

Welcome to Electronic Visit Verification

Overview

Welcome to HHAExchange (HHAX)! We are delighted to have the opportunity to serve your Provider Agency! We value all your efforts in delivering quality care to your Members and have recognized all the positive experience you provide. At HHAExchange, we want to help drive your Provider Agency's legacy as we continue down the path to Electronic Visit Verification (EVV) compliance. Your participation plays a vital role in the success of Alabama Medicaid's partnership with HHAX, and we can assure you that HHAX is here to guide you through the process.

Now that you have completed the Provider Questionnaire Survey, we have outlined important next steps and dates specific to the options you have selected. Please review more details for your selected option and the timeline for the implementation specified below. These steps are your key guidance on all the different parts that are required to ensure you are on your path of success with HHAX.

For Providers working with HHAExchange

Using the Free EVV tool provided by Alabama Medicaid and HHAX

Alabama Medicaid has partnered with HHAX to provide a free EVV and billing tool for member placement, scheduling, authorization management, communication, and direct billing for HCBS services.

For Providers who elect to use the free HHAX EVV solution in coordination with the Alabama Medicaid EVV program, HHAX works with your Provider Agency through a series of information sessions and trainings. These information sessions and trainings are required to help your Provider Agency acclimate to the HHAX platform, in an effort to meet the EVV mandated requirements. These information sessions provide the background and major milestones required for EVV, while the training assists in understanding the different functionalities available to you in the HHAX Provider Portal. As we move along the implementation readiness steps identified below, communications will be sent to the user who completed the Provider Portal Questionnaire.

Timeline and Steps for Implementation Readiness

The timeline and steps below represent how a Provider can be compliant with Alabama Medicaid.

Step	Timeline Dates	Expectations
1	Thursday, Dec 9, 2021 Thursday, Dec 16, 2021 <i>*Please select only one session to attend.</i>	Attend the Provider Information Session Sessions are offered in the morning or afternoon. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded webinar sessions allow for a Q/A chat option to answer all questions. Click here to Register
2	Friday, Jan 28, 2022	Learning Management System (LMS) Access Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAX Provider Portal. HHAX sends out access to the Learning Management System the week before system user training week begins. Alabama tracks Provider training compliance by completing the quizzes at the end of each module. Participants who attend the live webinars are still responsible for logging in to the LMS and completing the quizzes for all modules. We recommend beginning the training as soon as possible to complete the course prior to the Alabama Go-Live date of February 14th, 2022.
3	Monday, Jan 31- Friday, Feb 4, 2022	System User Training Register and attend the training webinar. Each day we review a different aspect of the HHAeXchange functionality with a live Q/A chat option allowing providers to ask questions related to the Provider Portal functionalities. Each of the webinars are specific to the staff role in your agency: Click here to register. These webinars are correlated with the LMS training and can be attended by multiple staff members from your Agency.
4	Beginning Wednesday, Feb 2, 2022	Log-in to your Provider Portal Receive your Provider Portal credentials to login to the system and begin entering your Caregivers. Ensure your Portal is setup prior to go-live and work with your Caregivers to prepare them for EVV. Telephony Interactive Voice Response (IVR) line will be given to you prior to go-live for EVV confirmation. Providers can also use the Support Center on their Portal to search and review job aids and written training material under the “Provider Portal Resource” page.
5	Beginning Friday, Feb 4, 2022	Linking Provider Portals to Alabama Contract Providers are linked to the Alabama contract within HHAeXchange. As part of the linkage, Payer data containing the Members and authorizations in scope of this implementation

Step	Timeline Dates	Expectations
		begin to populate in your Provider Portal. Refer back to the “Service Code” page on the Provider Information Center Page at Alabama Provider Information Center-HHAExchange to know which services are being sent via the linking process. Once the Member and Authorization data is populated, Providers have the opportunity to review the data and start to schedule Members to prepare for EVV compliance come go-live. Please use your current communication methods to ask the Operating Agencies about any discrepancies or questions.
6	Monday, Feb 14, 2022	<p>Go-Live for Providers</p> <p>Providers are expected to start using the HHAExchange Provider Portal to schedule, confirm and bill EVV compliant visits. All paid claims under the EVV mandate (PCS services) must be supported by the visit data to be compliant with the 21st Century Cures Act (Cures Act) mandate.</p>

Provider Information Center

Visit the [Alabama Information Center Page](#) which shares an overview behind the Alabama Medicaid partnership with HHAExchange, as well as information on training, integration, and the free HHAExchange tool.

Support

For questions or help with HHAX, please email HHAExchange at ALSupport@HHAExchange.com.