Getting Started with CareIntegrity

A quick-start guide for Minnesota providers

No login, no visibility. You must sign in to the HHAeXchange Provider Portal to view and respond to conflicts.

This guide shows you how to sign in, find a conflict, and take the first steps to review it.

At a Glance

1 Log in ▶ 2 Find a conflict ▶ 3 Review the details ▶ 4 Investigate and communicate ▶ 5 Document and follow up

1. Welcome to CareIntegrity: what is it?

CareIntegrity helps identify potential fraud, waste, and abuse by pointing out visit records that may need a closer look. Caregivers often work for more than one home care agency. Their visits can overlap, or the time between visits may be too short to travel between locations. CareIntegrity brings these potential issues to your attention so you can review the details and take action when needed.

Why Minnesota providers are using it. It helps you:

- **Review potential scheduling issues.** Spot when a caregiver's visits may overlap across agencies or leave too little time to travel.
- **Check your visit records.** Review the details to decide whether the information is accurate or needs a closer look.
- **Take action and document your findings.** Follow up on potential issues, record what you found, and keep track of next steps.

Why this is worth your time

Regulators are paying closer attention to fraud, waste, abuse, documentation, and payment accuracy in home and community-based services. The expectation is shifting from checking records after the fact to seeing issues early. CareIntegrity puts that earlier view in your hands. The only way to use it is to sign in to the Provider Portal.

Here is what you get from checking in regularly:

- **You see issues before they grow.** Reviewing early gives you time to check your records and fix inaccurate data. That can help you avoid larger compliance, billing, or audit problems later.

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- **You can show you reviewed visits.** Notes on what you reviewed and what you did create a record of appropriate review.
- **Everything is in one place.** Review the details, message the other provider, record notes, and track status in one workflow.

Regularly reviewing CareIntegrity helps you stay ahead of potential issues instead of waiting for them to surface later.

> **What is a conflict?** A conflict occurs when a caregiver's visit records appear inconsistent with other visit information. For example, two visits may overlap, or the time between visits may not allow for travel between locations.
>
> A conflict is a reason to take a closer look, not proof that something is wrong.

Common Conflicts

Type	Definition	Example
Time Conflicts	The same caregiver appears to have visits scheduled or recorded for two different patients during the same or overlapping time periods.	A caregiver has a visit with Patient A from 8:00–10:00 AM and a visit with Patient B from 9:00–10:30 AM. Because the visits overlap by one hour, the caregiver appears to be scheduled to care for both patients at the same time.
Geographic Conflicts	The same caregiver appears to have visits scheduled or recorded so close together that they could not have traveled between the two locations in time.	A caregiver clocks out of a visit in Bloomington at 10:00 AM and clocks in to a visit in White Bear Lake, about 30 miles away, at 10:02 AM..

Why review conflicts promptly? Early review gives you time to check your records and fix inaccurate data. That can help you avoid larger compliance, billing, or audit problems later.

2. Before you begin: Access HHAeXchange

> **No login, no visibility.** You must sign in to the HHAeXchange Provider Portal to view and respond to conflicts.

The HHAeXchange Provider Portal is where you can view and respond to conflicts. Your agency's Admin is responsible for enabling access for other users who need to review and resolve conflicts.

1. **Go to the HHAeXchange sign-in page.**
2. **Sign in with your existing credentials.**

   Having trouble signing in?

   - If you don't have an account or aren't sure you have one, contact your agency's Admin.
   - If you still cannot sign in, contact HHAeXchange Support.

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3. **Locate CareIntegrity (Conflict Management) Dashboard.** By default, agency admin users have access to this dashboard by navigating to **Action > CareIntegrity (Conflict Management) Dashboard**.

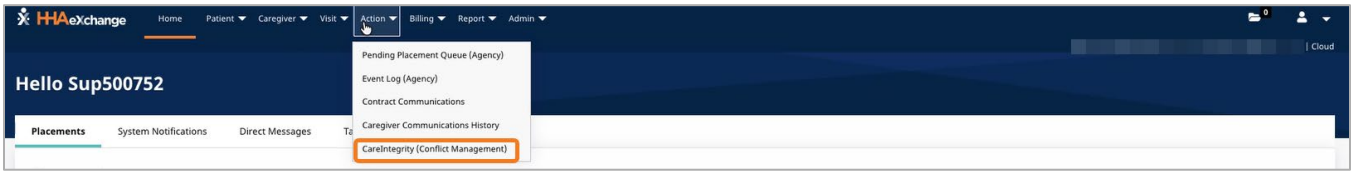


Figure 1 – Location of CareIntegrity (Conflict Management) Dashboard

3. Navigating CareIntegrity

Once you open the CareIntegrity Dashboard, you can use the dashboard to identify which conflicts need your attention and narrow your review to the items most relevant to your agency.

