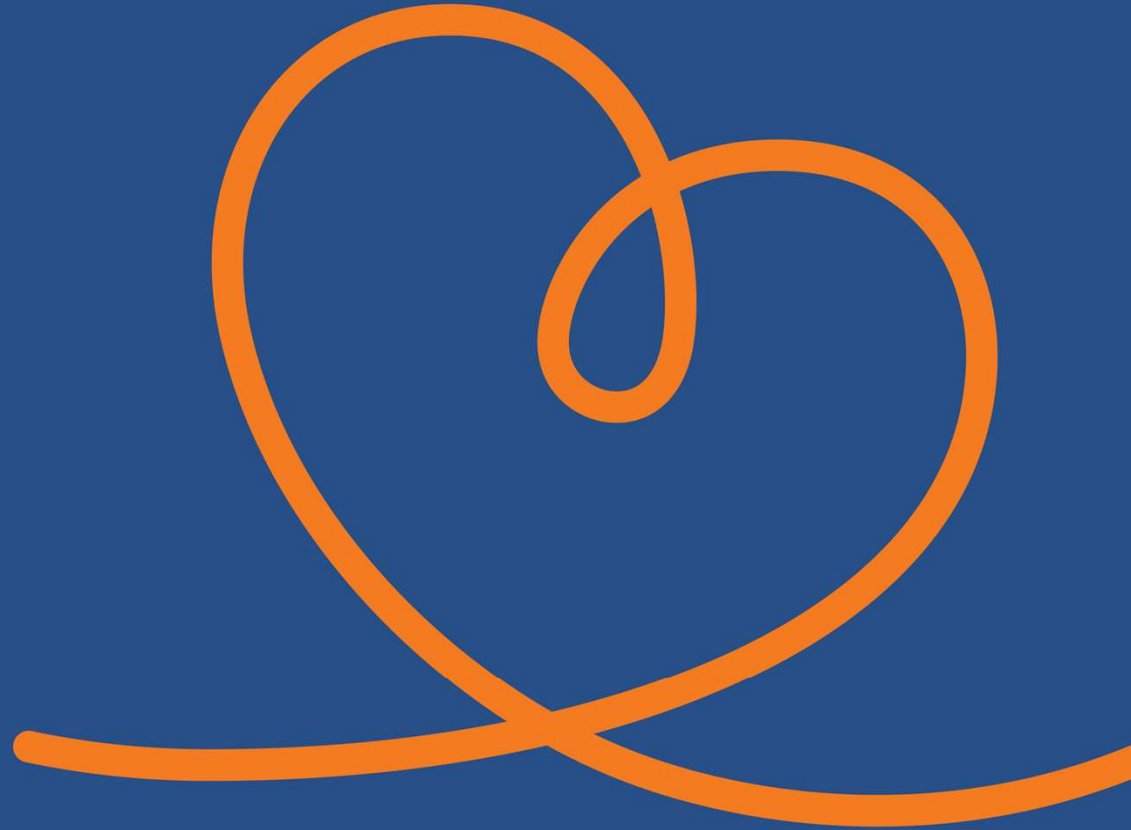




# New Conflict Management Tools

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# speakers



**Bill Reilly**

**Role:** Senior Training Specialist

**Areas of Expertise:** All things on the Enterprise platform

**Fun Fact:** 1<sup>st</sup> Time Grandad in August!

## Overview

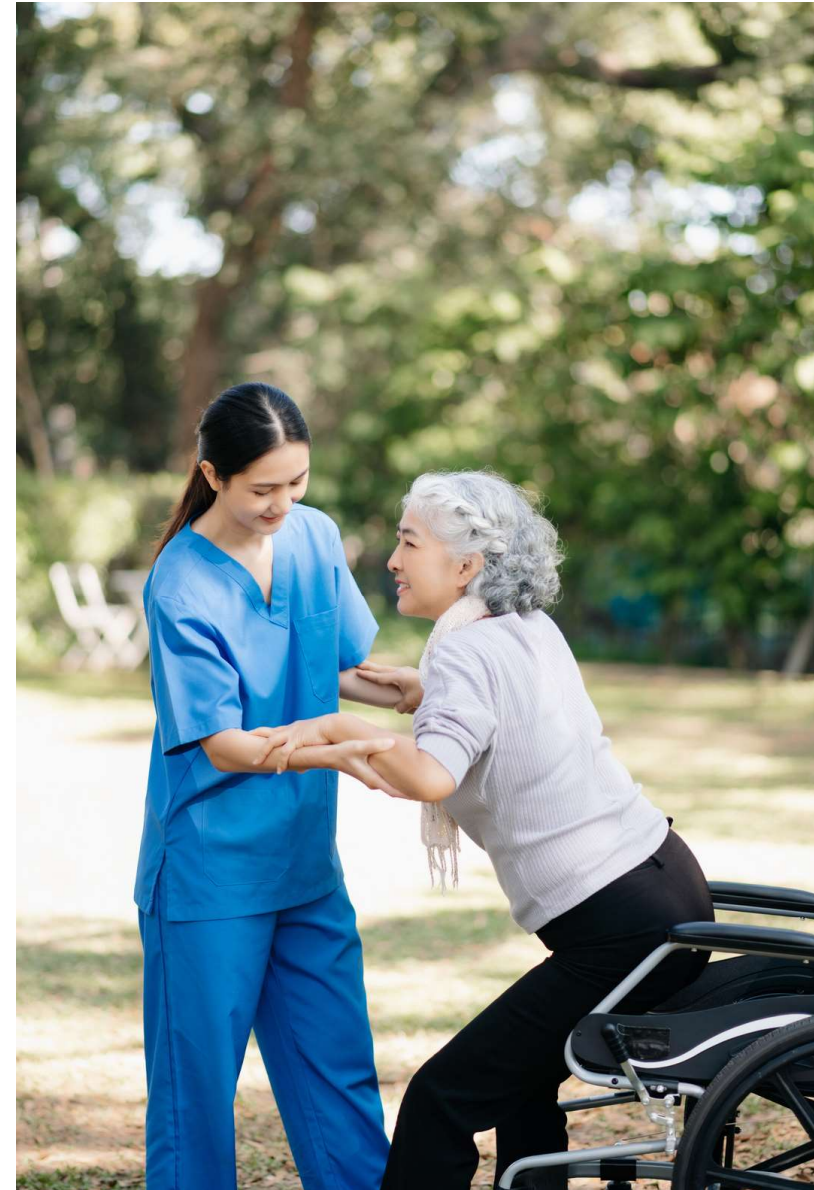
This session provides a practical overview of Conflict Management in HHAeXchange, focusing on how providers should identify, review, and resolve visit conflicts to support billing accuracy and compliance. It highlights how scheduling practices, EVV data accuracy, and timely conflict resolution impact claim readiness and payer expectations. The training emphasizes consistency, proactive review, and effective communication to ensure providers are prepared to manage conflicts as part of their daily workflow.

