

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. To ensure that the Provider community complies with the Cures Act Mandate, New Jersey Department of Human Services (DHS), Division of Medical Assistance and Health Services (DMAHS) is requiring that all Providers, including New Jersey Children's System of Care (CSOC), be fully integrated by October 1, 2021.

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. These steps are your 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 NJ CSOC and HHAExchange

NJ CSOC has 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 NJ CSOC 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 to you 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 a Provider can be compliant with New Jersey CSOC.

Step	Timeline Dates	Expectations												
1	August 26, 2021 August 31, 2021 September 2, 2021 <i>*Please select only one session to attend.</i>	Attend the Provider Information Session There are two sessions (one in the morning and one in the afternoon) to include 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. Click here to Register												
2	September 8, 2021	Learning Management System Access Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAExchange Provider Portal.												
3	Week of September 13-17, 2021	System User Training Webinar Week 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 of the webinars are specific to the staff role in your Agency: <table border="1" data-bbox="621 1014 1383 1310"> <thead> <tr> <th>Day</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Monday, 9/13: Overview video</td> </tr> <tr> <td>2</td> <td>Tuesday, 9/14: HHAX Management</td> </tr> <tr> <td>3</td> <td>Wednesday, 9/15: When registering below <i>attend only the AM session on this day:</i> <ul style="list-style-type: none"> Morning Session (EVV) </td> </tr> <tr> <td>4</td> <td>Thursday, 9/16: Billing</td> </tr> <tr> <td>5</td> <td>Friday, 9/17: Admin & Next Steps</td> </tr> </tbody> </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.	Day	Topic	1	Monday, 9/13: Overview video	2	Tuesday, 9/14: HHAX Management	3	Wednesday, 9/15: When registering below <i>attend only the AM session on this day:</i> <ul style="list-style-type: none"> Morning Session (EVV) 	4	Thursday, 9/16: Billing	5	Friday, 9/17: Admin & Next Steps
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4	Monday, September 13, 2021	Log-in to your Provider Portal Receive your Provider Portal credentials to log in to the system and begin entering your Caregivers. Ensure your Portal is set up prior to go-live and work with your Caregivers to prepare them for EVV (i.e., download the Mobile Caregiver App, review the EVV phone instructions). Telephony (IVR line) will be given to you prior to go-live for EVV confirmation. Providers can also use the Support Center on their Portal to search and review job aids and written training material in the “Provider Portal Resource” page.												
5	Starting Friday, September 17, 2021	Linking Provider Portals to NJ CSOC Contract Providers are linked to the new Payer contract: New Jersey CSOC . As part of this link, Payer data containing the Members and Authorizations in scope of this implementation begin to populate.												

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		Refer to the <i>Service Code</i> page on the Provider Information Center Page at New Jersey CSOC Information Center - HHAExchange to learn which services are sent via the linking process. Once the Member and Authorization data is populated, Providers have the opportunity to review the data and start to schedule the Members and prepare for EVV compliance come go-live. Providers can also use this time to refer back to the CSOC Team for any discrepancies using their current communication methods.
6	Friday, October 1, 2021	<p>Go-Live for Providers</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.

Provider Information Center

Visit the [New Jersey CSOC Provider Information Center Page](#) which shares an overview behind the NJ CSOC 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.