

# Welcome to HHAExchange!

We are delighted to have the opportunity to serve your Agency. We value your efforts in delivering quality care to your members and recognize the important role you provide in the homecare industry.

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 will be here to guide you through the process. This document provides implementation details and expected timelines for your Agency. These steps provide guidance in preparation for the **August 1, 2023, Go-Live** date, and set up for success with the HHAExchange Portal.

## Timeline and Steps for Go Live Readiness

The following table offers a timeline and guidance in preparation for the Agency’s August 1, 2023, HHAExchange Portal Go-Live date. 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	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>
2	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.

Step	Timeline Dates	Expectations						
3	Tues, July 18, 2023 Thurs, July 20, 2023	<p><b>System User Training Webinars</b> Register and attend the training webinars on Tuesday and 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.</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Topic</th> </tr> </thead> <tbody> <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>Thursday, July 20, 2023</b>  Topics covered: System Administration  Intended audience (Role): Admin. Coordinator optional. </td> </tr> </tbody> </table> <p><a href="#">Click to Review and Register for System User Training</a> (Review the descriptions to gain 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.)</p>	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>Thursday, July 20, 2023</b> Topics covered: System Administration Intended audience (Role): Admin. Coordinator optional.
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4	Mon, July 24, 2023	<p><b>Log-in to your Provider Portal</b> 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 <i>Provider Portal Resource</i> page.</p>						
5	Mon, July 24, 2023	<p><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.</p>						
6	Tues, July 25, 2023	<p><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></p>						

Step	Timeline Dates	Expectations
7	Tues, Aug 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](#).