### **Who should attend this training?**

Coordinators, administrators, supervisors, and staff responsible for scheduling, EVV review, billing preparation, and operational oversight.

## ➤ Objectives

- **Understand** what conflict management is and why it matters now.
- **Identify** key conflict types that require action.
- **Navigate** the Conflict Management Dashboard.
- **Follow** the correct workflow to resolve top 4 conflicts.
- **Apply** best practices to stay compliant and avoid billing issues.



# agenda

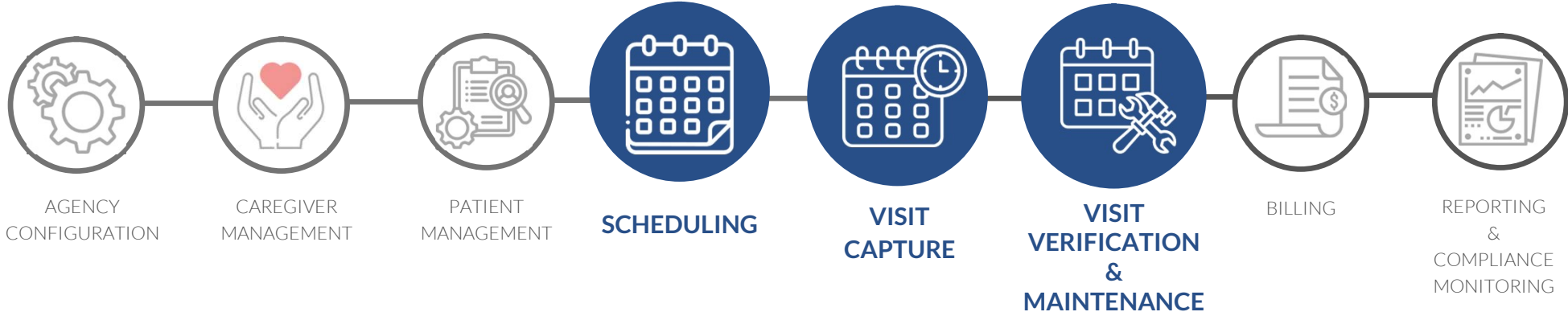


- Housekeeping
- Conflict Types and Dashboard Overview
- Resolving Conflicts
- Best Practices
- Upcoming Enhancements
- Key Takeaways & Resources
- Questions?



# Housekeeping

# EVV Tracker



## ➤ 6 Elements of a Cures Compliant Visit



**Who**

Patient



**Who**

Caregiver



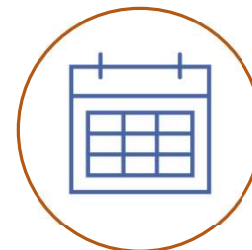
**What**

Type of  
Service



**Where**

Location  
of Service



**When**

Date of  
Service



**When**

Time of  
Service

## ➤ Why This Matters Now

- Conflict Management is being actively enforced by some payers.
- Providers are expected to review and resolve conflicts prior to billing.
- This is now part of compliance and payment readiness.

# ➤ What's Changed Recently?

- Removed and turned off In-Service conflicts.
- Improved logic for more accurate Time Distance conflict identification.
- Enhancements based on your feedback.

The screenshot displays the HIAeXchange Conflict Management interface. At the top, there is a navigation bar with 'Dashboard', 'Conflict Management', 'Flagged for Review', and 'External Agency Contacts'. The user is logged in as 'Provider UAT 2' with a last update of '04/02/2026 01:48 AM' and a notification badge for '74'.

The main section is titled 'Conflict Management' and contains several filter panels:

- Visit Date Range:** mm/dd/yyyy - mm/dd/yyyy
- Billed Date Range:** mm/dd/yyyy - mm/dd/yyyy
- Conflict Reported Date Range:** mm/dd/yyyy - mm/dd/yyyy
- Flag For Review:** Select...
- Conflict Type:** A dropdown menu with 'All 8 Selected' and a list of checked options: All, Schedule Time Overlap, Exact Schedule Time Match, Visit Time Overlap, Exact Visit Time Match, and Schedule and Visit Time Overlap.
- Conflict Status:** All 5 Selected
- Conflict Agency:** All 2 Selected
- Office:** Select Office
- Overlap Time:** Min - Max
- Medicaid ID:** Medicaid ID
- Patient Last Name:** Patient Last Name
- Patient First Name:** Patient First Name
- Conflict ID / Ref Conflict ID:** ConflictID/Ref Conflict ID
- Caregiver Code:** Caregiver Code
- Caregiver Last Name:** Caregiver Last Name
- Caregiver First Name:** Caregiver First Name
- Visit Type:** All 4 Selected
- County:** All 1 Selected
- Service Code:** All 2 Selected

Below the filters are 'Search' and 'Reset' buttons. The main content area is titled 'Conflicts (27 Records)' and includes 'Bulk Action', 'Export as CSV', and 'Conflict Report Export' buttons. The table below shows the following data:

Conflict ID	Caregiver				Office	Patient				Contract	Date		Confirmed Time	Hours		Status
	Code	Last Name	First Name	SSN		Admission ID	Last Name	First Name	Medicaid ID		Visit	Billed		Schedule	Billed	
16183566	1001	LName	FName	XXX-XX-1111	1649779749 (1157 EAST 104TH STREET BROOKLYN,) TZ1	TZ1-900492	Last_508	First_508		Payer UAT	02/10/2025		1.00	0.00	Resolved	...
<b>Ref Conflict ID</b>	<b>Conflict Agency</b>		<b>Conflict Type</b>		<b>Conflict Status</b>	<b>Agency Contact</b>	<b>Agency Phone</b>		<b>Overlap Time</b>	<b>Last Updated By</b>		<b>Last Updated Date</b>				
105903496	Support Training MO/ML - APP		Schedule and Visit time overlap		Resolved		333-333-3333		60 Min			05/30/2025 05:50PM				
15749173	1001	LName	FName	XXX-XX-1111	1649779749 (1157 EAST 104TH STREET BROOKLYN,) TZ1	TZ1-900492	Last_508	First_508		Payer UAT	02/11/2025		1.00	0.00	Resolved	...
<b>Ref Conflict ID</b>	<b>Conflict Agency</b>		<b>Conflict Type</b>		<b>Conflict Status</b>	<b>Agency Contact</b>	<b>Agency Phone</b>		<b>Overlap Time</b>	<b>Last Updated By</b>		<b>Last Updated Date</b>				
106084043	Support Training MO/ML - APP		Schedule and Visit time overlap		Resolved		333-333-3333		60 Min			05/30/2025 05:09PM				

## Understanding Conflicts and What to Focus On

A conflict occurs when a caregiver appears to be scheduled for two visits at the same time, when visit confirmations have overlap, or when travel time between visits is unrealistic.

**Example:** A caregiver is scheduled for two visits at the same time by two different agencies.

### Focus on:

- Identifying the cause of the Conflict
- Catching the Conflict at the earliest stage of Visit life cycle - scheduling
- Correcting Conflicts before Billing

## ➤ Comparison Chart

Features	Conflict Report	Conflict Management
Conflict Status	✓	✓
Advanced Filter Options (statuses, types)	✗	✓
Snapshot of Issues	✗	✓
Drillable Views	✗	✓
Details Conflict Results	✗	✓
Mapped Time Distance	✗	✓
Communication Options	✗	✓
Conflicts from EDI-only providers	✗	✓

**Note:** Use the Export option for an in-between option.



# Conflict Types & Dashboard Overview

# ➤ How to Enable Conflict Management Dashboard

1. Navigate to **Admin > User Management > Edit Roles**.
2. Select **Action** in the **Section** field, **Role** name, and click **View**.
3. Select **checkbox** next to **Conflict Management Dashboard**, click **Save**.

The screenshot shows the 'Edit Roles' page in the HHAExchange system. At the top, there is a navigation bar with the HHAExchange logo and various menu items: Home, Patient, Caregiver, Visit, Action, Billing, Payroll, Clinical, Report, Data Insights, and Admin. Below the navigation bar, the page title is 'Edit Roles'. There are two dropdown menus: 'Section \*Required' with 'Action' selected, and 'Roles' with '2 of 8 selected'. A 'View' button is located below these dropdowns. A yellow warning banner states: 'Changes in permissions will not take effect until the user logs out and then logs back in.' Below the banner is a table titled 'Permissions' for the 'VEN-ADMIN' role. The table has two columns: the name of the permission and a checkbox. The 'Conflict Management Dashboard' row is highlighted with an orange border, and its checkbox is checked. At the bottom of the table, there is a 'Save' button and an information icon.

Permissions	VEN-ADMIN
Action	<input checked="" type="checkbox"/>
Fax Log	<input checked="" type="checkbox"/>
Broadcast Dashboard	<input checked="" type="checkbox"/>
Payer Communications	<input checked="" type="checkbox"/>
Care Insights Alert Dashboard	<input checked="" type="checkbox"/>
Caregiver Communications History	<input checked="" type="checkbox"/>
Operation Worklist	<input checked="" type="checkbox"/>
<b>Conflict Management Dashboard</b>	<input checked="" type="checkbox"/>

## ➤ Conflict Types

### Overlapping Visits



- Schedule Overlap
- Exact Overlaps
- Visit Overlap
- Schedule and Visit Overlap

### Time-Distance



- Traveling from one visit to the next in an unreasonable time.

# > Conflict Report

Sr #	Caregiver Code / Name	Alt. Caregiver Code	SSN	Admission ID / Patient Name / Medicaid No	Coordinator	Contract	Visit Date / Scheduled Hrs	Billed Date	Conflict Vendor	Conflict Contract	Phone No	Schedule / Conflict Schedule	Confirmed / Conflict Confirmed	Original Billed Hrs	Current Billed Hrs	Status	Notes	Overlap Time
1						VillageCare PCA	VD: 4/2/2026 SH: 14.30	4/7/2026				ST: 1830-0900 CST: 0900-1730	CT: 1801-0902 CCT: 0900-1732	14.30	00.00	Resolved		0
2						Americare	VD: 4/1/2026 SH: 05.00	4/8/2026				ST: 1500-2000 CST: 0900-1430	CT: 1500-2000 CCT: 0903-1511	05.00	05.00	Unresolved		11
3						Americare	VD: 4/1/2026 SH: 05.00	4/7/2026				ST: 1430-1930 CST: 0830-1430	CT: 1428-1930 CCT: 0830-1430	05.00	05.00	Unresolved		2
4						Healthfirst (ANT)	VD: 4/1/2026 SH: 24.00	4/7/2026				ST: 0900-0900 CST: 0900-0900	CT: 0845-0900 CCT: 0901-0900	24.00	00.00	Resolved		0
5						VNS Health Health Plans (ANT)	VD: 4/1/2026 SH: 24.00	4/7/2026				ST: 0800-0800 CST: 0800-0800	CT: 0800-0800 CCT: 0758-0759	24.00	00.00	Resolved		0
6						NHTD	VD: 4/3/2026 SH: 12.00	4/7/2026				ST: 0800-2000 CST: 2000-0800	CT: 0800-1956 CCT: 2004-0802	12.00	00.00	Resolved		0

# Conflict Management Dashboard

HHAExchange

[Dashboard](#)
[Conflict Management](#)
[Flagged for Review](#)
[External Agency Contacts](#)

