

Things to Remember:

- 1. Click on the links embedded in the notifications you are receiving. Valuable pieces of information are there, including links to training sessions and registration.
- 2. Review all authorizations for Elderplan/Homefirst members and check for accuracy. **Do this before go-live and let us know if there are issues.**
 - a. Email PLACUnitMBX@mjhs.org for authorization issues.
 - b. Email Support@hhaexchange.com for technical questions and issues.

Don't forget to access the Support Center for resources and system related questions!
- 3. If you have a multiple office setup, you will receive the initial go-live assignments as unconfirmed.
 - a. You will have to accept those members based on the office.

Note: If you accept a member to the incorrect office, please contact HHA Support Team to have this corrected.
- 4. Authorization are shown in hours (i.e. Monday will show as 5, which means 5 hours). Many providers have a desire to see units; HHA converts the hours to unit's behind the scenes to process EVV validations.