

Welcome to HHAeXchange Michigan Home Help Agency Providers

Overview

We are delighted to have the opportunity to serve your provider agency! We value your efforts in delivering quality care to your Home Help beneficiaries and recognize the important role that you play in the homecare industry.

Now that your agency has completed the Provider Onboarding Form, we have outlined important next steps and dates specific to the option you have selected, to utilize Michigan's selected Electronic Visit Verification (EVV) system, HHAeXchange. Please review the details of your selected option and the EVV implementation timeline below. These steps provide guidance on all the different sections required to ensure a successful implementation of EVV with HHAeXchange.

Agency Providers working with HHAeXchange

Using the EVV system provided by the Michigan Department of Health and Human Services (MDHHS)

MDHHS has partnered with HHAeXchange to provide an Electronic Visit Verification (EVV) solution at no cost for client placement, and scheduling for Home Help.

For agency providers like you who have elected to use the MDHHS-offered HHAeXchange EVV solution, HHAeXchange will work with your provider agency through a series of informational sessions and training webinars. These webinars are required to ensure your provider agency will be familiarized with the HHAeXchange platform, to meet the federal EVV mandate requirements. The informational sessions provide the background and major milestones required while the training webinars assist in understanding the different functions available in the HHAeXchange Provider Portal.

As we move through each of the below steps, communications will be sent to the email address of the user who completed the Provider Onboarding Form for the Home Help Agency. It is the responsibility of that user to share additional information as necessary with additional staff.

Timeline and Steps for Implementation Readiness

The following table offers a timeline and guidance in preparation for the **July 1, 2024**, Home Help Agency Go-Live. Before attending any webinars or trainings Agency providers should have completed the [Provider Onboarding Form](#).

Step	Timeline Dates	Expectations
1	<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 functions that will be available to Agency providers in the HHAeXchange Provider Portal and include a high-level demonstration of the HHAeXchange platform.</p> <p>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>
2	<p>Tuesday, May 21, 2024</p>	<p>Learning Management System Access</p> <p>The email address that completed the Provider Onboarding form will receive Learning Management System (LMS) login credentials via email starting May 21, 2024.</p> <p>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>
3	<p>Wednesday, May 29, 2024</p>	<p>Log in to your HHAeXchange Provider Portal</p> <p>Agency providers will begin receiving Provider Portal credentials to log in to the system and begin entering Agency service providers also known as 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 use the Support Center on their portal to search and review job aides and training material under the “Provider Portal Resource” page.</p>

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4	<p>Thursday, May 30, 2024: 10:00 AM to Noon EST Intended Audience: Admin and Coordinator (State offered EVV and EDI providers)</p> <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 (Free 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 functions within the HHAExchange Provider Portal and a live Q&A chat option.</p> <table border="1" data-bbox="753 548 1500 1167"> <thead> <tr> <th data-bbox="753 548 964 611">Date</th> <th data-bbox="964 548 1500 611">Audience and Agenda</th> </tr> </thead> <tbody> <tr> <td data-bbox="753 611 964 810">Thursday, May 30, 2024</td> <td data-bbox="964 611 1500 810">Intended audience (Role): Admin and Coordinator. Agenda: Member Management, Visit Management, and EVV</td> </tr> <tr> <td data-bbox="753 810 964 968">Tuesday, June 4, 2024</td> <td data-bbox="964 810 1500 968">Intended audience: ONLY EDI Vendors/EDI Training Agenda: Introduction to EDI Integration</td> </tr> <tr> <td data-bbox="753 968 964 1167">Wednesday, June 5, 2024</td> <td data-bbox="964 968 1500 1167">Intended audience (Role): Admin *Coordinator optional Agenda: Billing Overview and Administration</td> </tr> </tbody> </table> <p>Click Here to Register for a System User Training</p>	Date	Audience and Agenda	Thursday, May 30, 2024	Intended audience (Role): Admin and Coordinator. Agenda: Member Management, Visit Management, and EVV	Tuesday, June 4, 2024	Intended audience: ONLY EDI Vendors/EDI Training Agenda: Introduction to EDI Integration	Wednesday, June 5, 2024	Intended audience (Role): Admin *Coordinator optional Agenda: Billing Overview and Administration
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5	<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>								
6	<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 requires 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 requirements and sends visit data to</p>								

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		<p>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>
7	<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</p> <p>HHAeXchange will hold several “open hours” webinar sessions.</p> <p>Each session will include subject matter experts to address all questions and show demonstrations when appropriate. Agency providers 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. Home Help agency providers and EDI vendors are not required to stay for the full duration and may exit the webinar once questions have been answered.</p> <p>Training Topics:</p> <ul style="list-style-type: none"> • June 26th - Creating Caregivers / Creating Users • June 27th - Review & Accept Placements/Email Notifications • June 28th - Scheduling Visits / EVV & IVR • July 2nd - Visit Management (Confirming Visits) Call Dashboard • July 3rd - Visit Management (Confirming Visits) Call Dashboard • July 9th - Creating Caregivers / Creating Users • July 11th - Review & Accept Placements/Email Notifications • July 16th - Scheduling Visits / EVV & IVR • July 18th - Visit Management (Confirming Visits) Call Dashboard • July 23rd - Visit Management (Confirming Visits) Call Dashboard <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>

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.

Support

To stay up to date on EVV in Michigan visit www.Michigan.gov/EVV.

Call HHAeXchange at 1-866-576-1179 or visit the project website at www.hhaexchange.com/info-hub/Michigan.