### Conflicts Overview

# Conflicts Today	Unresolved Shift Conflict \$ Value Today	Unresolved Shift Overlap \$ Value Today	# Resolved Conflicts Last 7 Days	Resolved / No Resolution \$ Value Last 7 Days	# Resolved Conflicts Last 30 Days	Resolved / No Resolution \$ Value Last 30 Days
162	\$0.00	\$0.00	722	\$87,098.20	6,501	\$478,058.63

### Conflicts by Type

to

Conflict Type	Conflicts	Unresolved		Resolved / No Resolution
		Entire Shift	Overlap	
Schedule time overlap	962	\$178,609.27	\$93,930.83	\$55,706.33
Visit Time Overlap	204	\$32,392.36	\$12,602.52	\$1,240.29
Exact Schedule Time Match	122	\$28,405.70	\$28,208.35	\$24,693.93
Schedule and Visit time overlap	120	\$21,336.27	\$9,147.71	\$6,340.74
In-Service	65	\$10,090.83	\$3,595.91	\$3,595.91
Time- Distance	40	\$7,813.84	\$0.00	\$0.00
Exact Schedule and Visit Time Match	3	\$371.76	\$371.76	\$371.76
Exact Visit Time Match	1	\$342.24	\$342.24	\$0.00

### Top 10 Agencies with Multiple Conflicts

to

Agency	TIN	Conflicts	Unresolved		Resolved / No Resolution
			Entire Shift	Overlap	
		120	\$19,137.45	\$7,463.00	\$67.40
		49	\$7,944.67	\$2,388.44	\$1,857.24
		41	\$5,215.20	\$2,823.79	\$2,010.83
		37	\$6,013.48	\$1,558.08	\$919.08
		35	\$12,268.60	\$12,261.88	\$12,261.88
		35	\$7,206.05	\$4,055.70	\$3,920.23
		34	\$3,398.06	\$3,311.27	\$2,263.43
		32	\$6,780.09	\$3,510.10	\$2,160.58
		29	\$3,451.21	\$2,669.58	\$2,234.58

# Conflict Management

[Dashboard](#)
[Conflict Management](#)
[Flagged for Review](#)
[External Agency Contacts](#)

## Conflict Management

**Visit Date Range**

 - 

**Billed Date Range**

 - 

**Conflict Reported Date Range**

 - 

**Flag For Review**

**Search** **Reset**

**Conflict Type**

Select Conflict Type

- Select Conflict Type
- Exact Schedule Time Match
- Exact Visit Time Match
- Exact Schedule and Visit Time Match

**Contract**

Select Contract

fidelis

Fidelis Care (47933)

**Conflict Status**

All 5 Selected

- All
- Unresolved
- In Progress
- Waiting for Response
- No Resolution
- Resolved

**Conflict Agency**

All 559 Selected

**Patient Last Name**

**Caregiver Last Name**

**Service Code**

All 179 Selected

**Office**

Select Office

**Patient First Name**

**Caregiver First Name**

**Overlap Time**

Min - Max

**Conflict ID / Ref Conflict ID**

**Visit Type**

All 4 Selected

- All
- Scheduled
- Confirmed
- Billed
- Paid

**Conflicts (1,440 Records)** [Export as CSV](#)

Conflict ID	Caregiver				Office	Patient				Contract	Date		Confirmed Time	Hours		Status		
	Code	Last Name	First Name	SSN		Admission ID	Last Name	First Name	Medicaid ID		Visit	Billed		Schedule	Billed			
13032300										Americare	04/09/2026		5.00	0.00	Unresolved	...		
<b>Ref Conflict ID</b>	<b>Conflict Agency</b>				<b>Conflict Type</b>	<b>Conflict Status</b>	<b>Agency Contact</b>	<b>Agency Phone</b>	<b>Overlap Time</b>	<b>Last Updated By</b>	<b>Last Updated</b>	<b>View Conflict Details</b>						
1122500795					Schedule time overlap	Unresolved							04/06/2026	View/Add Notes				
13032283										VillageCare PCA	04/01/2026	1229-1726	5.00			...		
<b>Ref Conflict ID</b>	<b>Conflict Agency</b>				<b>Conflict Type</b>	<b>Conflict Status</b>	<b>Agency Contact</b>	<b>Agency Phone</b>	<b>Overlap Time</b>	<b>Last Updated By</b>	<b>Last Updated</b>	<b>View Conflict Details</b>						
1124044884					Visit Time Overlap	Unresolved							04/06/2026	Export as PDF				
13032112										Americare	04/08/2026		12.00			...		
<b>Ref Conflict ID</b>	<b>Conflict Agency</b>				<b>Conflict Type</b>	<b>Conflict Status</b>	<b>Agency Contact</b>	<b>Agency Phone</b>	<b>Overlap Time</b>	<b>Last Updated By</b>	<b>Last Updated</b>	<b>View Conflict Details</b>						
1121513793					Schedule time overlap	Unresolved							04/06/2026 09:13PM	Mark as No Resolution				
13031687										NHTD	04/05/2026	2301-0859	10.00	0.00	Unresolved	...		
<b>Ref Conflict ID</b>	<b>Conflict Agency</b>				<b>Conflict Type</b>	<b>Conflict Status</b>	<b>Agency Contact</b>	<b>Agency Phone</b>	<b>Overlap Time</b>	<b>Last Updated By</b>	<b>Last Updated</b>	<b>View Conflict Details</b>						
1123852751					Time- Distance	Unresolved							04/06/2026 09:09PM	Waiting for Response				



# Resolving Conflicts

## ➤ Time Overlap: Schedule Overlap

**Scenario:** On Friday, your coordinator reviews Conflict Management for the following week and notices that a caregiver has a schedule overlap for one of their shifts.

**When?**



When is the schedule overlap?

**Who?**



Who is the conflicting agency?

**What?**



What data do you have?

