

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.

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 Fidelis Care.

Current Providers working with HHAExchange

Using the Free EVV Tool provided by Fidelis Care and HHAExchange

We have identified your Agency as having an **existing HHAExchange Free EVV Portal**. Providers who are linked with multiple Payers can continue to use their Free EVV Portal for Fidelis Care's new linked contract. However, you can choose to integrate a third-party system instead. If you want to switch to become an EDI Provider and integrate a third party EVV system, please reach out to edisupport@hhaexchange.com to initiate your integration steps.

For Providers who plan to use their existing HHAExchange Free EVV solution in coordination with the Fidelis Care 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.

Fidelis Care has partnered with HHAExchange to provide a new linked contract to be used moving forward after the go-live date. Providers are expected to start servicing Members for Fidelis Care 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 steps for Provider to be compliant with Fidelis Care.

Step	Timeline Dates	Expectations												
1	Tuesday, Nov 2, 2021 Thursday, Nov 4, 2021 Friday, Nov 5, 2021 <i>*Please select one session to attend.</i>	Attend the Provider Information Session Sessions are offered in the morning and afternoon including a demo of the HHAExchange platform. Attendance is only required for ONE (1) session as both provide the same information. The pre-recorded webinar sessions allow for a Q/A chat option to answer all questions. Click here to Register												
2	Wednesday, Nov 10, 2021	System User training-LMS Credentials <i>The LMS training modules are Optional.</i> You will receive login credentials for the Fidelis Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAExchange Provider Portal. It is recommended that LMS be shared with any new users and all users review the Fidelis Overview video.												
3	Week of Nov 15-19, 2021	System User Training Webinar Week <i>System User Training Webinar is Required.</i> 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: <table border="1" data-bbox="669 1150 1432 1444"> <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> 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.	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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4	The new linked contract is added on your HHAExchange Portal beginning Nov 23, 2021. Member and Authorization Data will be visible as of Dec 13, 2021.	Rate Management Providers review the contracted service codes added on their HHAExchange Portal (Admin > Contract Setup > Search Contract (Contract Name: Fidelis Care) > Billing Rates Tab). Providers have the opportunity to 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.												

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5	Monday, Dec 20, 2021	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) need to be supported by the visit data to be compliant with the CURES Act mandate.

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, integration, and the free HHAExchange tool.

Support

For questions or help with HHAX, please email HHAExchange at Support@HHAExchange.com. For EDI Support please reach out to our EDI team at EDIsupport@hhaexchange.com