

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 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 Fidelis Care 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 Fidelis Care and HHAExchange

Fidelis Care 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 who elected to use the free HHAExchange EVV solution in coordination with the Fidelis Care 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 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 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 you can be compliant with Fidelis Care

| Step | Timeline Dates | Expectations |
|------|---|---|
| 1 | Week of Monday, Oct 25, 2021 | <p>Attend Provider Portal Questionnaire Review Webinar Please register to attend a joint meeting held by Fidelis Care and HHAExchange for new Providers to HHAExchange to review the importance of completing the Provider Portal Questionnaire. During this meeting, HHAExchange reviews and demonstrates how to complete the online questionnaire and discusses the requested information for the Portal creation. This Live webinar session allows for a Q/A chat option to ask questions. Click here to Register</p> |
| 2 | Friday, Oct 29, 2021 | <p>Completed Provider Portal Questionnaire As described in Fidelis Care's HHAExchange Implementation Welcome Letter, this questionnaire 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 questionnaire is completed by Oct 29, 2021 for the creation of the Portal. Click here to complete Questionnaire</p> |
| 3 | Tuesday, Nov 2, 2021 Thursday, Nov 4, 2021 Friday, Nov 5, 2021 <i>*Please select one session to attend.</i> | <p>Attend the Provider Information Session Sessions are offered in the morning or 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 HHAExchange platform and allows for a Q/A chat option to answer all questions. Click here to Register</p> |
| 4 | Wednesday, Nov 10, 2021 | <p>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.</p> |

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|------|---|---|-----|-------|---|-------------------------------|---|---------------------------------|---|---|---|--------------------------|---|-----------------------------------|
| 5 | Week of Nov 15-19, 2021 | <p>System User Training Webinar Week 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>Monday, 11/15: Overview video</td> </tr> <tr> <td>2</td> <td>Tuesday, 11/16: HHAX Management</td> </tr> <tr> <td>3</td> <td>Wednesday, 11/17: When registering below <i>attend only the PM session on this day:</i> <ul style="list-style-type: none"> • HHAX EVV (AM Session) </td> </tr> <tr> <td>4</td> <td>Thursday, 11/18: Billing</td> </tr> <tr> <td>5</td> <td>Friday, 11/19: Admin & Next Steps</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 | Monday, 11/15: Overview video | 2 | Tuesday, 11/16: HHAX Management | 3 | Wednesday, 11/17: When registering below <i>attend only the PM session on this day:</i> <ul style="list-style-type: none"> • HHAX EVV (AM Session) | 4 | Thursday, 11/18: Billing | 5 | Friday, 11/19: Admin & Next Steps |
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| 5 | Friday, 11/19: Admin & Next Steps | | | | | | | | | | | | | |
| 6 | Beginning Monday, Nov 17, 2021 | <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) will be 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 under the “Provider Portal Resource” page.</p> | | | | | | | | | | | | |
| 7 | Monday, Dec 20, 2021 | <p>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 (PCS services) must be supported by the visit data to be compliant with the CURES Act mandate.</p> | | | | | | | | | | | | |

Provider Information Center

Visit the [Fidelis Care Provider Information Center Page](#) which shares an overview behind the Fidelis Care 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.