# Time Overlap: Schedule Overlap Facts

Caregiver Details													
Code	Last Name	First Name	SSN	Caregiver PTO	Caregiver Inservice	Status							
				No	No	Active							
Patient Details													
Admission ID	Medicaid ID	Last Name	First Name	Status	Lat/Long								
				Active									
Address													
Other Details													
Billed	Billed Date	Bill Rate	Billed Amount	Billed Hours									
No		\$30.98	\$0.00										
Contract	Visit Date	Schedule Time	Schedule Hours	Confirmed Time									
NHTD	05/09/2026	0800-2000	12.00	-									
EVV Time	EVV Type	Status	Unresolved \$ Impact Shift	Unresolved \$ Impact Overlap									
-		Unresolved	\$0.00	\$0.00									
Rate Type	Service Code												
Hourly	HCSS												
Missed Visit													
No													
No Resolution													
No													

Ref	Conflict ID/Agency/Phone	Conflict Type	Status	Start / End Time			EVV Type	Sch. Hours	ETA Distance Miles	ETA Travel Time	Service Code	Billed	Overlap Time	\$ Impact		Agency Contact	No Resolution	Resolved By/Date
				Schedule	Confirm	EW								Unresolved Overlap	Final			
1157740682		Schedule time overlap	Unresolved	1000-1900	-	-	9.00	4.04	10 Min	T1019:U1	No	0 Min	\$0.00	\$0.00		No		<a href="#">History</a>

Map Satellite

Personal Care

[Communications](#)
[Internal Notes](#)
[System Notifications](#)

## ➤ Time Overlap: Schedule Overlap Resolution

Compare both schedule records and confirm which schedule needs to be corrected.

### What you identified:



- **Your agency:** 8:00 AM – 8:00 PM.
- **Conflicting agency:** 10:00 AM – 7:00 PM
- **Overlap:** 10:00 AM – 7:00 PM

### What to do next:

#### Confirm

- Contact the caregiver to verify the overlap is accurate.

#### Correct

- If the schedule is incorrect, the appropriate agency should revise it.

#### Resolve

- Determine whether one or both schedules need to be edited.

# Conflict Details

Conflict #13439264

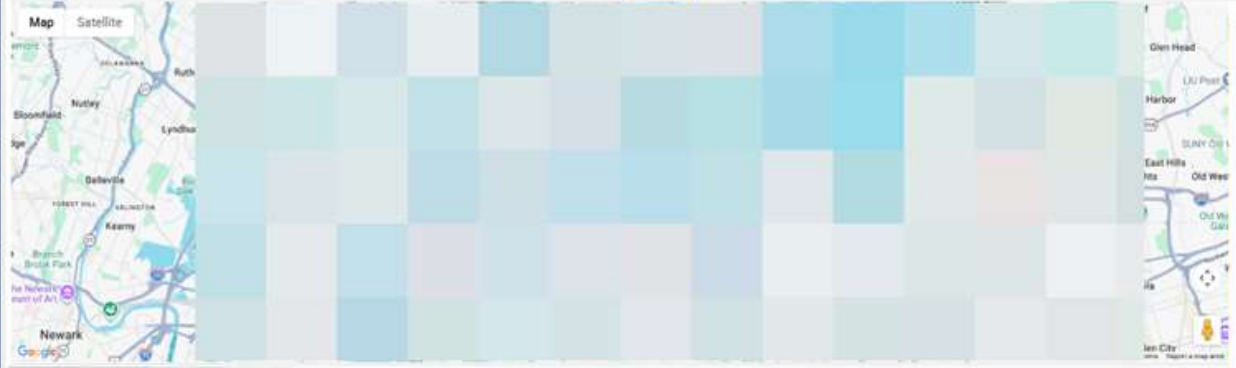
[Back](#)
[Print](#)
[History](#)
[Mark as No Resolution](#)
[Waiting for Response](#)
[In Progress](#)
[Flag for Review](#)

Caregiver Details						
Code	Last Name	First Name	SSN	Caregiver PFD	Caregiver Inservice	Status
				No	No	Active

Patient Details			
Admission ID	Medicaid ID	Last Name	First Name
Address			

Other Details					
Billed	Billed Date	Bill Rate	Billed Amount	Billed Hours	Confirmed Time
No		\$35.00	\$0.00	0.00	
Contract	Visit Date	Schedule Time	Schedule Hours	Unresolved \$ Impact	Unresolved \$ Impact Overlap
VillageCare PCA	04/19/2026	0800-1300	5.00	\$0.00	\$0.00
Rate Type	Service Code	Status			
Hourly	PCA Hourly TV	Unresolved			
Missed Visit					
No					
No Resolution					
No					

Ref Conflict ID/Agency/Phone	Conflict Type	Status	Schedule	Start / End Time	Confirm	EW	EW Type	Sch Hours	ETA Distance Min	ETA Travel Time	Service Code	Billed	Overlap Time	\$ Impact	Agency Contact	No Resolution	Resolved By/Date	History
	Schedule time overlap	Unresolved	1000-1315		-	-		3.25	5.91		T101601	No	\$ Min	\$0.00	\$0.00	No		



**Personal Care**

- Communications
- Internal Notes
- System Notifications

Not found.

I verified with Caregiver that they are not working for your agency on that visit date - please delete the schedule

## ➤ Time Overlap: Visit Overlap

**Scenario:** A caregiver appears to have been in two places at once. One visit was confirmed through EVV, and the other was entered manually using a timesheet.

### How much?



What is the overlap amount?

### Who?



Who is the conflicting agency?

### What?



What data do you have?

# Time Overlap: Visit Overlap

## Conflict #13349349

[← Back](#)
[Print](#)
[History](#)
[Mark as No Resolution](#)
[Waiting for Response](#)
[In Progress](#)
[Flag For Review](#)

### Caregiver Details

Code	Last Name	First Name	SSN	Caregiver PTO	Caregiver Inservice	Status
				No	No	Active

### Patient Details

Admission ID	Medicaid ID	Last Name	First Name	Status	Lat/Long
				Active	
Address					

### Other Details

<b>Billed</b> No	<b>Billed Date</b>	<b>Bill Rate</b> \$29.00	<b>Billed Amount</b> \$0.00	<b>Billed Hours</b>
<b>Contract</b> VNS Health Health Plans	<b>Visit Date</b> 04/08/2026	<b>Schedule Time</b> 1300-1600	<b>Schedule Hours</b> 3.00	<b>Confirmed Time</b> 1315-1630
<b>EVV Time</b> 1318-1630	<b>EVV Type</b> Mobile App	<b>Status</b> Unresolved	<b>Unresolved \$ Impact Shift</b> \$0.00	<b>Unresolved \$ Impact Overlap</b> \$0.00
<b>Rate Type</b> Hourly	<b>Service Code</b> T1019U1 ALB			
<b>Missed Visit</b> No				
<b>No Resolution</b> No				

