

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. Carolina Complete Health, AmeriHealth Caritas of North Carolina, UnitedHealthcare Community Plan of North Carolina, and WellCare of North Carolina (the PHPs) have partnered with HHAExchange to provide software that allows Providers to have a single login for all PHPs to access authorizations, communicate, and meet Electronic Visit and Verification (EVV) requirements of the 21st Century Cures Act. Your participation plays a vital role in the success of the NC PHP 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 Questionnaire Survey, we have outlined important next steps and dates specific to the selected options. Please review more details for your selected option and the timeline for the implementation specified below. These steps are the 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 PHP and HHAExchange

NC PHPs 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 the PHP EVV program, HHAExchange works 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, 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 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 Providers can be compliant with PHP.

Step	Timeline Dates	Expectations												
1	<p>Wednesday, May 12, 2021 Thursday, May 13, 2021 Thursday, May 20, 2021</p> <p><i>*Please select only one session to attend.</i></p>	<p>Attend the Provider Information Session</p> <p>Sessions are split between morning and afternoon including 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 answer all questions.</p> <p>Click here to Register</p>												
2	<p>Latest by Friday, May 28, 2021</p>	<p>Complete Provider Enrollment Form</p> <p>Providers who have not completed the survey form must complete the Provider Portal Enrollment Form; necessary to access the HHAeXchange Portal. In the form, Providers are asked to give details such as Provider location, Caregivers, and contact information for all future communications.</p>												
3	<p>Wednesday, June 2, 2021</p>	<p>System User training</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	<p>Week of June 7-11, 2021</p>	<p>System User Training Webinar Week</p> <p>Register and attend the training webinar week from Monday-Friday. Each day a different aspect of HHAeXchange functionality is reviewed with a live Q/A chat option allowing Providers to ask questions related to the Provider Portal functionalities. Each of the webinars are 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, 6/7: Overview video</td> </tr> <tr> <td>2</td> <td>Tuesday, 6/8: HHAX Management</td> </tr> <tr> <td>3</td> <td>Wednesday, 6/9: When registering below <i>attend only the PM session on this day:</i> <ul style="list-style-type: none"> • HHAX EVV (PM Session) </td> </tr> <tr> <td>4</td> <td>Thursday, 6/10: Billing</td> </tr> <tr> <td>5</td> <td>Friday, 6/11: Admin & Next Steps</td> </tr> </tbody> </table> <p>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.</p>	Day	Topic	1	Monday, 6/7: Overview video	2	Tuesday, 6/8: HHAX Management	3	Wednesday, 6/9: When registering below <i>attend only the PM session on this day:</i> <ul style="list-style-type: none"> • HHAX EVV (PM Session) 	4	Thursday, 6/10: Billing	5	Friday, 6/11: Admin & Next Steps
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5	<p>Monday, June 7, 2021</p>	<p>Log-in to your Provider Portal</p> <p>Receive your Provider Portal credentials to log in to the system and begin entering Caregivers. Ensure the Portal is set up prior to go-live and work with your Caregivers in preparation for EVV (for example, download the Caregiver Mobile App and review the EVV phone instructions). Telephony (IVR line) are provided prior to go-live for EVV confirmation. Providers can also use the Support</p>												

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		Center on their Portal to search and review job aids and written training material under the “Provider Portal Resource” page.
6	Monday, June 14, 2021 Wednesday, June 16, 2021 Thursday, June 17, 2021	<p>Pre-Go live Webinar</p> <p>This is an opportunity for Providers to recap on important information regarding this implementation as well as addressing any questions to ensure they are set up and ready to be EVV compliant prior to go-live.</p> <p>Click here to Register for the webinar</p>
7	Monday, July 1, 2021	<p>Go-Live for Providers</p> <p>Providers are expected to start using the HHAExchange Provider Portal to schedule, confirm and bill EVV compliant visits. All paid claims under the EVV mandate (PCS services) must be supported by the visit data to be compliant with the CURES Act mandate.</p>

Provider Information Center

Visit the [North Carolina Information Center - HHAExchange](#) which shares an overview behind the PHP EVV program 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 Support@HHAExchange.com.