Frequently Asked Questions

The following are a list of Frequently Asked Questions (FAQs) which can be used by HHAeXchange (HHAX) System Users. Please note that any inquiry should first verify that the caller is one of the designated Admins of the HHAX system before giving the caller information on contacting HHAX Customer Support directly. Refer to the Communications section of this guide.

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System

What are the system requirements? Is there a preferred web browser?

HHAX is a web-based solution requiring internet connection. The system works best with Internet Explorer, Chrome, and Microsoft Edge.

Are all the names and information used in training fictitious? If not, how do you protect client's info?

Yes, the training environment contains fictitious data (non PHI) and is used for the purpose of facilitating system demonstrations and webinars.

What types of reports are available in the system? Are they all exportable? What file format are exported reports in?

For Agency Providers, the types of reports range from Member information, visit data, billing, compliance and more. The exportable formats are XML, CSV, PDF, HTML, Excel, TIFF File, and Word.

What if I would like to use other HHAX system features that are not part of the free/state-sponsored system?

There is not charge a fee to Providers to access the HHAeXchange provider portal for purposes of EVV aggregation. For additional details regarding other versions of the HHAeXchange platform, please visit hhaexchange.com and select Contact Us to get in touch with our team.

Are we able to send 837P claims?

Claims integration will be supported for certain waiver programs. Details regarding the type of claims integration will be shared at a later date per waiver program.

Administration

I need a new User ID. Who should I contact?

Users with the ADMIN Role at your Agency can create New Users in the HHAeXchange system. Further instructions are shared upon receiving access to the HHAeXchange system closer to the go-live date.

I need to deactivate a User. What should I do?

Users with the ADMIN Role at your Agency can deactivate HHAeXchange Users in the system. Further instructions are shared upon receiving access to the HHAeXchange system closer to the go-live date.

What should I do if my password doesn't work?

To troubleshoot common password issues, request the User to check the following:

- Is the Login name entered correctly?
- Is [Caps Lock] selected?

If these troubleshooting tips do not work, the Admin can reset passwords for other Users as follows:

1. Locate the User (***Admin > User Management > User Search***).
2. Edit the User and select **Change Password** on the *Update User Account* Page.

Further instructions are shared upon receiving access to the HHAeXchange system.

If I forget my password, will I get locked out after too many attempts?

The system allows up to 4 attempts at login. Thereafter, the user must contact the Agency Administrator (Admin) to unlock or reset their password.

How can I enable or disable permissions?

Only an Admin has the rights to enable/disable permissions for a role. To change permissions, the Admin is to follow the steps below:

1. Locate the User (***Admin > User Management > Edit Role***).
2. Select the **Section** (and optionally the User's **Role**) for the permission, then click **Search**.
3. Grant or remove individual permissions using the checkboxes and **Save**.

Further instructions are shared upon receiving access to the HHAeXchange system.

I enabled or disabled a permission(s), but nothing happened?

If a permission has been changed, the User needs to exit their active session and log in again to the system to see the permission change.

What are the different User Roles in HHAX?

There are several roles to which an Agency system User can be assigned including **Admin**, **Coordinator**, and **Billing**. Each role is equipped to access the corresponding functionalities in the system. Further instructions are shared upon receiving access to the HHAeXchange system.

Mobile App System

Does the telephone/call-in option provide directions to the Caregiver/Member in alternative languages. If so, what languages are offered?

Both clock-in methods, IVR (phone) and mobile app, have multiple language options. The HHAX mobile app supports over 22 different languages, including those most commonly spoken in Michigan. Each provider who selects the HHAX EVV system will be able to use an English IVR line by default with additional languages available by request.

What devices can the HHAX application be used on? Is it supported by IOS and Android?

The HHAX application is supported on both Android and iOS operating systems. A smartphone or tablet must be used in order to use the HHAX application.

How is GPS used with Telephony?

The GPS function is only used with the HHAX Mobile App.

How can visits in the community be recorded?

The HHAX Mobile App supports use of a 'Community Visit' feature which allows the user to record when a visit occurs in the community, outside of the member's home.

