

The HHAeXchange Implementation EDI Process

Overview & timeline for Providers using Electronic Data Integration (EDI) to transmit Third-Party EDI EVV data. If you have your own EVV vendor, in HHAeXchange's system the vendor will be referred to as an EDI vendor.

Overview

This overview is geared towards providers who will be using their own EVV solution and not the MDHHS EVV solution. Thank you for participating in the Electronic Data Interchange (EDI) project for your Agency. This letter provides information, general requirements, and steps to successfully integrate your current EVV solution with HHAeXchange.

The HHAeXchange system will receive beneficiary information directly from the Michigan Department of Health and Human Services (MDHHS). HHAeXchange will use the Home Help Agency Provider Tax ID Number (TIN) and National Provider Identifier (NPI) number combination to identify data records sent to and from your agency's EVV solution.

To integrate between your EDI EVV solution and HHAeXchange, Agency providers are required to comply with both the Michigan business requirements and HHAeXchange technical specifications listed below. The first step is to review the content of these packets and initiate contact with HHAeXchange to begin the integration process.

- Business Requirements: [Michigan Business Requirements](#)
- Technical Specifications Document: [HHAeXchange Michigan Technical Specifications](#)

HHAeXchange API Interface

HHAeXchange 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 HHAeXchange 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 API message interface, allowing for real-time tracking of messages.

Note: Providers' third-party EVV systems must be able to provide the required data for EVV aggregation to HHAeXchange in real-time via API. For third-party providers and EVV vendors that require access to the API interface portal, submit a ticket on the [Client Support Portal](#). See the instructions at the end of the welcome packet on how to submit a ticket to the client support portal.

Transmission Frequency

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

Timeline and Steps for EDI Integration Readiness

The timeline outlined below represents guidance and expectations throughout the API Interface Integration process to move toward compliance according to the Michigan EVV program.

Step	Timeline Dates	Expectations
1	Monday, May 6, 2024	<p>Contact HHAeXchange To Begin Integration</p> <p>Use the Client Support Portal with a subject line of “Michigan to begin the integration process.” Instructions on how to use the Client Support Portal are at the end of this document.</p>
2	Monday, May 6, 2024	<p>Review API Specifications, Business Requirement document for Integration, and sign attestation</p> <p>Review the EVV Michigan Business Requirements and API Technical Specifications for Third-Party EVV Data Aggregation to determine if your agency has the resources to integrate with the Michigan EVV program.</p> <ul style="list-style-type: none"> • Michigan Business Requirements • HHAeXchange Michigan Technical Specifications
3	<p>Tuesday, May 7, 2024: 11:00 AM - 1:00 PM EST</p> <p>Friday, May 10, 2024: 11:00 AM - 1:00 PM EST</p> <p>Monday, May 13, 2024: 2:00 PM - 4:00 PM EST</p>	<p>Webinar: Informational Sessions</p> <p>Sessions will offer an understanding of the key points and functionalities that will be available to providers in the HHAeXchange Provider Portal and include a high-level demonstration of the HHAeXchange platform. Attendance is only required for ONE (1) session as all sessions will provide the same information. The first session is presented live and is pre-recorded for additional sessions. The live and pre-recorded sessions allow for a Q&A chat option to answer questions.</p> <p>Click Here to Register for an Informational Session</p>
4	<p>Tuesday, May 14, 2024: 10:00 AM – 11:00 AM EST</p> <p>Thursday, May 16, 2024:</p>	<p>Webinar: Third-Party/EDI Onboarding</p> <p>This training will provide an understanding of the HHAeXchange Provider Portal and the EDI</p>

Step	Timeline Dates	Expectations
	2:00 PM – 3:00 PM EST	integration process. Review available dates by clicking on the link below and registering. Click here to Register
5	Tuesday, May 21, 2024	<p>Learning Management System Access The agency email address that completed the onboarding form will receive login credentials via email starting May 21 for the Learning Management System (LMS). The LMS contains videos, documents, and test questions to gain an understanding of the HHAeXchange Provider Portal.</p> <p>Emails sent from HHAeXchange may go to your junk or spam folder, check those to make sure you receive communications.</p>
6	Wednesday, May 29, 2024	<p>Log in to your HHAeXchange Provider Portal Agency providers will begin receiving Provider Portal credentials to log in to the system and begin entering service providers/caregivers.</p> <p>Ensure your provider portal is set up before go-live and work with your service providers to prepare them for EVV (i.e., download the mobile caregiver app and review the IVR phone instructions).</p> <p>Providers can also utilize the Support Center on their portal to search and review job aides and training material under the “Provider Portal Resource” page.</p>
7	<p>Thursday, May 30, 2024: 10:00 AM to Noon EST</p> <p>Intended Audience: Admin and Coordinator (State offered EVV and EDI providers)</p>	<p>Webinar: System User Training <i>Webinars are tailored to staff roles in your Home Help Agency and correlate with the LMS training. Multiple agency staff members may attend trainings.</i></p> <p>Webinars will include a review of the different functionalities within the HHAeXchange Provider Portal and a live Q&A chat option.</p>