Start with the Dashboard tab

The **Dashboard** tab summarizes conflicts in several categories, including:

- **Conflict Type**
- **Agencies**
- **Caregiver**
- **Patients**
- **Payer**

Each category highlights the top 10 items, helping you identify patterns and decide where to focus your review.

Example: If you want to review schedule overlaps, find the **Schedule Time Overlap** conflict under *Conflicts by Type*. Select the blue number in the **Conflicts** column to open the associated conflict records and begin your review.

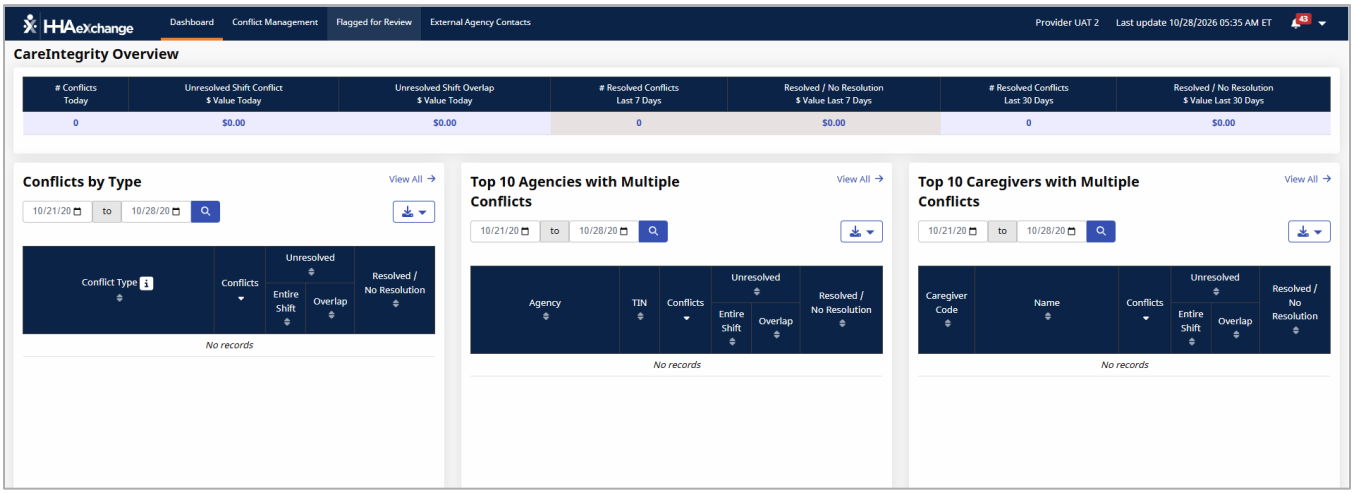


Figure 2 – CareIntegrity Dashboard Tab

Use Filters to Narrow Your Results

Review the Conflict Management Tab

You can use the Conflict Management tab filters to focus on a specific set of conflicts. Depending on what you need to review, you may want to adjust the following:

- **Visit Date Range:** Filter conflicts based on the date of the visit.
- **Billed Date Range:** Narrow results based on the billing date.
- **Conflict Reported Date Range:** Focus on conflicts reported during a specific period.
- **Conflict Type:** Display only the types of conflicts you want to investigate. You can select more than one type.
- **Contract:** Narrow results to conflicts associated with a particular contract.
- **Conflict Status:** Display the statuses you want to address. You can select more than one status.
- **Visit Type:** Focus on the visit types relevant to your review. You can select more than one type.

