To: **Keystone First Home Health Providers**

Date: **November 5, 2025**

Re: **Missed Shift Reporting Reminder**

As required by the Pennsylvania (PA) Department of Human Services (DHS), providers must report all authorized hours for pediatric shift care members, including any missed or unstaffed shifts and all confirmed visits. Reporting all information is essential to be compliant with DHS requirements. All information must be reported every Thursday in the HHAeXchange System (HHAX). Providers that do not have an Electronic Visit Verification (EVV) requirement for claim payments must use EVV for missed shift reporting.

Providers submitting via EDI should partner with their EDI vendor to make sure missed shift data is transmitted to HHAX weekly, including confirmed visit data. Providers that are unable to transmit data weekly can manually enter missed shifts directly in HHAX.

Important Reminders
- If your agency has an active authorization but is not currently staffing the member, you are still required to report missed or unstaffed shifts
- If a member is staffed by multiple agencies, each agency must report unstaffed shifts provided by the other agencies using the OA – Other Agency reason code
- Agencies are expected to collaborate to make sure all hours are staffed, and reporting is accurate

Legally Responsible Relatives (LRR)
Reporting requirements are the same regardless of the relationship between the member and caregiver. If a member is authorized for Home Health Aid (HHA) services and staffed by an LLR, the SC modifier must be added to the G0156:U7 or G0156:U7:TT service code. Refer to the PA DHS Managed Care Operations Memorandum General Operations MCOPS Memo # 05/2023-004 for guidance.

Missed Shift Reporting codes
All visits and missed shifts must be reported using the correct service code and authorization. HHA services must include the applicable modifier(s). Below are the service codes authorized for pediatric shift care services:
- HHA: G0156:U7 or G0156:U7:TT
  - Services provided by an LRR should include the SC modifier
- SN: T1002 or T1002:TT
  - Services provided by an LPN can be reported as T1003 or T1003:TT
  - Do not report using prior service codes

Missed Shift Reporting Details
- Provide a single comment for each missed shift occurrence for reporting codes (listed below)
- Do not use punctuation in comments. The system converts this to a code
- Do not include any caregiver initials or dates (01/01/2025) in comments
- Comments must be in English

- Codes that must be utilized:
  - **UN - Agency is unable to staff the case
  - **NA - The assigned staff could not cover the shift because of illness or other reason
  - **FR/FD - The family refused the services that were offered / Family deferred the scheduled hours so they can be provided at a different time
  - H – services not provided due to member being hospitalized
  - OA - A different agency provided the services
  - PI - Private insurance is covering these hours
- School/ESY/Camp authorizations: If a member is authorized for services at school, ESY, or camp but did not attend due to school, ESY, or camp being closed, report hours as FR/FD and provide details in comments section of visit

HHAeXchange Technical Support

If you have any questions or technical issues, please contact HHAX Support via the Technical Customer Care Support Portal or call HHAX Support at 1-**855-400-4429**.