Ref Conflict ID/Agency/Phone	Conflict Type <i>i</i>	Status	Start / End Time		EVV Type	Sch. Hours	ETA Distance Miles <i>i</i>	ETA Travel Time <i>i</i>	Service Code	Billed	Overlap Time	\$ Impact		Agency Contact	No Resolution	Resolved By/Date
			Schedule	Confirm								Unresolved Overlap	Final			
PPL First	Visit Time Overlap	Unresolved	0920-1320	0920-1320	-	4.00			T1019U6 ALB	No	0 Min	\$0.00	\$0.00		No	History

# ➤ Time Overlap: Visit Overlap Resolution

Review the visit records and determine whether the overlap reflects accurate visit activity or a record that needs correction.

## What you identified:



- **Your agency schedule:** 1:00 PM – 4:00 PM.
- **EVV confirmed time:** 1:18 PM – 4:30 PM
- **Conflicting agency entry:** Manual visit created from a timesheet
- **Conflicting visit time:** 9:30 AM -1:20 PM
- **Overlap:** 1:18 PM – 1:20 PM (2 minutes)

## What to do next:

### Confirm

- Contact the caregiver to verify the visit information is accurate.

### Correct

- If either record is incorrect, the appropriate agency should revise it.

### Resolve

- Based on the confirmed data, the conflicting agency should adjust the visit by 5 minutes to **9:15 AM – 1:15 PM.**

## ➤ Time Overlap: Billed Visits

**Scenario:** A biller reviews the Conflict Management Dashboard and finds a visit billed by your agency as well as a visit billed by a conflicting agency.

### How?



How were the visits confirmed? EVV or manual?

### Who?



Who is the conflicting agency?

### What?



What data do you have?

# Time Overlap: Billed Visits

Caregiver Details																
Code	Last Name	First Name	SSN	Caregiver PTO	Caregiver Inservice	Status										
				No	No	Active										
Patient Details																
Admission ID	Medicaid ID	Last Name	First Name	Status	Lat/Long											
				Active												
Address																
Other Details																
<b>Billed</b>	<b>Billed Date</b>	<b>Bill Rate</b>	<b>Billed Amount</b>	<b>Billed Hours</b>												
Yes	04/08/2026	\$21.52	\$172.16	8												
<b>Contract</b>	<b>Visit Date</b>	<b>Schedule Time</b>	<b>Schedule Hours</b>	<b>Confirmed Time</b>												
Centene PA Health Wellness	03/30/2026	0900-1700	8.00	0902-1700												
<b>EVV Time</b>	<b>EVV Type</b>	<b>Status</b>	<b>Unresolved \$ Impact Shift</b>	<b>Unresolved \$ Impact Overlap</b>												
0901-1700	Mobile App	Unresolved	\$171.44	\$171.44												
<b>Rate Type</b>	<b>Service Code</b>															
Hourly	W1793															
<b>Missed Visit</b>																
No																
<b>No Resolution</b>																
No																
Conflict																
Ref Conflict ID/Agency/Phone	Type	Status	Start / End Time		EVV Type	Sch. Hours	ETA Distance Miles	ETA Travel Time	Service Code	Billed	Overlap Time	\$ Impact		Agency Contact	No Resolution	Resolved By/Date
	Visit Time Overlap	Unresolved	0800-2100	0800-2100	EVV	13.00			G0156:U7:SC	Yes	478 Min	\$171.44	\$0.00		No	History

## ➤ Time Overlap: Billed Visits

Because both visits were billed, determine which records need correction before any edits can be made.

### What you identified:



- **Your agency schedule:** 9:00 AM – 5:00 PM.
- **EVV confirmed time:** 9:01 AM – 5:00 PM
- **Conflicting agency schedule:** 8:00 AM – 9:00 PM
- **Conflicting confirmed time:** 8:00 AM - 9:00 PM
- **Overlap:** 9:01 AM – 5:00 PM

### What to do next:

#### Confirm

- Contact the caregiver to verify the visit information is accurate.

#### Correct

- If either record is incorrect, the appropriate agency should revise it.

#### Resolve

- Determine whether one or both schedules need to be edited or deleted.
- Because the visits were billed, they must first be **unbilled** before changes can be made.

## ➤ Time Overlap: Time-Distance

**Scenario:** A coordinator reviews the Conflict Management Dashboard and finds that a caregiver did not have enough time to travel between your agency's visit and the conflicting agency's visit based on the confirmed times.

### How?



How were the visits confirmed? EVV or manual?

### Who?



Who is the conflicting agency?

### What?



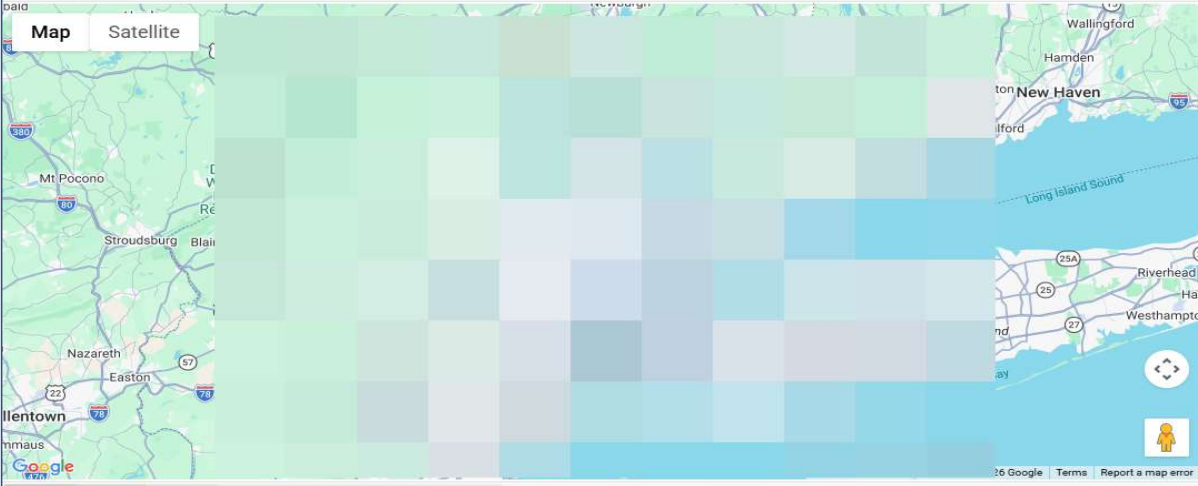
What data do you have?

