

# 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 Electronic Visit Verification (EVV) compliance. Your participation plays a vital role in the success of the New Jersey 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 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 New Jersey and HHAExchange

New Jersey has partnered with HHAExchange to provide a free Electronic Visit Verification (EVV) and billing tools for member placement, scheduling, authorization management, communication, and direct billing for home health services.

For Providers who elected to use the free HHAExchange EVV solution in coordination with the New Jersey 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 the effort to meet the EVV mandate requirements. The information session provides the background and required major milestones while the training assists with 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

Step	Timeline Dates	Expectations												
1	<p>Monday, June 6, 2022                      Friday, June 10, 2022                      Tuesday, June 14, 2022                      Wednesday, June 22, 2022                      Tuesday, June 28, 2022                      Wednesday, July 6, 2022                      Thursday, July 14<sup>th</sup>, 2022</p> <p><i>*Please select <b>one</b> session to attend.</i></p>	<p><b>Attend the Provider Information Session</b>                      Sessions are offered in the morning or afternoon and include a demo of the HHAeXchange platform. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded webinar sessions allow for a Q/A chat option to answer all questions.  <a href="#">Click here to register</a> for the Provider Information Sessions</p>												
2	Friday, June 24, 2022	<p><b>System User Training-LMS Credentials</b>                      Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAeXchange Provider Portal.</p>												
3	<p>Monday, June 27, 2022                      Tuesday, June 28, 2022                      Wednesday, June 29, 2022                      Thursday, June 30, 2022                      Friday, July 1, 2022</p>	<p><b>System User Training Webinar Week</b>                      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><b>Monday, June 27, 2022:</b> Overview video</td> </tr> <tr> <td>2</td> <td><b>Tuesday, June 28, 2022:</b> HHAX Management</td> </tr> <tr> <td>3</td> <td><b>Wednesday, June 29, 2022:</b> When registering below attend only the PM session on this day:                             <ul style="list-style-type: none"> <li>• HHAX Free EVV (PM Session)</li> </ul> </td> </tr> <tr> <td>4</td> <td><b>Thursday, June 30, 2022:</b> Billing</td> </tr> <tr> <td>5</td> <td><b>Friday, July 1, 2022:</b> Admin &amp; Next Steps</td> </tr> </tbody> </table> <p><a href="#">Click here to register</a> 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	<b>Monday, June 27, 2022:</b> Overview video	2	<b>Tuesday, June 28, 2022:</b> HHAX Management	3	<b>Wednesday, June 29, 2022:</b> When registering below attend only the PM session on this day: <ul style="list-style-type: none"> <li>• HHAX Free EVV (PM Session)</li> </ul>	4	<b>Thursday, June 30, 2022:</b> Billing	5	<b>Friday, July 1, 2022:</b> Admin & Next Steps
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4	Beginning Monday, June 27, 2022	<p><b>Log-in to your Provider Portal</b>                      Receive your Provider Portal login 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</p>												

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		you prior to go-live for EVV confirmation. <b>Providers can also use the Support Center on their Portal to search and review job aids and written training material under the “Provider Portal Resource” page.</b>
5	Beginning Friday, July 8, 2022	<b>Linking Provider Portals to New Jersey/MCO Contract</b> Providers will be linked to the payer contract called “New Jersey” or one of the MCO contracts. As part of the linkage, payer data containing the members and authorizations in scope of this implementation will begin to populate. Please refer to the “Service Code” page on the Provider Information Center Page at <a href="#">New Jersey Home Health Provider Information Center Page</a> to know which services are being sent via the linking process. Once the member and authorization data are populated, providers will get the chance to review the data and start to schedule out the members to prepare for EVV compliance come go-live.
6	Monday, July 18, 2022	<b>Go-Live Onboarding for Providers in Cohort 1 and 2</b> Providers are expected to start using the HHAeXchange Provider Portal to schedule and confirm EVV compliant visits. However, claims will not deny at this time if there is no EVV Data.
7	Monday, August 19, 2022	<b>Go-Live Onboarding for Providers in Cohort 3</b> Providers are expected to start using the HHAeXchange Provider Portal to schedule and confirm EVV compliant visits. However, claims will not deny at this time if there is no EVV Data.

## Provider Information Center

Visit the [New Jersey Home Health Provider Information Center Page](#) which shares an overview behind New Jersey’s partnership with HHA, as well as information on training, integration, and the EDI Process.

## Support

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