Welcome to Electronic Visit Verification

Overview

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 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 the Senior Whole Health of New York partnership with HHAeXchange, and we can assure you that HHAeXchange is here to guide you through the process.

We have outlined important next steps and dates specific to providers currently using HHAeXchange's Free EVV tools. Please review more details regarding the timeline for the Senior Whole Health of New York, a Molina Company implementation specified below. These steps are your key guidance on all the different parts that are required to ensure you are on the path of success with HHAeXchange.

For Providers working with HHAeXchange

Using the Free EVV Tool provided by Senior Whole Health of New York and HHAeXchange

Senior Whole Health of New York 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 Aide services.

For Providers using the free 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. These series of sessions and trainings are required to have your Provider Agency acclimated with the HHAeXchange platform, 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.

Timeline and Steps for Implementation Readiness

The timeline below represents how a Provider can be compliant with the Senior Whole Health of New York implementation

Step	Timeline Dates	Expectations
1	**Thursday, Aug 25, 2022 Tuesday, Aug 30, 2022** **Please select **one** session to attend.*	**View the Provider Information Session** Sessions were offered in the morning or afternoon and included an overview of this implementation. Attendance was only required for ONE (1) session as all provide the same information. Click here to view the Provider Information Sessions
2	**Wednesday, Sept 7, 2022**	**System User Training-LMS Credentials** Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAeXchange Provider Portal.
3	**Tuesday, Sept 13, 2022**	**System User Training Webinar** Register and attend the upcoming LMS training webinar. HHAX is hosting a system user training webinar to ensure Enterprise Free Providers have access to their personalized learning course. In addition, connect with our team of panelists to ask questions and ensure preparedness for the Senior Whole Health of New York go live of Oct 1, 2022. Click here to register
4	The linked contract is added on your HHAeXchange Portal beginning **Sept 19, 2022.** Member and Authorization Data will be visible on that date	**Review Data and Begin Preparing Member Schedules** Once linked to Senior Whole Health of New York, Providers need to review the member and authorization data and begin preparing schedules in HHAeXchange. *Please review the contracted service codes added on the HHAeXchange Portal (Admin > Contract Setup > Search Contract (Contract Name: SWHNY-MLTC)> Billing Rates Tab). Providers 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**	**Go-Live for Providers** Providers are expected to start using 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.

Provider Information Center

Visit the Senior Whole Health of New York Provider Information Center Page which shares an overview behind the Senior Whole Health of New York EVV program partnership with HHAeXchange, as well as information on training, and the free HHAeXchange tool.

Support

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