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 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 the Illinois DDD partnership with HHAeXchange, and we can assure you that HHAeXchange 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 further 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 Illinois DDD and HHAeXchange

Illinois DDD has partnered with HHAeXchange to provide a free Electronic Visit Verification (EVV) for member placement, scheduling, authorization management for Personal Care services.

For Providers who elected to use the free HHAeXchange EVV solution in coordination with the Illinois DDD 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 user who completed the Provider Portal Questionnaire.

Timeline and Steps for Implementation Readiness

The timeline below represents how Provider can be compliant with Illinois DDD.

Step	Timeline Dates	Expectations
1	Wed, May 31 (11am CST) Mon, June 5 (12pm CST) Wed, June 7 (2pm CST)	**Attend the Provider Information Session** The Provider Information Session covers the key points and functionalities available via the HHAeXchange Provider Portal. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded webinar sessions include a Q/A chat option to answer questions.
2	Wed, Aug 2, 2023	**Learning Management System Access** Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAeXchange Provider Portal.
3	Mon, Aug 7 (1pm CST) Tues, Aug 8 (1pm CST) Wed, Aug 9 (12pm CST) Mon, Aug 14 (10am CST) Wed, Aug 16 (10am CST)	**System User Training Webinars** Register and attend the training webinars from Monday to Wednesday. Each day a different aspect of the HHAeXchange functionality is covered, including a live Q/A chat option where Providers can ask questions related to the Provider Portal functionalities. Each of the webinars are specific to the staff role in your Agency. **Monday, 8/7 (1 PM CST) and Monday, 8/14 (10 AM CST)** • Topics covered: Member Mgmt, Visit Mgmt, and EVV • Intended audience (Role): Admin and Coordinator **Tuesday, 8/8 (1 PM CST) and Wednesday, 8/16 (10 AM CST)** • Topics covered: Introduction to EDI Integration • Intended audience: EDI Providers ONLY **Wednesday, 8/9 (12 PM CST)** • Topics covered: Administration • Intended audience (Role): Admin; Coordinator optional Use the link below to review session descriptions and register. Descriptions provide insight on the associated roles and content of each webinar. These webinars are correlated with the LMS training and can be attended by multiple staff members of your Agency. Click to Review and Register for Webinars
4	Tues, Aug 1, 2023	**Linking Provider Portals to Illinois DDD Contract** Providers are linked to the new Payer contract titled "Illinois DDD".
5	Mon, Aug 7, 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) is given to you prior to Go-Live for EVV confirmation. **Providers can also use the**

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		Portal's Support Center to search and review job aids and written training material in the Provider Portal Resource page.
6	Thurs, Aug 24 (1 pm CST)	**Attend Pre-Go-Live Support Webinar** Register for the Pre-Go-Live Support webinar using the registration link below. This webinar reviews Go-Live preparedness tasks to ensure your Agency has all the needed information to successfully use the HHAeXchange System at Go-Live. Available dates are noted when clicking on the registration link. Click to Register for the Pre Go-Live Support Webinar
7	Fri, Sept 1, 2023	**Go-Live Date** Providers are expected to start using the HHAeXchange Provider Portal to schedule, confirm EVV compliant visits. All paid claims under the EVV mandate (for services in scope) need to be supported by the visit data to be compliant with the CURES ACT mandate.

Provider Information Center

Visit the Illinois DDD Information Center Page which shares an overview behind the Illinois DDD partnership with HHAeXchange, as well as information on training, integration, and the free HHAeXchange tool.

Support

For questions or help with HHAX, please use the Client Support Portal at
https://hhaexchange.com/supportrequest