

# Welcome to HHAExchange!

Thank you for participating in the Electronic Data Interchange (EDI) project for your Agency. This letter provides information, general requirements, and steps to take to successfully integrate your Agency Management System with HHAExchange (HHAX).

Mississippi's Division of Medicaid's (DOM) partnership with FEI Systems and HHAExchange (HHAX) gives your entity access to our complimentary HHAExchange Portal. As your Agency prepares for the transition to the HHAExchange Portal, our experienced team is here to guide you through the process. This document provides implementation details and expected timelines for your Agency using a third-party vendor. These steps provide guidance in preparation for the **August 1, 2023, Go-Live** date, and set up for success with the HHAExchange Portal.

To integrate between your 3rd Party Agency Management System and HHAX, Providers are required to comply with both the business requirements and technical specifications listed in this document. The first step is to review the content of this packet and initiate contact with HHAX to begin the integration process.

- Business Requirements Link: [Business Requirements for Third Party EVV Data Aggregation](#)
- Technical Specifications Document: [HHAExchange EVV API Technical Specifications](#)

## HHAX API Interface (into HHAExchange)

The **API Interface** exchanges data from third party providers and EVV vendors to HHAExchange. The API Interface Portal simplifies data submission by removing the need to import files. Once EVV records are sent from the third party EVV system to HHAX via the API, a timestamp is automatically created showing the status of the transaction. The status is then sent back to the Provider via the message interface, allowing for real-time tracking of messages.

**Note:** Providers' third party EVV systems must be able to provide required data for EVV aggregation to HHAX in real time via API. Third party providers and EVV vendors who require access to the API Portal must submit a ticket to the HHAX EDI Support Team email at: [EDIsupport@hhaexchange.com](mailto:EDIsupport@hhaexchange.com) with the subject line 'Mississippi EVV'.

## Production Process and Transmission Frequency

For optimal system performance, HHAX recommends that visit data is sent in near real-time. The expectation is that data is sent by the Provider or EVV vendor to HHAX as it is added, changed, and/or deleted in the third party EVV system.

## Timeline and Steps for EDI Integration Readiness

The following timeline provides guidance throughout the API Interface Integration process to move toward compliance according to Mississippi Division of Medicaid implementation. For more details, visit the [Mississippi EVV Provider Information Center](#) at any time throughout the implementation process.

**Note:** This welcome packet is specific to Mississippi Division of Medicaid Waiver Providers.

Step	Timeline Dates	Expectations								
1	Beginning June 16, 2023	<b>Initiate contact with HHAX to begin the integration process</b> Please submit a request through the <a href="#">Client Support Portal</a>								
2	Wed, June 21, 2023 Mon, June 26, 2023 Thurs, June 29, 2023	<b>Attend the Provider Information Sessions</b> Attendance is only required for ONE (1) session as all provide the same information. The webinar sessions allow for a Q/A chat option to address questions. <a href="#">Click to Register for a Provider Information Session</a>								
3	Fri, July 7, 2023 Wed, July 12, 2023 Wed, July 19, 2023	<b>Attend an EDI Onboarding Webinar Session</b> Attending this webinar session is the first step in ensuring a successful integration between HHAeXchange and your current third-party Electronic Visit Verification (EVV) Vendor. In this training, receive an overview on how to integrate your Agency’s EDI management software with HHAeXchange. <a href="#">Click to Register for an EDI Onboarding Webinar.</a>								
4	Wed, July 12, 2023	<b>Learning Management System Access</b> Providers receive login credentials for the Learning Management System to review videos, documents, and test questions to gain an understanding of the HHAeXchange Provider Portal.								
5	Tues, July 18, 2023 Wed, July 19, 2023 (EDI) Thurs, July 20, 2023	<b>System User Training Webinars</b> Register and attend the training webinars from Tuesday to Thursday. Each day a different aspect of the HHAeXchange functionality is covered with a live Q/A chat option where Providers can 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><b>Tuesday, July 18, 2023</b> Topics covered: Member Management, Visit Management, and EVV Intended audience (Role): Admin and Coordinator</td></tr><tr><td>2</td><td><b>Wednesday, July 19, 2023</b> Topics covered: HHAX Intro to EDI Integration Intended audience: EDI Providers ONLY</td></tr><tr><td>2</td><td><b>Thursday, July 20, 2023</b> Topics covered: System Administration Intended audience (Role): Admin. Coordinator optional.</td></tr></table> <a href="#">Click to Review and Register for System User Training</a> (Review the descriptions to gain more insight on the associated roles and	Day	Topic	1	<b>Tuesday, July 18, 2023</b> Topics covered: Member Management, Visit Management, and EVV Intended audience (Role): Admin and Coordinator	2	<b>Wednesday, July 19, 2023</b> Topics covered: HHAX Intro to EDI Integration Intended audience: EDI Providers ONLY	2	<b>Thursday, July 20, 2023</b> Topics covered: System Administration Intended audience (Role): Admin. Coordinator optional.
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		content of each webinar. These webinars are correlated with the LMS training and can be attended by multiple staff members of your Agency.
6	Mon, July 24, 2023	<b>Log-in to your Provider Portal (Specific to New HHAX Providers integrating)</b> Providers receive Provider Portal credentials to log in to the system and begin entering Caregivers. Ensure your Portal is setup prior to go-live.
7	Mon, July 24, 2023	<b>Linking Provider Portals to Mississippi Division of Medicaid Contract</b> Providers are linked to the new Payer contract titled “Mississippi Division of Medicaid”. When linked, 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 <i>Provider Information Center</i> page at <a href="#">Mississippi EVV Provider Information Center-HHAExchange</a> 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 use this time to contact the Mississippi Division of Medicaid Team to address any discrepancies using their current communication methods.
8	Tues, July 25, 2023	<b>Attend Go-Live Support Webinar</b> Register for the Pre-Go-Live Support webinar using the registration link below. 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. Available dates are noted when clicking on the registration link. <a href="#">Click to Register for the Go-Live Support Webinar</a>
9	Tues, August 1, 2023	<b>Go-Live for Providers</b> 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.

## Support

Have a question? We’ve got answers!

- **Support Center:** Once you have portal access, check out our one-stop knowledge base for a comprehensive collection of product documentation and videos.
- **Client Support Portal** Need one-on-one support? Submit a request directly to the Client Support Team via the Client Support Portal and track the status of your request in real time. Access the [Client Support Portal](#) or learn more in the [Client Support Portal Job Aid](#).