Will the Mobile app be able to download weekly timesheets?

The HHAX mobile app will show a schedule for a caregiver if a schedule has been created in advance. The HHAX provider portal will display a calendar view of the visits recorded which can be downloaded and exported for time and attendance purposes.

Member Placement

Are automated emails used to inform Providers of new referrals?

The Agency Admin (Admin) can set up an automated email notification (Common Notifications) for new Placements. The Placement email is for notification purposes only; a User that is logged into the HHAX system can only accept a new Placement.

Member and Authorization Info

Member is not in the system. What should I do?

Troubleshooting tips:

1. When searching for Member via ***Patient > Search Patient***, select "All" from the **Status** filter to ensure Member Status has not changed from ACTIVE.
2. When searching for a Member via ***Patient > Search Patient***, select "All" from the **Coordinator** filter to ensure the search returns all Members.

I cannot find a *discharged* Member in the HHAeXchange system.

To find a *discharged* Member, navigate to ***Patient > Search Patient***. Note that the default value for Status is "Active". To find a *discharged* Member, select "Discharged" from the **Status** filter, which provides Search Results for Members who are no longer active.

Caregiver Management

What is the process for importing Caregivers? Batch import option? What format can they be sent in, excel, PDF, template?

For Provider Agencies, Providers are responsible for entering Caregivers into HHAX. There are two options available to enter Caregivers:

- **Option 1:** Caregivers can be manually entered in the system (***Caregiver > New Caregiver***).
- **Option 2:** For Providers with more than 50 Caregivers to enter, Providers may use the EDI import option. Additional details will be provided on the Provider Information Center page, under the EDI Process tab. Work with our EDI Support team to assist with submission of this Excel template.

How are Caregivers trained to use the system?

Provider Agencies are responsible for training their Caregivers. Information for Provider Agencies on training Caregivers is covered during Provider training. Provider Agencies have access to job aids and resources to train their Caregivers on how to use EVV for clocking in and out and reviewing schedules.

EVV Functions and Setup

What is the most common way to verify EVV?

The method of EVV varies from Agency to Agency. As part of the free EVV tools, HHAeXchange offers two methods, the Mobile App and Telephony (IVR), to Providers. These two methods are used for Caregivers and Members to verify EVV.

How is time verified?

For Caregivers, time is verified in the mobile app or IVR. Provider agency users will be able to review all visits recorded within their HHAX Provider Portal.

Are schedules required to have an EVV compliant visit?

A schedule is required in the HHAX system to confirm EVV compliant visits. An unscheduled visit can be performed without an advanced schedule. Upon unscheduled visits being confirmed and linked to the member, a schedule will be visible for the times that the visit occurred.

What are the flexible scheduling options within the system?

Providers can schedule visits as needed, create a recurring schedule (Master Week), or use scheduling tools such as **Copy and Paste** or **Copy and Create**.

EVV Issues

Does the EVV GPS monitor a Caregiver even when not working? Will GPS be tracked even when not using the mobile app?

No, GPS is only used at the time of clock-in and clock-out.

How are services verified when there is no cell service or internet service?

The HHAX mobile app has offline mode functionality for cases where cellular service is unavailable at the time of a visit clock in or clock out. Once services are reconnected, the visit information syncs into the application with the visit time(s) recorded while in offline mode.

How are missed visits and visit edits resolved within the HHAX system?

For Providers, the missed visits only apply when a schedule is pre-defined. If there is a schedule in place, the Provider must use the *Prebilling Review* function to resolve edits. Edits are managed in the Portal for Providers

How do I create a permanent schedule for the future?

If you are using the HHAX system, you can create a Master Week as a template for your weekly scheduled visits within the Provider Portal.

EVV Exceptions

The Caregiver clocked OUT instead of clocking IN. Can this be corrected?

If the Caregiver accidentally clocked IN and OUT (or vice versa), this can be corrected as listed below:

1. Navigate to ***Visit > Call Dashboard > Call Maintenance***.
2. Search for the call using the status *Potential In/Out Mistake*.
3. When the call is located, click the desired link (Out or In) in the "Call Type" field.
4. Click the ***OK*** button to confirm the action.