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	<p>Tuesday, June 4, 2024: 11:00 AM to Noon EST Intended Audience: ONLY Third-Party Vendors/EDI Training</p> <p>Wednesday, June 5, 2024: 10:00 AM to Noon EST Intended Audience: Admin *Coordinator and Biller optional (Free EVV and EDI providers)</p>	<table border="1"> <thead> <tr> <th data-bbox="753 226 915 289">Day</th> <th data-bbox="915 226 1427 289">Topic</th> </tr> </thead> <tbody> <tr> <td data-bbox="753 289 915 552">1</td> <td data-bbox="915 289 1427 552"> <p>Thursday, May 30, 2024</p> <ul style="list-style-type: none"> • Intended audience (Role): Admin and Coordinator. • Agenda: Member Management, Visit Management, and EVV </td> </tr> <tr> <td data-bbox="753 552 915 772">2</td> <td data-bbox="915 552 1427 772"> <p>Tuesday, June 4, 2024</p> <ul style="list-style-type: none"> • ONLY EDI Vendors/EDI Training • Agenda: Introduction to EDI Integration </td> </tr> <tr> <td data-bbox="753 772 915 1035">3</td> <td data-bbox="915 772 1427 1035"> <p>Wednesday, June 5, 2024</p> <ul style="list-style-type: none"> • Intended audience (Role): Admin *Coordinator optional • Topics covered: Billing Overview and Administration </td> </tr> </tbody> </table> <p>Click Here to Register for a System User Training</p>	Day	Topic	1	<p>Thursday, May 30, 2024</p> <ul style="list-style-type: none"> • Intended audience (Role): Admin and Coordinator. • Agenda: Member Management, Visit Management, and EVV 	2	<p>Tuesday, June 4, 2024</p> <ul style="list-style-type: none"> • ONLY EDI Vendors/EDI Training • Agenda: Introduction to EDI Integration 	3	<p>Wednesday, June 5, 2024</p> <ul style="list-style-type: none"> • Intended audience (Role): Admin *Coordinator optional • Topics covered: Billing Overview and Administration
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9	<p>Tuesday, June 25, 2024: 1:00 PM to 4:00 PM</p>	<p>Webinar: Getting Started This webinar reviews Go-Live preparedness tasks to ensure your Home Help agency has all the needed information to successfully use the HHAeXchange System at Go-Live.</p> <p>Click Here to Register for a Getting Started Webinar</p>								
10	<p>Monday, July 1, 2024</p>	<p>Go-Live for Home Help Agency Providers For dates of service on or after July 1, 2024, MDHHS will require the use of Electronic Visit Verification (EVV) for Home Help Agency providers serving Medicaid beneficiaries.</p> <p>Providers can use the HHAeXchange Provider Portal to submit EVV-compliant visit information. Providers with an EVV solution may continue the use of their existing EVV system that meets state</p>								

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		<p>requirements and send visit data to the HHAeXchange system using electronic data interchange (EDI).</p> <p>Visit www.Michigan.gov/EVV or www.hhaexchange.com/info-hub/Michigan for more information</p>
11	<p>Wednesday, June 26, 2024: 10:00 AM to 11:00 AM EST</p> <p>Thursday, June 27, 2024: 10:00 AM to 11:00 AM EST</p> <p>Friday, June 28, 2024: 10:00 AM to 11:00 AM EST</p> <p>Tuesday, July 2, 2024: 10:00 AM to 11:00 AM EST</p> <p>Wednesday, July 3, 2024: 10:00 AM to 11:00 AM EST</p> <p>Tuesday, July 9, 2024: NOON to 1:00 PM EST</p> <p>Thursday, July 11, 2024: NOON to 1:00 PM EST</p> <p>Tuesday, July 16, 2024: NOON to 1:00 PM EST</p> <p>Thursday, July 18, 2024: NOON to 1:00 PM EST</p> <p>Tuesday, July 23, 2024: NOON to 1:00 PM EST</p>	<p>Webinar: Open Hours HHAeXchange will be holding several “Open Hours” webinar sessions.</p> <p>Each session will include subject matter experts to address all questions and show demonstrations when appropriate. Home Help provider agencies can join anytime between the start and end time of the desired session date. Each session intends to allow time for providers to ask any outstanding questions.</p> <p>Home Help provider agencies and EDI vendors are not required to stay for the full duration and may exit the webinar once questions have been answered.</p> <p>*Note- it is highly recommended that the Learning Management System (LMS) training be completed before attending an Open Hours session.</p> <p>Click Here to Register for Open Hours</p>

Agency Provider Information Center

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

EDI Assistance

Contact the [Client Support Portal](#) if you have any questions or if further guidance is needed. An available HHAeXchange Support Team Member will contact you directly to assist. Please include the subject line “Michigan EVV” when sending emails for a timely response.

Client Support Portal Ticket Instructions

1. Visit the [Client Support Portal](#)
 - a. If you have not used the Client support portal before, you will be asked to enter an email address. The email address entered is where all HHAeXchange communications regarding filed tickets will be sent.
 - b. Once the email address and password are entered, users will navigate to the HHAeXchange Client Support Portal landing page. Provider EDI Integrations section.
 - c. Select EDI Solution EDI Integrations
 - d. Select API Credential Inquiry section, input all required fields on the next page and press send.