

Welcome to Enterprise Electronic Visit Verification

Overview

Welcome to HHAExchange! 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 recognize all the positive experiences 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 Florida Community Care partnership with HHAExchange, and we can assure you that HHAExchange is here to guide you through the process.

This document provides implementation details and expected timelines for your Provider Agency. The steps listed below outline the actions required to ensure a successful implementation of the linked contract through HHAExchange with Florida Community Care.

Current Providers working with HHAExchange

Using the Enterprise HHAExchange Provider Portal

For Providers who currently use the HHAExchange EVV solution in coordination with the Florida Community Care EVV program, HHAExchange works with your Provider Agency through a series of information sessions and trainings. This series of sessions and trainings are necessary for your Provider Agency to get acclimated with the HHAExchange platform, in effort to meet the EVV mandate requirements.

The information session provides the background and major milestones required while the training assists in understanding the different functionalities available via the HHAExchange Provider Portal. As we move along these steps, communications are sent to the Admin User of your agency.

Florida Community Care has partnered with HHAExchange to provide a new linked contract to use after the go-live date. Providers are expected to start servicing Members for Florida Community Care under the new linked contract. The below-listed steps offer further guidance on how a Provider Agency is required to make the switch.

Timeline and Steps for Implementation Readiness

The timeline below represents how Providers can be compliant with Florida Community Care with your current existing HHAeXchange Portal.

Step	Timeline Dates	Expectations
1	<p>Wed, Feb 1, 2023 Mon, Feb 6, 2023 Wed, Feb 8, 2023</p> <p><i>*Please select one session to attend.</i></p>	<p>Attend a Provider Information Session The Provider Information Session allows Providers to understand the key points and functionalities that are available via the HHAeXchange Provider Portal. Attendance is only required for ONE (1) session. Click here to register for a Provider Information Session.</p>
2	<p>Tue, Feb 21, 2023 Thurs, Feb 23, 2023 Fri, Feb 24, 2023</p>	<p>System User Training Webinar Register and attend the upcoming LMS training webinars. These training sessions are scheduled for Tuesday and Thursday with a live Q/A chat option available to address any questions or concerns. Click here to register for System User Training Webinar.</p>
3	<p>The new contract is added on your HHAeXchange Portal beginning March 1, 2023</p> <p>Member and Authorization Data are visible on that date.</p>	<p>Accept Placements from the Contract Review the Universal Patient Record (UPR) Guide to assess the details and steps in understanding the process and accept placements coming from the linked contract. Note: <i>For multiple offices, accept placements into the current office servicing the Member.</i></p> <p>Perform Patient Merge Providers can begin performing Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for Florida Community Care are transferred over). Note: <i>Refer to the Universal Patient Record (UPR) Guide (section: Merging Patient Profiles) for instructions.</i></p> <p>Update Master Week After merging, Providers can update the Bill To field on Master Weeks and Calendar for dates of service (go-live date) and forward on the linked contract. Note: <i>Refer to the Universal Patient Record (UPR) Guide (section: Patient Visit Tab) for instructions.</i></p> <p>Rate Management Providers review the contracted service codes added on their HHAeXchange Portal (Admin > Contract Setup > Search Contract (Contract Name: Florida Community Care) > Billing Rates Tab). Providers can add rates to the new contract based on their current contract amount. Providers have the flexibility of managing and editing their rates as needed.</p>
4	<p>March 28, 2023</p>	<p>Provider Pre-Go-Live Support Webinar This webinar covers Go-Live preparedness tasks to ensure your agency has all the information needed to successfully begin using the HHAeXchange System at Go Live. Use the Q/A chat to ask questions of our team of Panelists. Click here to register for the webinar.</p>

Step	Timeline Dates	Expectations
5	Monday, April 3, 2023	<p>Go-Live Date Providers are expected to start using the new linked contract in the HHAeXchange Provider Portal to schedule, confirm EVV, and bill compliant visits. All paid claims under the EVV mandate must be supported by the visit data to be compliant with the CURES Act mandate.</p>

Provider Information Center

Visit the [Florida Community Care Provider Information Center Page](#) which shares an overview of the Florida Community Care EVV program partnership with HHAeXchange, as well as information on training, integration, and service codes.

Support

For questions or help with HHAX, please email HHAeXchange at Support@HHAeXchange.com.