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 will ensure that you are prepared and set up for success with the HHAeXchange Portal.

Timeline and Steps for Go Live Readiness

Here's an overview of how we'll work together to ensure your agency is prepared for the 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.

This welcome packet is specific to Mississippi DOM Home Health and State Plan PCS & PDN Providers.

Step	Timeline Dates	Expectations
1	Tuesday, Oct 17, 2023 Thurs, Oct 19, 2023 Monday, Oct 23, 2023	**Attend the Provider Information Sessions** 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. Click here to register
2	Monday, Nov 6, 2023	**Learning Management System Access** Providers will receive login credentials for Learning Management System to review videos, documents, and test questions to gain an understanding of the HHAeXchange Provider Portal. ***Note that there is only ONE (1) set of credentials sent for LMS to the Admin Contact noted on your Provider Set Up Form***

Step	Timeline Dates	Expectations
3	Tuesday, Nov 14, 2023 Thursday, Nov 15, 2023	**System User Training Webinar Week** 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. <table><tr><th>Day</th><th>Topic</th></tr><tr><td>1</td><td>**Tuesday, Nov 14, 2023** Topics covered: Member Management, Visit Management, and EVV Intended audience (Role): Admin and Coordinator;</td></tr><tr><td>2</td><td>**Thursday, Nov 16, 2023** Topics covered: System Administration & Billing Intended audience (Role): Admin, 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	Friday, November 10, 2023	**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.
5	Monday, Nov 13, 2023	**Linking Provider Portals to Mississippi Division of Medicaid Contract** Providers are linked to the new Payer contract titled "Mississippi Division of Medicaid". 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 Mississippi EVV 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 go-live. Providers can also use this time to contact the Mississippi Division of Medicaid Team to address any discrepancies using their current communication methods.

Step	Timeline Dates	Expectations
6	Monday, Nov 20, 2023 Monday, Dec 4, 2023	**Attend Go-Live Support Webinar** 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. Register Here for the Go-Live Support Webinar
7	Monday, Dec 11, 2023	**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.

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 through 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.