

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 recognize all the positive experiences you provide. At HHAExchange (HHAX) 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 CenterLight Healthcare PACE's partnership with HHAX, 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 your selected options. Please review these details in the implementation timeline 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 CenterLight Healthcare PACE and HHAExchange

CenterLight Healthcare PACE has partnered with HHAX 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 who elected to use the free HHAExchange EVV solution in coordination with CenterLight Healthcare PACE's EVV program, HHAX 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 HHAX 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 HHAX 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 CenterLight Healthcare PACE’s implementation.

Step	Timeline Dates	Expectations
1	Nov 17, 2022	<p>Provider Portal Questionnaire Review Webinar</p> <p>A joint meeting was held by CenterLight Healthcare PACE and HHAX for new Providers (to HHAX) reviewing the importance of completing the Provider Portal Questionnaire. During this meeting, HHAX reviewed and demonstrated how to complete the online questionnaire and discussed the requested information for Portal creation. Click CenterLight Healthcare PACE Provider Information Center to access and review this webinar recording.</p>
2	Starting Nov 17, 2022	<p>Complete Provider Portal Enrollment Form</p> <p>As described in CenterLight Healthcare PACE’s HHAX Implementation Welcome Letter, this form is designed to capture information about your Provider Agency, necessary to implement methods of collecting and reporting EVV compliant data for all personal homecare services. Ensure that this form is completed by Dec 9, 2022, for the creation of the Portal. Click here to complete the Provider Portal Enrollment Form</p>
3	Nov 28, 10:00 am Nov 30, 12:30 pm Dec 2, 10:30 am <i>*Please select one session to attend.</i>	<p>Attend the Provider Information Session</p> <p>Sessions are offered in the morning and afternoon. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded webinar sessions include a demo of the HHAX platform and allows for a Q/A chat option to answer all questions. Click here to register for the Provider Information Sessions</p>
4	Dec 7, 2022	<p>System User Training-LMS Credentials</p> <p>Receive login credentials for Learning Management System to review videos, documents, and test questions to obtain an understanding of the HHAX Provider Portal.</p>

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5	Dec 13-15, 2022	<p>System User Training Webinar Week Register and attend the training webinars. Each day a different aspect of HHAX functionality is reviewed with a live Q/A chat option allowing Providers to ask questions related to the Provider Portal functionalities. Each webinar is 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> <p>Tuesday, Dec. 13, 2022: Topics covered: Member Management, Visit Management, and EVV Audience: Admin and Coordinator. Billing optional</p> </td> </tr> <tr> <td>2</td> <td> <p>Wednesday, Dec. 14, 2022: Topics covered: HHAX Introduction to EDI Integration Audience: EDI Providers ONLY</p> </td> </tr> <tr> <td>3</td> <td> <p>Thursday, Dec. 15, 2022 Topics covered: Billing and Administration Audience: Admin and Billing. Coordinator optional</p> </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	<p>Tuesday, Dec. 13, 2022: Topics covered: Member Management, Visit Management, and EVV Audience: Admin and Coordinator. Billing optional</p>	2	<p>Wednesday, Dec. 14, 2022: Topics covered: HHAX Introduction to EDI Integration Audience: EDI Providers ONLY</p>	3	<p>Thursday, Dec. 15, 2022 Topics covered: Billing and Administration Audience: Admin and Billing. Coordinator optional</p>
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6	Beginning Dec 9, 2022	<p>Log-in to your Provider Portal 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) is 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.</p>								
7	<p>Linked contract is added on your HHAX Portal beginning Dec 14, 2022.</p> <p>Member and Authorization data is visible as of Dec 19, 2022</p>	<p>Review Data and Begin Preparing Member Schedules Once linked to CenterLight Healthcare PACE, Providers must review the Member and Authorization data, begin preparing schedules in HHAX, and review the contracted Service Codes added on their HHAX Portal (Admin > Contract Setup > Search Contract (Contract Name: CenterLight Healthcare PACE) > Billing Rates Tab). Providers can add rates to the new contract based on their current contract amount. Providers have the flexibility to manage and edit their rates as needed.</p>								
8	Jan 16, 2023	<p>Go-Live for Providers Providers are expected to start using the HHAX Provider Portal to schedule and confirm EVV compliant visits. All paid claims under the EVV mandate (PCS services and HHCS services) must be supported by the visit data to be compliant with the CURES Act mandate.</p>								

Provider Information Center

Visit the [CenterLight Healthcare PACE Provider Information Center Page](#) which shares an overview behind CenterLight Healthcare PACE's 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.