

# The HHAeXchange Implementation EDI Process

## Overview

Thank you for participating in the Electronic Data Interchange (EDI) project for your Agency. This letter provides information, general requirements, and steps to take to successfully integrate your Agency Management System with HHAeXchange (HHAX).

HHAeXchange coordinates directly with Illinois to ensure that members and authorizations are passed directly into the HHAX system. HHAX uses the provider agency Tax ID Number (TIN) and National Provider Identifier (NPI) number combination to identify data records sent to and from your Agency.

To integrate between your 3rd Party Agency Management System and HHAX, providers are required to comply with both the business requirements and technical specifications listed in this document. The first step is to review the content of this packet and initiate contact with HHAX to begin the integration process.

- Business Requirements Link: [Illinois Business Requirements](#)
- Technical Specifications Document: [Illinois Technical Specifications](#)
- Authorization Specifications Document: [Illinois Authorization Specifications](#)

## HHAX API Interface

### HHAX API Interface (into HHAeXchange)

The **API Interface** exchanges data from third party providers and EVV vendors to HHAeXchange. The API Interface Portal simplifies data submission by removing the need to import files. Once EVV records are sent from the third party EVV system to HHAX via the API, a timestamp is automatically created showing the status of the transaction. The status is then sent back to the Provider via the message interface, allowing for real-time tracking of messages.

**Note:** Providers' third party EVV systems must be able to provide required data for EVV aggregation to HHAX in real time via API. For third party providers and EVV vendors who require access to the API portal, please submit a service request via the [Client Support Portal](#) with the subject line 'Illinois DDD EVV'.

## Production Process and Transmission Frequency

For optimal system performance, HHAX recommends that visit data is sent in near real-time. The expectation is that data is sent by the Provider or EVV vendor to HHAX as it is added, changed, and/or deleted in the third party EVV system. Data that is unchanged should not be resent to HHAX.

## Timeline and Steps for EDI Integration Readiness

The following timeline represents guidance and expectations throughout the API Interface Integration process to move toward compliance according to the Illinois DDD EVV program.

Step	Timeline Dates	Expectations
1	Beginning Wed, Nov 8, 2023	<b>Initiate contact with HHAX to begin the integration process</b> Contact the <a href="#">Client Support Portal</a> and include “Illinois Home Health” as a subject line to begin the integration process.
2	Wed, Nov 8, 2023	<b>Review API Specifications, Business Requirement document for Integration, and sign attestation</b> Review the EVV API Technical Specifications and the Business Requirements for Third Party EVV Data Aggregation to determine if your Agency has the resources to integrate with the Illinois EVV program.
3	Mon, Nov 13 (10am CST) Wed, Nov 15 (1pm CST) Fri, Nov 17 (11am CST)	<b>Attend the Provider Information Session</b> 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. <a href="#">Click to Register for a Provider Information Session</a>
4	Mon, Nov 27 (1pm CST) Wed, Dec 6 (10am CST)	<b>Attend EDI Provider Onboarding Webinar</b> Review the available dates and register for the EDI-specific User Training using the registration link below. This training covers the HHAeXchange Provider Portal and the EDI integration process. <a href="#">Click to Register for the EDI Provider Onboarding Training</a>
5	Wed, Dec 8, 2023	<b>Learning Management System Access</b> Receive login credentials for Learning Management System to review videos, documents, and test questions to obtain an understanding of the HHAeXchange Provider Portal.
6	Tues, Dec 12 (9am CST) Wed, Dec 13 (9 am CST) Thurs, Dec 14 (9am CST)	<b>System User Training Webinars</b> Register and attend the training webinars from Tuesday to Thursday. 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.  <b>Tuesday, 12/12 (9 AM CST)</b> <ul style="list-style-type: none"> <li>• Topics covered: Member Mgmt, Visit Mgmt, and EVV</li> <li>• Intended audience (Role): Admin and Coordinator</li> </ul> <b>Wednesday, 12/13 (9 AM CST)</b> <ul style="list-style-type: none"> <li>• Topics covered: Introduction to EDI Integration</li> <li>• Intended audience: EDI Providers ONLY</li> </ul> <b>Thursday, 12/14 (9 AM CST)</b>

Step	Timeline Dates	Expectations
		<ul style="list-style-type: none"> <li>• Topics covered: Administration</li> <li>• Intended audience (Role): Admin; Coordinator optional</li> </ul> <p><b>*Another round of trainings is offered in January 2024. Refer to Step 11.</b></p> <p>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.</p> <p><a href="#">Click to Review and Register for Webinars</a></p>
7	Mon, Nov 27, 2023	<p><b>Linking Provider Portals to Illinois Contract</b> Providers can be linked to up to 3 contracts in Illinois, depending on the Agency. Contracts include:</p> <ul style="list-style-type: none"> <li>• IL Division of Developmental Disabilities</li> <li>• IL Division of Specialized Care for Children</li> <li>• Illinois Department of HFS</li> </ul>
8	Tues, Dec 12, 2023	<p><b>Log-in to your Provider Portal</b> 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. <b>Providers can also use the Portal's Support Center to search and review job aids and written training material in the Provider Portal Resource page.</b></p>
9	Thurs, Jan 4 (1 pm CST)	<p><b>Attend Go-Live Support Webinar</b> 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.</p> <p><a href="#">Click to Register for the Go-Live Support Webinar</a></p>
10	Sun, Dec 31, 2023	<p><b>Go-Live Date</b> 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.</p>
11	Tues, Jan 9 (9am CST) Wed, Jan 10 (9 am CST) Thurs, Jan 11 (9am CST)	<p><b>System User Training Webinars</b> Refer to Step 6 for information. HHAExchange and Illinois are hosting an additional round of System User Training covering the same material shown in December.</p>

Step	Timeline Dates	Expectations
		<p><b>Tuesday, 1/9 (9 AM CST)</b></p> <ul style="list-style-type: none"> <li>• Topics covered: Member Mgmt, Visit Mgmt, and EVV</li> <li>• Intended audience (Role): Admin and Coordinator</li> </ul> <p><b>Wednesday, 1/10 (9 AM CST)</b></p> <ul style="list-style-type: none"> <li>• Topics covered: Introduction to EDI Integration</li> <li>• Intended audience: EDI Providers ONLY</li> </ul> <p><b>Thursday, 1/11 (9 AM CST)</b></p> <ul style="list-style-type: none"> <li>• Topics covered: Administration</li> <li>• Intended audience (Role): Admin; Coordinator optional</li> </ul> <p><a href="#">Click to Review and Register for Webinars</a></p>
12	Mon, Jan 15, 2024	<p><b>Open Hours</b></p> <p>Open Hours sessions are a great opportunity to get answers from subject matter experts. Stay tuned for registration link(s) to upcoming Open Hours sessions.</p>

## Provider Information Center

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

## EDI Assistance

Please contact the [Client Support Portal](#) if any questions or further guidance is needed. An available Support Team Members will contact you directly to assist. For a timely response, include the subject line “Illinois EVV” in the communication.