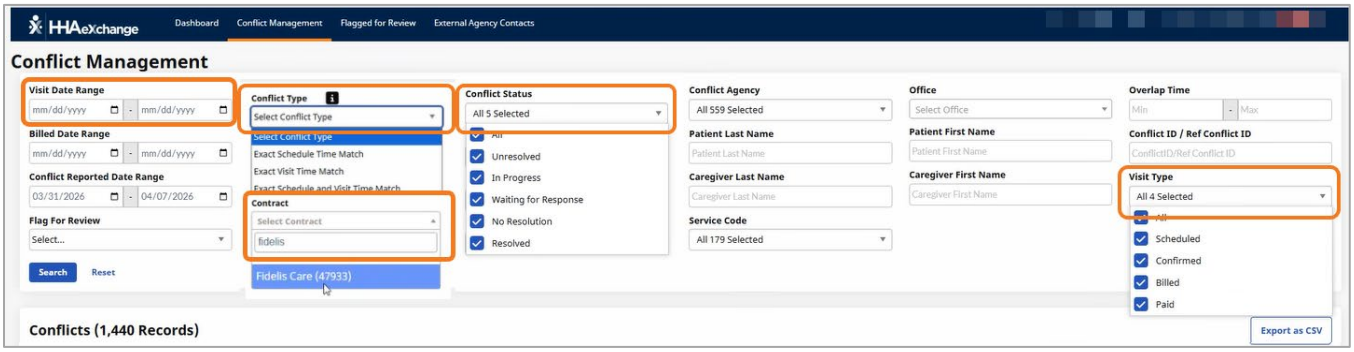


Figure 3 – Conflict Management Tab Filters

> **Tip:** Start with the filters that best match your review goal. For example, you might select a specific conflict type and status to focus on unresolved items that need attention.

Open a Conflict for Review

Once you've narrowed your results, locate the conflict you want to investigate and select **View Conflict Details.**

On the row, select the **ellipsis (...)** button, then **View Conflict Details**.

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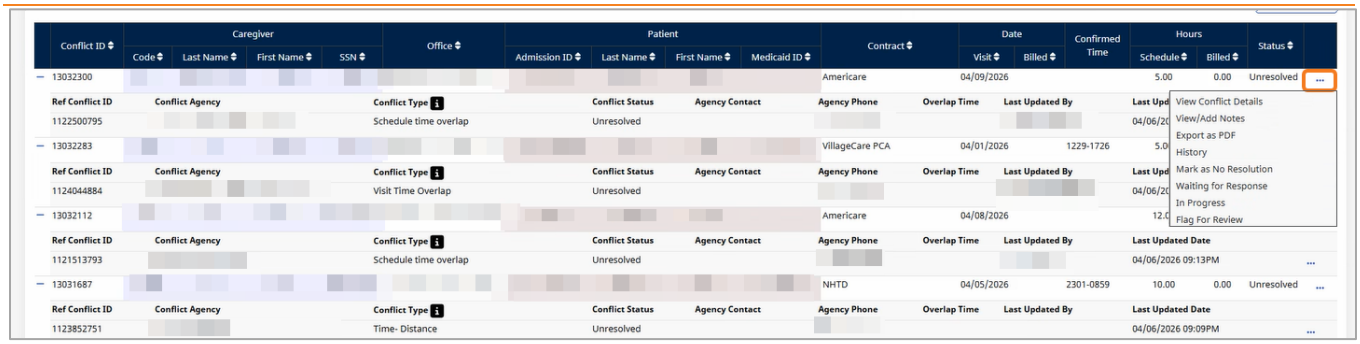


Figure 4 – Action to View Conflict Details

This opens the detailed information you'll need to understand why the visit was identified as a conflict and determine what action, if any, is needed.

Know what you are looking at

When you select View Conflict Details, you'll see more information about the conflict, including the caregiver and patient information, the visits involved, and tools to help you investigate what happened.

