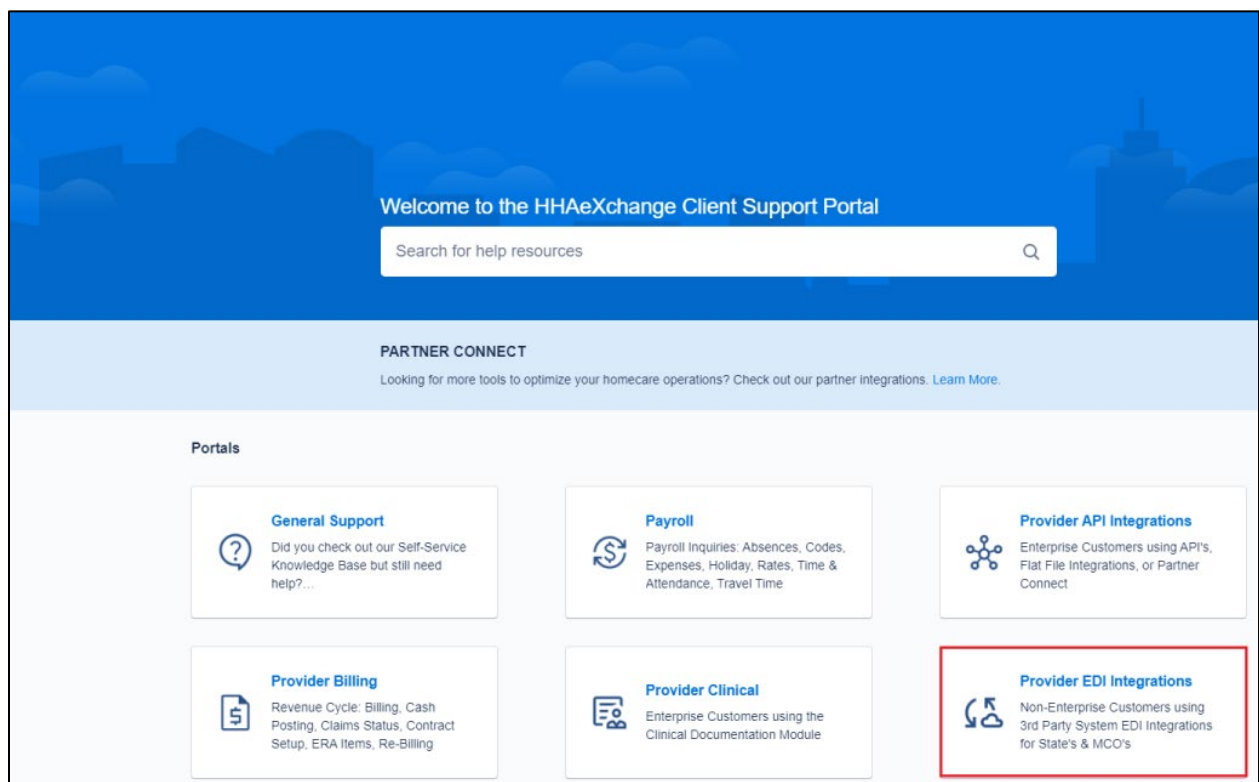# HHAeXchange Illinois EDI Provider Onboarding Tip Sheet

This document is intended to assist EDI (Third-Party EVV) providers understand the steps to get set up in the HHAeXchange system and integrate their EVV vendor to the HHAeXchange aggregator. Please ensure all steps below have been completed. Once complete, you are considered successfully set up with the aggregator, and it is your ongoing responsibility to ensure accurate data transmissions.

1. Complete Illinois EVV Enrollment Survey to have your agency's portal set up
   1. **Note**: if you work with more than one waiver agency in IL, you only need to complete this survey one time

2. Receive HHAeXchange portal credentials and Learning Management System (LMS) credentials via e-mail
   1. Credentials are granted for HHAeXchange portal to the person who submits the Enrollment Survey, and these credentials should not be shared
   2. LMS credentials can be shared across the agency for any user who needs to access the training videos
      1. If you have any questions about credentials, please contact HHAeXchange Technical Customer Care using the steps at the end of this document
   3. **Note:** if your program is in active implementation, you won't receive credentials until close to go-live. Please skip ahead to step four.

3. User who receives the initial credentials should set up additional HHAeXchange system users using this job aid

4. Provider reviews Business Requirements document, EVV API Specification, and Auth API Specification (**note**: provider can create auths manually if their vendor is unable to build out auth API)
   1. Provider reviews and completes IL Attestation with vendor and provider contact included
   2. ESD ticket is created on the provider's behalf following completion of the attestation with next steps for integration

5. HHAX Provider EDI Integrations analyst creates an implementation portal for provider testing
   1. Environment is linked to a QA payer for IL
   2. Implementation EVV API credentials are generated and shared with the provider
   3. Testing data is generated and shared with the provider
   4. Provider completes the test scenarios included in the EVV API Test Document

6. HHAX Provider API Integrations team creates authorization API testing credentials and shares these with the provider (via ticket from JIRA)

7. Once vendor/provider have completed testing, they are expected to create a ticket with the Provider EDI Integrations team to indicate testing has been completed

8. HHAX Provider EDI Integrations analyst reviews test transactions. Once confirmed, all providers linked with this vendor are approved to move to production and production API credentials are shared with the provider

   1. **Note**: Providers utilizing Epic must all test individually, as they act as a proprietary software

9. Provider users login to the HHAeXchange portal to verify production data has been sent and it is accurate

   1. A successful transmission of a visit into HHAeXchange means that it has successfully been aggregated to the State of IL

How to Submit a Ticket for Integration Assistance

1. Navigate to this web link: https://hhaxsupport.atlassian.net/servicedesk/customer/portals

2. Select the Provider EDI Integrations options from the menu

3. Fill out ticket with as much detail as possible. At a minimum, please include the following details:
   1. Agency Tax ID
   2. EVV Vendor Name & Vendor Contact
   3. <u>Detailed</u> description of the issue you're facing

Other Helpful Links

- HHAeXchange Illinois State Info Hub: https://www.hhaexchange.com/info-hub/illinois
- Recorded EDI Onboarding Webinar: https://hhaxsupport.s3.amazonaws.com/SupportDocs/ENTF/IL/Illinois+EDI+Webinar_HomeHealth_11-23-Posting.mp4
- Illinois EVV FAQ: https://hhaxsupport.s3.amazonaws.com/SupportDocs/ENTF/IL/HHAX_IL_FAQ_Final.pdf
- Learning Management System (LMS) Login Page: https://hhaexchange.docebosaas.com/learn
- HHAeXchange Login Page: https://app.hhaexchange.com/identity/account/login
- State of IL EVV Home Page: https://hfs.illinois.gov/medicalproviders/electronicvisitverification.html

Acronyms Library

- API – Application Programming Interface
- EDI – Electronic Data Interchange (also referred to as 'Third-party')
- ESD – EDI Support Desk
- EVV – Electronic Visit Verification
- HHA/HHAX - HHAeXchange
- LMS – Learning Management System
- QA – Quality Assurance