# Time Overlap: Time-Distance

**Other Details**

<b>Billed</b> No	<b>Billed Date</b> 04/13/2026	<b>Bill Rate</b> \$30.98	<b>Billed Amount</b> \$0.00	<b>Billed Hours</b> 2300-0900 (Apr 13-Apr 14)
<b>Contract</b> NHTD	<b>Visit Date</b> 04/13/2026	<b>Schedule Time</b> 2300-0900	<b>Schedule Hours</b> 10.00	<b>Confirmed Time</b> 2300-0900 (Apr 13-Apr 14)
<b>EVV Time</b> -	<b>EVV Type</b> -	<b>Status</b> Unresolved	<b>Unresolved \$ Impact Shift</b> \$0.00	<b>Unresolved \$ Impact Overlap</b> \$0.00
<b>Rate Type</b> Hourly	<b>Service Code</b> HCSS			
<b>Missed Visit</b> No				
<b>No Resolution</b> No				

Ref	Conflict ID/Agency/Phone	Type	Status	Start / End Time			FW type	Sch. Hours	ETA Distance Miles	ETA Travel Time	Service Code	Billed	Overlap Time	\$ Impact		Agency Contact	No Resolution	Resolved By/Date
				Schedule	Confirm	EW								Unresolved Overlap	Final			
		Time-Distance	Unresolved	1000-2200	1004-2200	1004-		12.00	61.95	74 Min		No	0 Min	\$0.00	\$0.00		No	History



**Personal Care**

- Communications
- Internal Notes
- System Notifications

Not found.

Submit

# ➤ Time Overlap: Schedule Overlap Resolution

Compare the confirmed visit times against the calculated travel time before determining whether the conflict can be resolved.

## What you identified:



- **Your agency schedule:** 11:00 PM – 9:00 AM.
- **Your agency confirmation:** 11:00 PM – 9:00 AM, with no EVV
- **Conflicting agency schedule:** 10:00 AM – 10:00 PM
- **Conflicting agency EVV confirmation:** 10:04 AM in call, with no out-call
- **Calculated travel time:** 74 minutes
- **Actual time between visits:** 64 minutes

## What to do next:

### Confirm

- Contact the caregiver to verify the visit information is accurate.

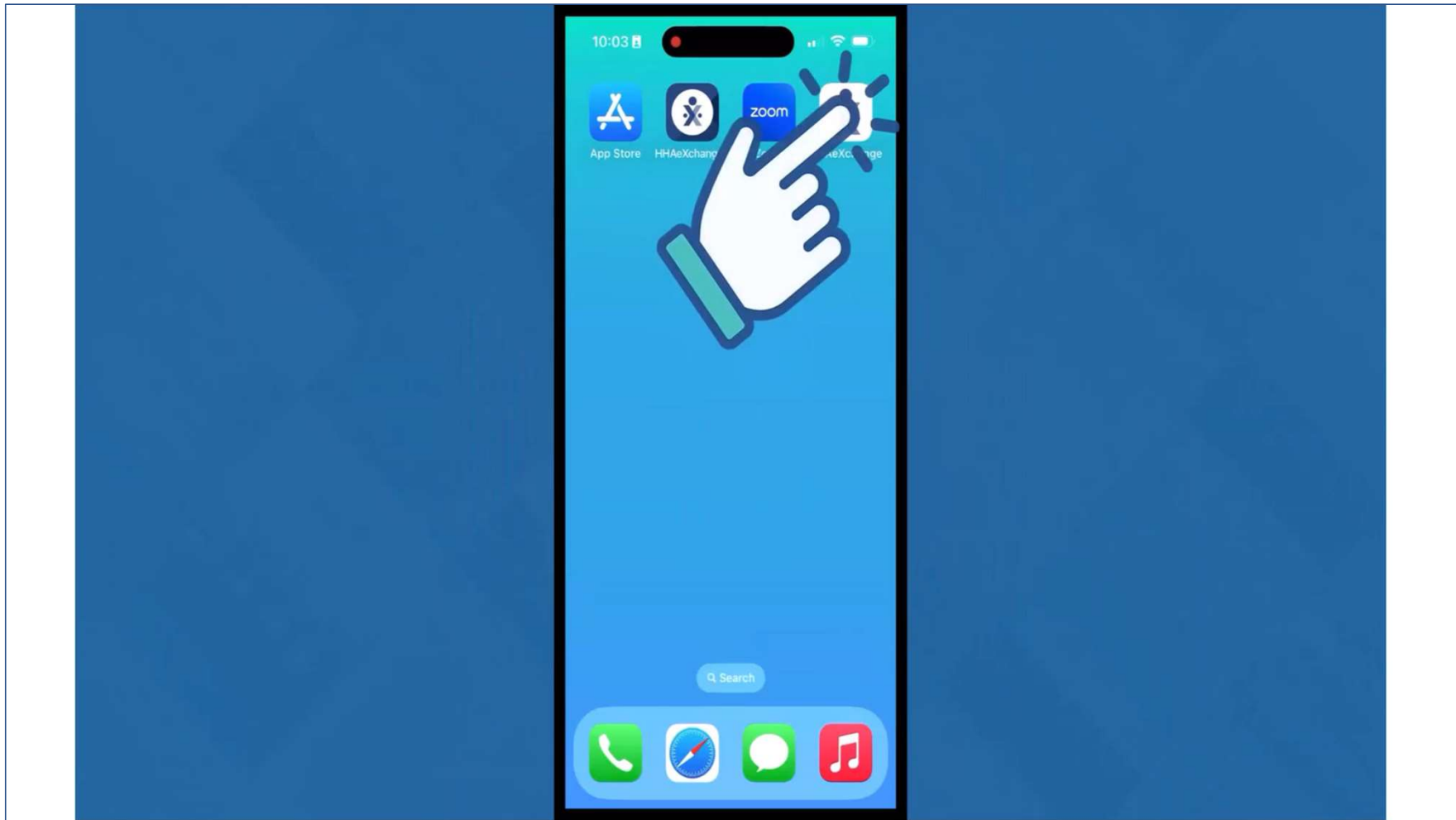
### Correct

- If either record is incorrect, the appropriate agency should revise it.

