Welcome to Electronic Visit Verification

Overview

Welcome to HHAeXchange! We are delighted to have the opportunity to serve your Provider Agency! We value all your efforts in delivering quality care to your members and have recognized all the positive experience you provide. At HHAeXchange we want to help drive your Provider Agency's legacy as we continue down the path to Electronic Visit Verification (EVV) compliance. Your participation plays a vital role in the success of the Minnesota DHS partnership with HHAeXchange, and we can assure you that HHAeXchange is here to guide you through the process.

Now that you have completed the Provider Questionnaire Survey, we have outlined important next steps and dates specific to the options you have selected. Please review more details for your selected option and the timeline for the implementation specified below. These steps are your key guidance on all the different parts that are required to ensure you are on your path of success with HHAeXchange.

For Providers working with HHAeXchange

Using the Free EVV tool provided by Minnesota DHS and HHAeXchange

Minnesota DHS has partnered with HHAeXchange to provide a free Electronic Visit Verification (EVV) and billing tool for member placement, scheduling, authorization management, communication, and direct billing for Home Health Aide services.

For Providers who elected to use the free HHAeXchange EVV solution in coordination with the Minnesota DHS EVV program, HHAeXchange works with your Provider Agency through a series of information sessions and trainings. These series of sessions and trainings are required to have your Provider Agency acclimated with the HHAeXchange platform, in effort to meet the EVV mandate requirements. The information session provides the background and major milestones required while the training assists in understanding the different functionalities available to you in the HHAeXchange Provider Portal. As we move along these steps, communications are sent to the user who completed the Provider Portal Questionnaire.

Timeline and Steps for Implementation Readiness

The timeline below represents how as the Provider you can be compliant with Minnesota DHS.

Step	Timeline Dates	Expectations
1	Thursday, Sept 15, 2022 Tuesday, Sept 20, 2022 Friday, Sept 23, 2022	**Attend the Provider Information Sessions** Sessions are offered in the morning or afternoon and include a demo of the HHAeXchange platform. Attendance is only required for ONE (1) session as both provide the same information. The pre-recorded webinar sessions allow for a Q/A chat option to address questions.
2	Wednesday, Nov 23, 2022	**Learning Management System Access** Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAeXchange Provider Portal.
3	Monday, Nov 28, 2022 Tuesday, Nov 29, 2022	**System User Training Webinars** Register and attend the training webinars on Monday and Tuesday. Each day a different aspect of the HHAeXchange functionality is covered with a live Q/A chat option allowing Providers to ask questions related to the Provider Portal functionalities. Each webinar is specific to the staff role in your Agency. <table><tr><th>Day</th><th>Topic</th></tr><tr><td>1</td><td>**Monday, November 28, 2022** • Topics covered: Member Management, Visit Management, and EVV • Intended audience (Role): Admin and Coordinator; Billing optional</td></tr><tr><td>2</td><td>**Tuesday, November 29, 2022**: • Topics covered: Billing and Administration • Intended audience (Role): Admin and Billing; Coordinator optional.</td></tr></table> [Click here to register](#) and review the description providing more 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.
4	Monday, Nov 28, 2022	**Log-in to your Provider Portal** Providers receive Provider Portal credentials to log in to the system and begin entering Caregivers. Ensure your Portal is set up prior to go-live and work with your Caregivers to prepare them for EVV (for example, download the Mobile Caregiver App, review the EVV phone instructions). A telephony (IVR line) is given to you prior to go-live for EVV confirmation. Providers can use the Portal Support Center to search for and review all job aids and written training material in the *Provider Portal Resource* page.

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5	Monday, Dec 5, 2022	**Linking Provider Portals to Minnesota Contract** Providers are linked to the new Payer contract titled "Minnesota DHS". As part of the linkage, Payer data containing the Members and Authorizations in scope of this implementation begin to populate. Refer to the *Service Code* page on the *Provider Information Center* page at Minnesota Provider Information Center-HHAeXchange to learn which services are sent via the linking process. Once the Member and Authorization data is populated, Providers can review the data and begin scheduling Members to prepare for EDI compliance come go-live. Providers can also use this time to contact the Minnesota Team to address any discrepancies using their current communication methods.
6	Mid-December	**Go-Live for Providers** 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) must be supported by the visit data to be compliant with the CURES ACT mandate.

Provider Information Center

Visit the Minnesota Information Center Page which shares an overview behind the Minnesota DHS partnership with HHAeXchange, as well as information on training, integration, and the free HHAeXchange tool.

Support

For questions or help with HHAX, please email HHAeXchange at MNSupport@HHAeXchange.com.