

Welcome to HHAeXchange Home Health Fee for Service 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 Health Fee for Service (FFS) members and recognize the important role that you play in the homecare industry.

Now that you have 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 components required to ensure a successful implementation of EVV with HHAeXchange.

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 patient placement, scheduling, and authorization management for Home Health Care Services.

For 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 EVV mandate requirements. The informational sessions provide the background and major milestones required while the training webinars assist in understanding the different functionalities available in the HHAeXchange Provider Portal. As we move through these steps, communications will be sent to the user who completed the Provider Onboarding Form for the Home Health Agency.

Timeline and Steps for Implementation Readiness

The following table offers a timeline and guidance in preparation for the April 1, 2024, EVV Home Health – Fee for Service Go-Live.

Step	Timeline Dates	Expectations								
1	<p>Thursday, February 8, 2024: 11:00 AM - 1:00 PM EST</p> <p>Tuesday, February 13, 2024: 3:00 PM - 5:00 PM EST</p> <p>Wednesday, February 14, 2024: 11:00 AM - 1:00 PM EST</p>	<p>Webinar: Informational Sessions 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>								
2	<p>Wednesday, February 21, 2024</p>	<p>Learning Management System Access Receive login credentials for the Learning Management System (LMS) to review videos, documents, and test questions to gain an understanding of the HHAeXchange Provider Portal.</p>								
3	<p>Tuesday, February 27, 2024: 10:00 AM to Noon EST Intended Audience: Admin and Coordinator. *Biller optional</p> <p>Wednesday, February 28, 2024: 10:00 AM to Noon EST Intended Audience: ONLY Third-Party Vendors/EDI Training</p> <p>Thursday, February 29, 2024: 2:00 PM to 4:00 PM EST Intended Audience: Admin and Biller. *Coordinator optional</p>	<p>Webinar: System User Training <i>Webinars are tailored to staff roles in your Agency and correlate with the LMS training. Multiple 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> <table border="1"> <thead> <tr> <th>Day</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> <p>Tuesday, Feb. 27, 2024</p> <ul style="list-style-type: none"> Intended audience (Role): Admin and Coordinator. * Biller optional Topics covered: Member Management, Visit Management, and EVV </td> </tr> <tr> <td>2</td> <td> <p>Wednesday, Feb. 28, 2024</p> <ul style="list-style-type: none"> Intended audience: ONLY Third-Party Vendors/EDI Training Topics covered: Introduction to EDI Integration </td> </tr> <tr> <td>3</td> <td> <p>Thursday, Feb. 29, 2024</p> <ul style="list-style-type: none"> Intended audience (Role): Admin and Biller. *Coordinator optional Topics covered: Admin and Billing </td> </tr> </tbody> </table>	Day	Topic	1	<p>Tuesday, Feb. 27, 2024</p> <ul style="list-style-type: none"> Intended audience (Role): Admin and Coordinator. * Biller optional Topics covered: Member Management, Visit Management, and EVV 	2	<p>Wednesday, Feb. 28, 2024</p> <ul style="list-style-type: none"> Intended audience: ONLY Third-Party Vendors/EDI Training Topics covered: Introduction to EDI Integration 	3	<p>Thursday, Feb. 29, 2024</p> <ul style="list-style-type: none"> Intended audience (Role): Admin and Biller. *Coordinator optional Topics covered: Admin and Billing
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		Click Here to Register for a System User Training
4	Thursday, March 14, 2024: 11:00 AM to Noon EST	<p>Webinar: MiLogin System User Training This webinar will review the MiLogin process, including registering for MiLogin and adding the HHAeXchange application for access.</p> <p>Click Here to Register for MiLogin System User Training</p>
5	Friday, March 22, 2024	<p>Log in to your HHAeXchange Provider Portal Providers will begin receiving Provider Portal credentials to log in to the system and begin entering Agency service providers. 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). 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>
5	Monday, March 25, 2024: 11:00 AM to 2:00 PM EST	<p>Webinar: Getting Started 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.</p> <p>Click Here to Register for a Getting Started Webinar</p>

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7	Monday, April 1, 2024	<p>Go-Live for Home Health Agency Fee for Service (FFS) Providers</p> <p>For dates of service on or after April 1, 2024, MDHHS requires the use of Electronic Visit Verification (EVV) for certain HHCS for FFS providers serving Medicaid beneficiaries. 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 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>
8	<p>Wednesday, March 27, 2024: 10:00 AM to 11:00 AM EST</p> <p>Thursday, March 28, 2024: 10:00 AM to 11:00 AM EST</p> <p>Tuesday, April 2, 2024: 10:00 AM to 11:00 AM EST</p> <p>Wednesday, April 3, 2024: 10:00 AM to 11:00 AM EST</p> <p>Thursday, April 4, 2024: 10:00 AM to 11:00 AM EST</p> <p>Monday, April 8, 2024: 10:00 AM to 11:00 AM EST</p> <p>Wednesday, April 10, 2024: 10:00 AM to 11:00 AM EST</p> <p>Thursday, April 18, 2024: 10:00 AM to 11:00 AM EST</p> <p>Friday, April 19, 2024:</p>	<p>Webinar: Open Hours</p> <p>HHAeXchange will be holding several “open hours” webinar sessions. Each session will include subject matter experts to address all questions as well as show demonstrations when appropriate. 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. 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>*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>

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	10:00 AM to 11:00 AM EST	

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.