

# **Welcome to Electronic Visit Verification**

## **Overview**

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 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 the Florida Community Care partnership with HHAExchange, and we can assure you that HHAExchange is here to guide you through the process.

We have outlined important next steps and dates specific to providers currently using HHAExchange's Free EVV tools. Please review more details regarding the timeline for the Florida Community Care 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 HHAExchange.

## **For Providers working with HHAExchange**

### **Using the Free EVV Tool provided by Florida Community Care and HHAExchange**

Florida Community Care has partnered with HHAExchange to provide a free Electronic Visit Verification (EVV) and billing tools for Member placement, scheduling, authorization management, communication, and direct billing for Home Health Aide services.

For Providers using the free 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. These series of sessions and trainings are required to have your Provider Agency acclimated with the HHAExchange platform, 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 to you in the HHAExchange Provider Portal.

## Timeline and Steps for Implementation Readiness

The timeline below represents how a Provider can be compliant with the Florida Community Care implementation

Step	Timeline Dates	Expectations
1	<p>Wed, Feb 1, 2023 Mon, Feb 6, 2023 Wed, Feb 8, 2023</p> <p><i>*Please select <b>one</b> session to attend.</i></p>	<p><b>Attend a Provider Information Session</b> The Provider Information Session allows Providers to understand the key points and functionalities available via the HHAeXchange Provider Portal. Attendance is only required for ONE (1) session. <a href="#">Click here</a> to register a Provider Information Session.</p>
2	<p>Wed, Feb 15, 2023</p>	<p><b>System User Training-LMS Credentials</b> Receive login credentials for Learning Management System to review videos, documents, and test questions for an understanding of the HHAeXchange Provider Portal.</p>
3	<p>Tue, Feb 21, 2023 Thurs, Feb 23, 2023 Fri, Feb 24, 2023</p>	<p><b>System User Training Webinar</b> Register and attend the upcoming LMS training webinars. These training are scheduled for Tuesday and Thursday with a live Q/A chat option available to address any questions or concerns. <a href="#">Click here</a> to register for System User Training Webinar.</p>
4	<p>The linked contract is added to the HHAeXchange Portal beginning <b>March, 1 2023</b>.</p> <p>Member and Authorization Data is visible as of this date.</p>	<p><b>Review Data and Begin Preparing Member Schedules</b> Once linked to Florida Community Care, Providers must review the Member and authorization data and begin preparing schedules in HHAeXchange. <i>Review the contracted Service Codes added on the HHAeXchange Portal (<b>Admin &gt; Contract Setup &gt; Search Contract (Contract Name: Florida Community Care)&gt; Billing Rates Tab</b>). Providers can add rates to the new contract based on their current contract amount. Providers can manage and edit their rates as needed.</i></p>
5	<p>March 28, 2023</p>	<p><b>Provider Pre Go-Live Support Webinar</b> 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. <a href="#">Click here</a> to register for the webinar.</p>
6	<p>Monday, April 3, 2023</p>	<p><b>Go-Live Date</b> 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 behind the Florida Community Care EVV program partnership with HHAExchange, as well as information on training, and the free HHAExchange tool.

## Support

For questions or help with HHAX, please email HHAExchange at [Support@HHAExchange.com](mailto:Support@HHAExchange.com).