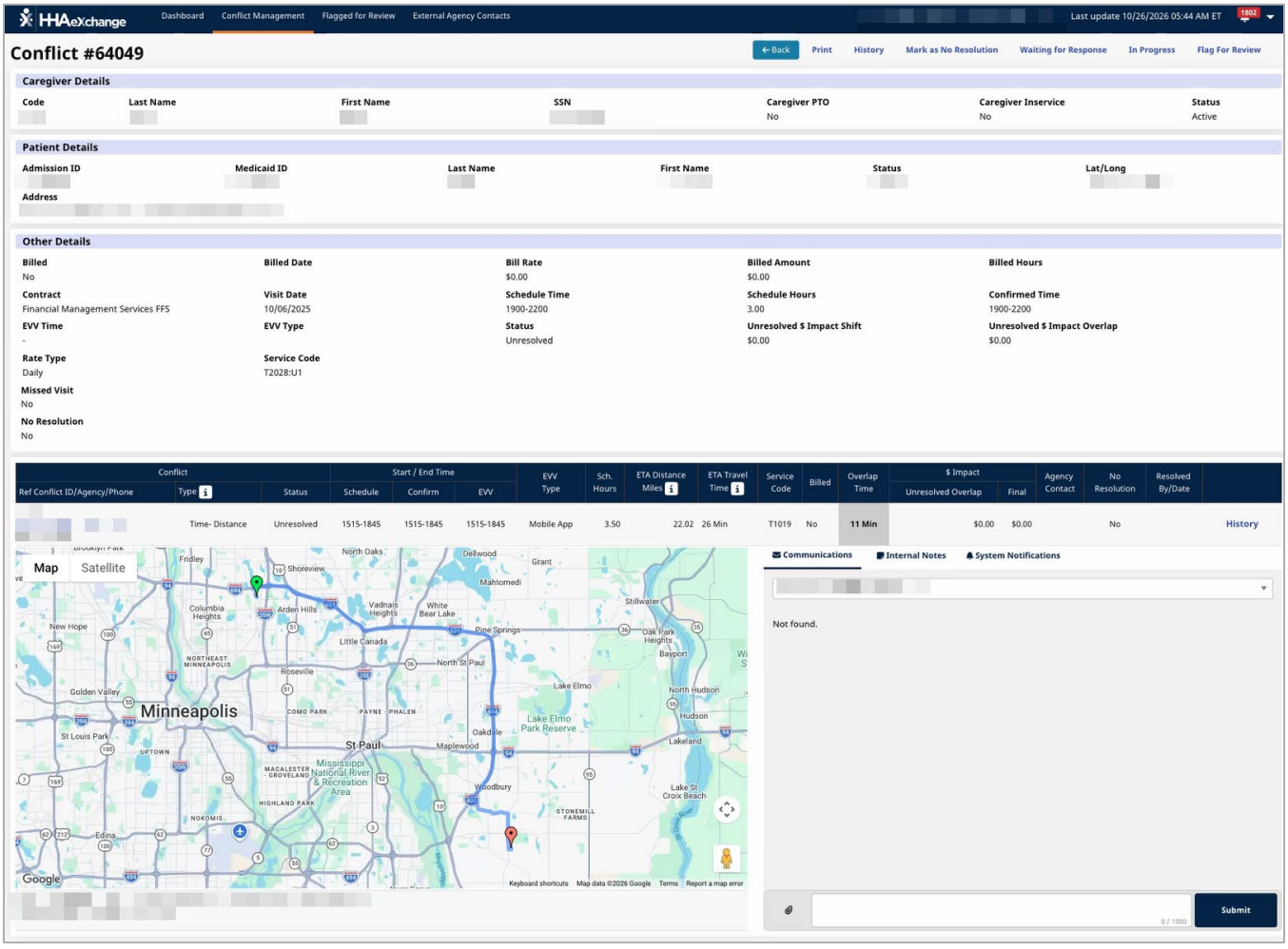


Figure 5 – Conflict Details Screen

Where	What it is

Top of Page: Actions and Status	• **Notification bell icon:** shows conflict notifications, such as new conflicts, no-response notices, and messages from other providers. Select *Click here* in a notification to open the conflict.
	
	Back: Return to the previous screen.
	• **Print:** Print the conflict details for reference.
	• **History:** Review changes made to the conflict.
	• **Status buttons:** Update the conflict's status as you work through your review.
	  ○ **Open/In-Progress:** the conflict has been found. The providers involved are in communication and working toward a resolution.
	  ○ **Resolved:** both providers took action and reached a resolution.
	  ○ **No Response:** one provider contacted the other, and the second has not acknowledged it.
	  ○ **No Resolution:** conflict has been reviewed, documented, and does not require a record correction.

Conflict and Caregiver Information	includes the **Conflict ID**, caregiver details, and patient details.
Lower Half: Conflicting Visit Information	Shows details about the visits involved in the conflict, including the visit that appears to conflict with your agency's visit. Review the available visit information to understand what may have caused the conflict and whether the records appear accurate.
Map: Compare the Two Locations	The map displays two location pins: • **Patient 1 (green):** Your agency's patient. • **Patient 2 (red):** The other agency's patient. Use the map to compare the locations and help determine whether travel between them was possible within the time available. **Important:** The map is one piece of information to consider. Review the visit details and other available information before deciding whether the conflict requires further action.
Panel to the right of the map: Review Communications and Notes	The panel includes three tabs: • **Communications:** Review messages related to the conflict. • **Internal Notes:** Review or add internal notes to document your findings and follow-up. • **System Notifications:** Review system-generated notifications related to the conflict. Use these areas to understand any previous communication, document your investigation, and keep track of relevant information. After reviewing the details, determine whether the conflict needs follow-up. The next step is to document what you found and update the conflict's status as appropriate.

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4. How to Take Action on a Conflict

A conflict is a signal to look closer, not proof that something is wrong. Follow these steps to review the details and determine what action is needed.

Step 1. Open the conflict

On the conflict row, select the ellipsis (...) and then View Conflict Details.

Step 2. Review the details

Check the caregiver, visit dates and times, conflict type, and addresses shown on the map.

- Time conflicts: Compare the visit times.
- Geographical conflicts: Compare the clock-out time, next clock-in time, and addresses.

