Welcome to 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 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.

Once you have completed the [Provider Portal Enrollment Form](), 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 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 who elected to use the free HHAeXchange EVV solution in coordination with the Florida Community Care 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, 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 to you in the HHAeXchange Provider Portal. As we move along these steps, communications are sent to the user who completed the Provider Portal Enrollment Form.

Timeline and Steps for Implementation Readiness

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

Step	Timeline Dates	Expectations
1	**Starting January 18, 2023**	**Complete Provider Portal Enrollment Form** As described in Florida Community Care's Implementation Welcome Letter, this form is designed to capture information about your Provider Agency necessary to implement methods of collecting and reporting EVV compliant data for all personal homecare services. Please complete this form as soon as possible to create your HHAX Portal. Click here to complete the Provider Portal Enrollment Form
2	**Wed, Feb 1, 2023** **Mon, Feb 6, 2023** **Wed, Feb 8, 2023** *Please select **one** session to attend.*	**Attend a Provider Information Session** 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. Click here to register a Provider Information Session.
3	**Wed, Feb 15, 2023**	**System User Training-LMS Credentials** Receive login credentials for Learning Management System to review videos, documents, and test questions for an understanding of the HHAeXchange Provider Portal.
4	Beginning **Friday, Feb 17, 2023**	**Log-in to your Provider Portal** Receive your Provider Portal login credentials to log in to the system and begin entering your Caregivers. Ensure your Portal is set up prior to go-live and work with your Caregivers to prepare them for EVV (i.e., download the Mobile Caregiver App, review the EVV phone instructions). Telephony (IVR line) are given to you prior to go-live for EVV confirmation. **Use the Support Center on your Portal to search and review job aids and written training material under the "Provider Portal Resource" page.**
5	**Tue, Feb 21, 2023** **Thurs, Feb 23, 2023** **Fri, Feb 24, 2023**	**System User Training Webinar** Register and attend the upcoming LMS training webinars. These training sessions are scheduled on Tuesday and Thursday with a live Q/A chat option available to address any questions or concerns. Click here to register
6	The contract is added to the HHAX Portal beginning **March 1, 2023** Member and Authorization Data is available as of this date.	**Review Data and Begin Preparing Member Schedules** Once linked to Florida Community Care, providers need to review the member and authorization data and begin preparing schedules in HHAeXchange.
7	**March 28, 2023**	**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

Step	Timeline Dates	Expectations
		ask questions of our team of Panelists. Click here to register for the webinar.
8	**Monday, April 3, 2023**	**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.

Provider Information Center

Visit the Florida Community Care 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.