### Resolve

- Ask the caregiver to use the mobile app when possible.
- If both visits had valid in/out calls, you may confirm that caregiver completed travel in less than calculated time.
- Add a note and mark conflict as **No Resolution**, if appropriate.

## > Mobile App Demo



# ➤ When to Use No Resolution

Use No Resolution when the conflict has been reviewed, documented, and does not require a record correction.

## When to Use No Resolution:

- Unresponsive conflicting organization
- False-positive conflict
- Conflicting agency disengaged from the process
- No data to support an edit or deletion
- Conflict reviewed with no correction needed

## Before selecting No Resolution:

- Review available data
- Attempt follow-up when appropriate
- Document the outcome clearly



# Best Practices

## Best Practices

- Check the Conflict Management screen daily, or at minimum weekly. Do not let conflicts accumulate – they delay billing and become harder to resolve.
- Approach conflicts by type (overlap, time-distance) to stay organized and work through them efficiently.
- Get coordinators involved early. Scheduling decisions made upfront prevent conflicts from appearing in the first place.
- Use the mobile app and export feature. The mobile app supports caregivers in accurate EVV capture. Export bridges data from the conflict report into your workflow.



# Upcoming Product Enhancements

# Conflict Management from here

Simplify the user experience > Expand role-based permissions > Enhanced Features

Conflict Management  
Provider UAT 2 · Last update 03/16/2026 02:43 AM
Dashboard **Conflict Management** Flagged for Review External Agency Contacts HHAX AdminCP Configuration Settings

**Search Filters** \* Visit Date Range is required

Visit Date From \*

Visit Date To \*

Conflict Type

Conflict Status

Conflicting Agency

Visit Type

Caregiver Code

Flag For Review

Notification Type

More Filters

**Conflicts** (157 Records) Export as CSV Export in Conflict Report format

Visit Date	Your Caregiver	Your Patient	Conflict Type	Conflict Summary	Status	Conflicting Agency	Financial Impact
12/09/2025 <small>Billed</small>	Diaz, Susan <small>Code: 7309</small>	Jones, Christopher <small>Admn: TZ1-900871</small>	<span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px;">Time Distance</span>	8 mi, 55 min between visits	<span style="color: blue;">●</span> Waiting for Response	Premier Home Aide Services	Overlap: \$44.68 Full Shift: \$127.68
08/15/2025 <small>Paid</small>	Mitchell, Patricia <small>Code: 4478</small>	Lee, Paul <small>Admn: TZ4-900204</small>	<span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px;">Time Overlap</span>	EVV: You 10:13 AM-11:43 AM vs 10:20 AM-11:50 AM Overlap: 83 min	<span style="color: orange;">●</span> In Progress	Provider UAT 1	View Conflict Details Go to Visit #70006719
07/17/2025 <small>Confirmed</small>	Kim, Lisa <small>Code: 6735</small>	Torres, Ryan <small>Admn: TZ3-900460</small>	<span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px;">Time Distance</span> <span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px;">Time Overlap</span>	EVV: You 08:00 AM-09:25 AM vs 08:37 AM-12:40 PM Overlap: 53 min 9.6 mi, 53 min between visits	<span style="color: orange;">●</span> In Progress	Brooklyn Care Management	Flag for Review View/Add Notes Update Status View History

Your Visit	Conflicting Visit
Contract: Medicaid MLTC - Plan D	Medicaid Managed Care - Plan A
Scheduled: 08:00 AM - 09:30 AM	08:37 AM - 12:37 PM
Confirmed: 08:00 AM - 09:30 AM	08:37 AM - 12:37 PM
EVV: 08:00 AM - 09:25 AM	08:37 AM - 12:40 PM
Overlap: 53 min	

**Additional Visit Details**

Visit ID: #70003962	Claim #: —
Office: 1649779754 (78 VICTORY BLVD STATEN ISLAND.) TZ5	Claim Status: Not Filed
Billed Hours: 1.5	Claim Amount: —

06/15/2025 <small>Billed</small>	Reyes, Lisa <small>Code: 6806</small>	Brown, Jacob <small>Admn: TZ4-900217</small>	<span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px;">Time Overlap</span>	EVV: You 05:59 PM-07:58 PM vs 06:44 PM-07:16 PM Overlap: 30 min	<span style="color: orange;">●</span> In Progress	Liberty Home Care Solutions	Overlap: \$75.80 Full Shift: \$229.80
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# Key Takeaways & Resources

## Key Takeaways

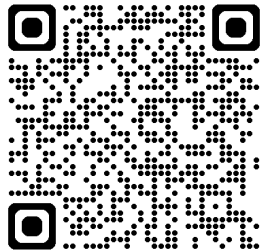
- Apply Filters on the Conflict Management Screen.
- Review conflict details to see the full picture.
- Contact the caregiver or conflicting agency to verify which visit data is accurate.
- Make corrections and update status.
- Mark as '**No Resolution**' if needed.

## ➤ Resources

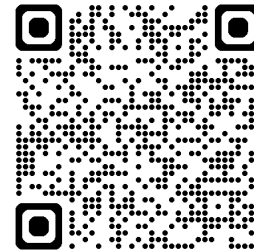
Knowledge Base: [Conflict Management Dashboard](#)

Upcoming Training Opportunities: [Customer Training Events: Elevate Your Skills | HHAeXchange](#)

Conflict Management Made Easy Webinars:



[5/14 @ 2 PM ET](#)



[6/3 @ 2 PM ET](#)

# Questions?



*thank you*