Step 3. Investigate

Review your schedule, visit times, caregiver assignment, and caregiver profile. Determine whether your records are accurate or need correction or further investigation.

Step 4. Communicate as needed

In the **Communications** panel to the right of the map:

1. Select the **Provider** from the dropdown.
2. Type your message in the box at the bottom of the panel.
3. If you have supporting files, select the **attachment** icon.
4. Select **Submit**. Your message then appears in the panel.

Check the panel and your bell notifications for replies.

Step 5. Document your review

In Internal Notes, record what you reviewed, who you contacted, and what you found. These notes are internal and are not shared with the payer or other provider. Add notes as your review progresses.

Step 6. Update the Conflict Status

Use the status buttons at the top of the page to indicate where the review stands:

- In Progress
- Waiting for Response
- Mark as No Response
- Flag for Review — moves the conflict to the Flagged for Review page.

If you're unsure which status to select or how to mark a conflict resolved, follow your agency's guidance until the available instructions are confirmed.

Remember: Revisit open conflicts and follow up as needed.

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5. Quick tips and next steps

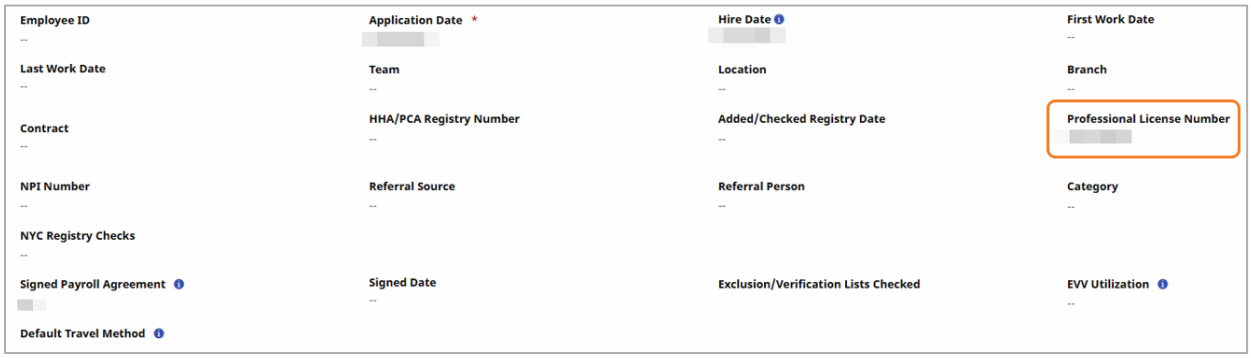
Your first-week checklist

- ☐ Sign in to the HHAeXchange Provider Portal.
- ☐ **For EDI providers:** import my visits in the Aggregator in a timely manner (you cannot see your visits that are conflicting with another until they are in the Aggregator).
- ☐ **For EDI providers:** Review and resolve your visit import rejections regularly and timely. Work alongside your 3rd Party Vendor to understand what visits are failing to import and why.
- ☐ Locate Action > Conflict Management Dashboard. If not available, contact agency administrator to check role access.
- ☐ **For EDI providers**: To resolve a conflict, update the visit in your source system then import the updated visit to the Aggregator.
- ☐ Use Communications to ask questions and Internal Notes to record work.
- ☐ Check back on conflicts that are still open.

Keep caregiver information accurate (recommended)

Accurate caregiver records help the system detect conflicts correctly.

- **Caregivers with an UMPI:** Enter the caregiver's Minnesota Unique Minnesota Provider Identifier (UMPI), assigned by the Department of Human Services (DHS), in the **Professional License Number** field of their caregiver profile.



- **Caregivers without an UMPI:** If the caregiver has never been assigned a UMPI because they do not provide PCA or CFSS services, ensure their **full first name, full last name, date of birth, and Social Security number** are complete and accurate in their caregiver profile.
- **Using a third-party EVV system?**
    - **Caregivers with an UMPI:** The **Professional License Number** field in the API Technical Specification is a required field within the Caregiver Import file.
    - **Caregivers without an UMPI:** If the caregiver has never been assigned a UMPI because they do not provide PCA or CFSS services, ensure their **full first name, full last name, date of birth, and Social Security number** are complete and accurate. Enter a placeholder value of **999999999999** in the **Professional License Number** field. Once DHS assigns a UMPI, replace the placeholder with the assigned identifier.

Review often (recommended). Checking conflicts regularly lets you fix inaccurate data early and keeps small issues from growing.

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Register here for the training on November 19, 2026. A more complete training session on the CareIntegrity workflow is scheduled for this date. This guide helps you get started now, and you can return to it afterward as a quick reference.

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