

Welcome to Enterprise 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 recognize all the positive experiences 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 Senior Whole Health of New York partnership with HHAExchange, and we can assure you that HHAExchange is here to guide you through the process.

This document provides implementation details and expected timelines for your Provider Agency. The steps listed below outline the actions required to ensure a successful implementation of the linked contract through HHAExchange with Senior Whole Health of New York.

Current Providers working with HHAExchange

Using the Enterprise HHAExchange Provider Portal

For Providers who currently use the HHAExchange EVV solution in coordination with the Senior Whole Health of New York EVV program, HHAExchange works with your Provider Agency through a series of information sessions and trainings. This series of sessions and trainings are necessary for your Provider Agency to get 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 via the HHAExchange Provider Portal. As we move along these steps, communications are sent to the Admin User of your agency.

Senior Whole Health of New York has partnered with HHAExchange to provide a new linked contract to use after the go-live date. Providers are expected to start servicing Members for Senior Whole Health of New York under the new linked contract. The below-listed steps offer further guidance on how a Provider Agency is required to make the switch.

Timeline and Steps for Implementation Readiness

The timeline below represents how Providers can be compliant with Senior Whole Health of New York with your current existing HHAExchange Portal.

Step	Timeline Dates	Expectations
1	Thursday, Aug 25, 2022 Tuesday, Aug 30, 2022 <i>*Please select one session to attend.</i>	View the Provider Information Session Sessions were offered in the morning or afternoon and included an overview of this implementation. Attendance is only required for ONE (1) session as all provide the same information. Click here to view the Provider Information Sessions
2	Monday, Sept 12, 2022	Enterprise Provider Linking Survey Complete this survey to identify the specific offices within your HHAExchange Portal that you are requesting to link as part of Senior Whole Health of New York's implementation. Depending on active Member census, your Agency can consent to have HHAExchange merge your internal records with the new Linked contract. Click Here to Complete the Provider Linking Survey
3	Monday, Sept 12, 2022 Thursday, Sept 15, 2022 <i>*Please select only one session to attend</i>	Attend the Enhanced Linked Training Session These training sessions provide detailed information on how to use the enhanced linked functionality in the HHAExchange system. Attendance is only required for ONE (1) session as both provide the same information. The pre-recorded training sessions allow for a Q/A chat option to answer all questions. Click here to Register for the Enhanced Linked Training Session
4	The new linked contract will be added on your HHAExchange Portal beginning Sept 19, 2022 Member and Authorization Data will be visible on that date.	Accept Placements from the Linked Contract Review the Universal Patient Record (UPR) Guide to assess the details and steps in understanding the process and accept placements coming from the linked contract. Note: <i>For multiple offices, accept placements into the current office servicing the Member.</i> Perform Patient Merge Providers can begin performing Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for Senior Whole Health of New York are transferred over). Note: <i>Refer to the Universal Patient Record (UPR) Guide (section: Merging Patient Profiles) for instructions.</i> Update Master Week After merging, Providers can update the Bill To field on Master Weeks and Calendar for dates of service (go-live date) and forward on the linked contract. Note: <i>Refer to the Universal Patient Record (UPR) Guide (section: Patient Visit Tab) for instructions.</i> Rate Management Providers review the contracted service codes added on their HHAExchange Portal (Admin > Contract Setup > Search Contract (Contract Name: SWHNY-MLTC) > Billing Rates Tab). Providers

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		can add rates to the new contract based on their current contract amount. Providers are given the flexibility of managing and editing their rates as needed.
5	Saturday, Oct 1, 2022	<p>Go-Live Date</p> <p>Providers are expected to start using the new linked contract in the HHAExchange Provider Portal to schedule and confirm EVV compliant visits. All paid claims under the EVV mandate must be supported by the visit data to be compliant with the CURES Act mandate.</p>

Provider Information Center

Visit the [Senior Whole Health of New York Provider Information Center Page](#) which shares an overview of the Senior Whole Health of New York EVV program partnership with HHAExchange, as well as information on training, integration, and service codes.

Support

For questions or help with HHAX, please email HHAExchange at Support@HHAExchange.com.