

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 Enrollment Form, 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. This 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 | Monday, Aug 21, 2023 Wednesday, Aug 23, 2023 Friday, Aug 25, 2023 | <p>Attend the Provider Information Session</p> <p>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.</p> | | | | | | |
| 2 | Friday, Sept 15, 2023 | <p>Linking Provider Portals to Minnesota State and MCO Contracts</p> <p>As part of the linkage, Payer data containing the Members and Authorizations in scope of this implementation begin to populate. Refer to the <i>Service Code</i> page on the Provider Information Center 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 the 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.</p> | | | | | | |
| 3 | Wednesday, Sept 20, 2023 | <p>Learning Management System Access</p> <p>Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAExchange Provider Portal.</p> | | | | | | |
| 4 | Tuesday, Sept 26, 2023 Thursday, Sept 28, 2023 | <p>System User Training Webinar Week</p> <p>Register and attend the training webinar week from Tuesday-Thursday. 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.</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> <p>Tuesday, September 26, 2023:</p> <ul style="list-style-type: none"> Topics covered: Member Management, Visit Management, and EVV <p>Intended audience (Role): Admin and Coordinator; Billing optional</p> </td> </tr> <tr> <td>2</td> <td> <p>Thursday, September 28, 2023:</p> <ul style="list-style-type: none"> Topics covered: Billing and Administration <p>Intended audience (Role): Admin and Billing; Coordinator optional.</p> </td> </tr> </tbody> </table> <p>Click here to register and review the descriptions providing more insight on the associated roles and content of each</p> | Day | Topic | 1 | <p>Tuesday, September 26, 2023:</p> <ul style="list-style-type: none"> Topics covered: Member Management, Visit Management, and EVV <p>Intended audience (Role): Admin and Coordinator; Billing optional</p> | 2 | <p>Thursday, September 28, 2023:</p> <ul style="list-style-type: none"> Topics covered: Billing and Administration <p>Intended audience (Role): Admin and Billing; Coordinator optional.</p> |
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| | | webinar. These webinars are correlated with the LMS training and can be attended by multiple staff members of your Agency. |
| 5 | Tuesday, Sept 26, 2023 | Log-in to your Provider Portal Receive your Provider Portal credentials to login to the system and begin entering your Caregivers. Ensure your Portal is setup prior to go-live. |
| 6 | October 2023 | Go-Live for Providers Providers are expected to start using the HHAExchange Provider Portal to schedule, confirm EVV compliant visits. |

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 [Client Support Portal](#).