03-21T14:00:00Z	2025-03-21T13:00:00Z	71683
9	Incomplete	F	S	NVANT	G0151	2025-04-14T05:00:00Z	2025-04-14T04:00:00Z	71683
10	Incomplete	F	S	NVANT	G0151	2025-04-13T05:00:00Z	2025-04-13T04:00:00Z	71683
10	Incomplete	F	S	NVANT	G0151	2025-04-13T05:00:00Z	2025-04-13T04:00:00Z	71683
9	Incomplete	F	S	NVANT	G0151	2025-04-14T05:00:00Z	2025-04-14T04:00:00Z	71683
8	Verified	B	J	NVFFS	S9122	2025-03-21T14:00:00Z	2025-03-21T13:00:00Z	71683



# Claims Report



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	unit_price	qty_units	claim_status	program	total_bill	type	created	service_begin	service_end	period_start	period_end	member_id	revenue_c	billed_amt	visit_key	service_cc	agency_name	claim_pay	service_m	tenant_id
2	6.25	4	payment-in-progress	PCS	75	professional	2025-04-03T16:25:10.103832075Z	2025-03-18T14:00:00Z	2025-03-18T15:00:00Z	2025-03-18T10:00:00Z	2025-03-18T21:00:00Z	12111511411		25	3262924369	T1019	NV Training\NVHPN	TF		71683
3	6.25	4	payment-in-progress	PCS	75	professional	2025-04-03T16:25:10.103832075Z	2025-03-18T20:00:00Z	2025-03-18T21:00:00Z	2025-03-18T10:00:00Z	2025-03-18T21:00:00Z	12111511411		25	3262924510	T1019	NV Training\NVHPN	TF		71683
4	6.25	4	payment-in-progress	PCS	75	professional	2025-04-03T16:25:10.103832075Z	2025-03-18T10:00:00Z	2025-03-18T11:00:00Z	2025-03-18T10:00:00Z	2025-03-18T21:00:00Z	12111511411		25	3262924593	T1019	NV Training\NVHPN	TF		71683
5	36.37	4	to-review	HH	145.48	institutional	2025-04-04T15:01:34.959369732Z	2025-03-28T10:00:00Z	2025-03-28T11:00:00Z	2025-03-28T10:00:00Z	2025-03-28T11:00:00Z	100010001	421	145.48	3262924805	G0151	NV Training\NVANT			71683
6	6.25	4	payment-in-progress	WAIVER	25	professional	2025-04-04T20:51:49.666120008Z	2025-03-28T13:00:00Z	2025-03-28T14:00:00Z	2025-03-28T13:00:00Z	2025-03-28T14:00:00Z	70001100012		25	3262924945	S5125	NV Training\NVFFS			71683
7	36.37	4	draft	HH	290.96	institutional	2025-05-06T16:40:13.414782019Z	2025-03-27T20:00:00Z	2025-03-27T21:00:00Z	2025-03-27T10:00:00Z	2025-03-27T21:00:00Z	100010001	421	145.48	3262924350	G0151	NV Training\NVANT			71683
8	36.37	4	draft	HH	290.96	institutional	2025-05-06T16:40:13.414782019Z	2025-03-27T10:00:00Z	2025-03-27T11:00:00Z	2025-03-27T10:00:00Z	2025-03-27T21:00:00Z	100010001	421	145.48	3262924432	G0151	NV Training\NVANT			71683
9	6.25	4	draft	PCS	50	professional	2025-05-06T16:40:13.620593938Z	2025-03-27T14:00:00Z	2025-03-27T15:00:00Z	2025-03-27T14:00:00Z	2025-03-27T21:00:00Z	121115114		25	3262924832	T1019	NV Training\NVHPN	TF		71683
10	6.25	4	draft	PCS	50	professional	2025-05-06T16:40:13.620593938Z	2025-03-27T20:00:00Z	2025-03-27T21:00:00Z	2025-03-27T14:00:00Z	2025-03-27T21:00:00Z	121115114		25	3262924975	T1019	NV Training\NVHPN	TF		71683
10	6.25	4	draft	PCS	50	professional	2025-05-06T16:40:13.620593938Z	2025-03-27T20:00:00Z	2025-03-27T21:00:00Z	2025-03-27T14:00:00Z	2025-03-27T21:00:00Z	121115114		25	3262924975	T1019	NV Training\NVHPN	TF		71683
9	6.25	4	draft	PCS	50	professional	2025-05-06T16:40:13.620593938Z	2025-03-27T20:00:00Z	2025-03-27T21:00:00Z	2025-03-27T14:00:00Z	2025-03-27T21:00:00Z	121115114		25	3262924975	T1019	NV Training\NVHPN	TF		71683
8	6.25	4	draft	PCS	50	professional	2025-05-06T16:40:13.620593938Z	2025-03-27T20:00:00Z	2025-03-27T21:00:00Z	2025-03-27T14:00:00Z	2025-03-27T21:00:00Z	121115114		25	3262924975	T1019	NV Training\NVHPN	TF		71683



# Key Takeaways



## Key Takeaways



- The **Old Billing Module** can be used for claims dated through **May 22, 2025**. All claims dated **May 23, 2025** and after must be submitted using the **New Billing Module**.
- Prevent billing holds with simple, proactive checks such as **Authorization, Diagnosis code, Physician info** etc.
- **Claim Reference number** is required when submitting replacement or void claim.
- Use billing reports to verify and reconcile claims.



# Resources





# Resources



- [Nevada \(NV DHCFP\) Billing](#)
- [Billing Dashboard](#)
- [Managing Exceptions: Billing and Visit Maintenance Exceptions](#)
- [Creating a Batch](#)
- [Submitting Claims for Payment](#)
- [Resubmitting Billing Claims](#)
- [NV Billing: Not Okay to Bill Reasons Guide](#)
- [Billing Reports](#)
- [Uploading Remittance Files](#)
- [Take Control of Your Billing](#)

Sandata On-Demand / Sandata Learn

Product Help

Payer Programs

Caregiver and CI

Sandata Technologies / Product Help / Sandata EVV Enhanced / EVV Billing (NV Only)

## EVV Billing (NV Only)

Follow

- Billing Dashboard
- Creating a Batch
- Billing Reports
- Resubmitting Billing Claims

- Managing Billing and Visit Maintenance Exceptions
- Submitting Claims for Payment
- Uploading Remittance Files

# Program, Policy, & General Information



**Program, policy, or general EVV questions?**

- ▶ Contact Nevada Department of Health and Human Services Division of Health Care Financing and Policy (DHCFP) via email at [NVEVV@dhcfp.nv.gov](mailto:NVEVV@dhcfp.nv.gov)



# Questions?

**THANKS FOR  
ATTENDING!**



*Please provide us your feedback  
after exiting the webinar.*