Can I link a call that was previously rejected?

Calls that have been **Rejected** can no longer be linked to a scheduled Visit. When rejecting a call, be sure that it cannot be linked to a Visit.

I fixed a call exception and I still see the same call on the Call Maintenance page. What should I do?

If a fixed Call Exception does not clear, click the ***Search*** button to refresh the Call Maintenance page. The exception should no longer be listed once corrected.

How soon are newly added Phone Numbers (Phone 2 and/or Phone 3) available on a Member's Profile?

A newly added number is saved immediately in the Member's Profile and available for use in any subsequent calls. However, calls in the Call Dashboard require overnight reprocessing to link to the visits.

How can I fix the calendar when a shift is covered by a different Caregiver?

If you have TWO Caregivers rendering services, you can create TWO different shifts on the same day directly in the calendar. If the shift was covered by another worker, and the calls did not automatically link, this can be fixed via the ***Call Dashboard*** by updating the scheduled Caregiver.

Communications

HHAeXchange Contact Information:

Client Support Portal: https://www.hhaexchange.com/supportrequest

HHAeXchange End User Inquiry Contact

Agency Admin

- Username or Password Inquiry
- How to search/view information in the HHAX system (e.g., Placements, Authorizations, Member, etc.)
- Rate for Member is incorrect

HHAX Technical Customer Care

- Upcoming implementation information
- Cannot locate EDI Visit or Billing files in the system
- System not functioning as expected (e.g., system slowness, page not appearing, etc.)
- Cannot clear Visit from Pre-billing

Payer (via HHAX Note Function)

- EVV Implementation and or EVV policy information
- Inquiry regarding a specific Member

- Inquiry regarding Payer contract

Will the HHAX Support Desk be available 24 hours? Is it only by email?

The HHAX Support Desk operates from **8:00 a.m. - 5:00 p.m. EST, Monday-Friday**. Providers can contact the HHAX Support Desk at: https://www.hhaexchange.com/supportrequest

Will all Notes always be available in your system?

Yes, all Notes are archived in the system. Further instructions are shared upon receiving access to the HHAeXchange system.

Will we be able to communicate with staff through the system via email or text message?

The HHAeXchange system supports entering notes pertaining to the specific member for other Agency staff to view. Email and text messages are not recorded in the system and are not able to be transferred to staff such as a Caregiver or individual providing the service.

What types of documents can be attached in Notes? (PDF, Excel, CSV, etc.)?

The system supports the attachment of common files to include PDF, Word, Excel, and CSV among others.

Will the system "alert" us via email when there is a referral or notes? How would Providers be alerted when not currently logged in to the HHAX system (during non-business hours)?

Common Notifications can be activated by the Payer to include Placement alerts via email. Alerts are intended for awareness purposes only and can be enabled through ***Admin > Office Setup***. Users must login to the system to perform needed steps (e.g., reviewing and accepting a Member Placement).

EDI/Import

Will Providers who use a third party EVV system also need login to the HHAX Portal?

Yes. As best practice, we suggest Providers review the data in their HHAX Portal, as they are responsible for ensuring that all visit data is accepted into the HHAX Aggregator. Providers and their vendors will need to actively monitor the integration of visits from their third party EVV system to HHAX.

If a Provider uses two different systems for business purposes, can data from both systems be integrated effectively into the aggregator?

The HHAX Integration Team will assist with integrating EVV compliant systems to the HHAX aggregator. Third party systems integrating with HHAeXchange must meet the requirements of the third party EVV API which will be communicated at a later date.

Can a Provider choose to use HHAX EVV first then transition to a third party EVV vendor?

Yes, Providers can switch from one EVV system to another as part of the Open Model for EVV.

Has your system been integrated with Wellsky/Clearcare?

Yes, HHAeXchange integrates with Wellsky/Clearcare in other markets. HHAeXchange supports over 120+ vendor integrations and is continuously partnering with new vendors to support EDI connections across the country.