

# Welcome to Electronic Visit Verification

## Overview

Welcome to HHAeXchange! We are delighted to have the opportunity to serve your provider agency! We value all of 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 EVV compliance. Your participation plays a vital role in the success of the State of North Carolina’s EVV program, and we can assure you that HHAeXchange is here to guide you through the process by coordinating with your provider agency from either the state aggregator level or provider level approach.

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.

## For Providers working with HHAeXchange

### Use the Free EVV Tool provided by the North Carolina LME and HHAeXchange

Sandhills Center, Alliance Health, Trillium Health Resources, Vaya Health, Cardinal Innovations Healthcare, Partners, and Eastpointe – have 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 all the North Carolina LME, HHAeXchange will work 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 by January 1, 2021, in effort to meet the EVV mandate requirements.

## Timeline and Steps for Implementation Readiness

The timeline below represents how as the provider you can be compliant for your contracted LME in North Carolina by January 1, 2021.

Step	Timeline Dates	Expectations
1	Monday, October 26, 2020 Tuesday, October 27, 2020 Thursday, October 29, 2020	<b>Review the Provider Information Session</b> Provider Information Sessions were conducted in late October 2020 containing all information regarding the implementation, next steps, and a short Provider Portal demo. <b>*Click <a href="#">here</a> to access the recording and <a href="#">here</a> to access the coordinated PowerPoint.</b>

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2	November 23, 2020	<p><b>System User Training (<i>applicable for Providers using HHAExchange</i>)</b></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> <p><b><i>*If additional staff attends the training for your agency, please share the credentials with other members of your Agency.</i></b></p>												
3	November 30-December 4, 2020	<p><b>System User Training Webinar Week</b></p> <p>Register and attend the training webinar week from Monday-Friday. Each day we review a different aspect of the HHAExchange functionality 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>Monday, 11/30: Overview video</td> </tr> <tr> <td>2</td> <td>Tuesday, 12/1: HHAX Management</td> </tr> <tr> <td>3</td> <td>Wednesday, 12/2: <i>attend only ONE session from the options below (based on your Provider EVV selection):</i> <ul style="list-style-type: none"> <li>• HHAX EVV</li> <li>• EDI Integration</li> </ul> </td> </tr> <tr> <td>4</td> <td>Thursday, 12/3: Billing</td> </tr> <tr> <td>5</td> <td>Friday, 12/4: Admin &amp; Next Steps</td> </tr> </tbody> </table> <p><a href="#">Click here</a> to register and review the description providing more insight on the associated roles and content of each webinar.</p> <p><b><i>*For those who are unable to attend the webinars, please view this content using the LMS, as listed above.</i></b></p>	Day	Topic	1	Monday, 11/30: Overview video	2	Tuesday, 12/1: HHAX Management	3	Wednesday, 12/2: <i>attend only ONE session from the options below (based on your Provider EVV selection):</i> <ul style="list-style-type: none"> <li>• HHAX EVV</li> <li>• EDI Integration</li> </ul>	4	Thursday, 12/3: Billing	5	Friday, 12/4: Admin & Next Steps
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4	November 30 <sup>th</sup> , 2020	<p><b>Log-in to your Provider Portal</b></p> <p>Receive your Provider Portal credentials to login to the system and begin entering your caregivers. Ensure your portal is setup prior to go-live and work with your caregivers to prepare them EVV (i.e., download the mobile caregiver app, review the EVV phone instructions).</p>												
5	December 14, 2020	<p><b>Go-Live for all Providers</b></p> <p>Providers are expected to start utilizing the HHAExchange Provider Portal to schedule, confirm and bill EVV compliant visits. Providers should ensure to move toward being EVV compliant prior to January 1st, 2021.</p>												
6	January 1, 2021	<p><b>EVV Mandate</b></p> <p>All paid claims under the EVV mandate (PCS services) need to be supported by the visit data to be compliant with the CURES ACT mandate.</p>												

## Provider Information Center

Visit the [North Carolina Provider Information Center Page](#) which shares an overview behind the State of North Carolina, as well as information on training, integration, and the free HHAExchange tool.

## Support

For questions or help with HHAX, please email HHAExchange at [Support@HHAExchange.com](mailto:Support@HHAExchange.com).