

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 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 Healthfirst 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 Healthfirst 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 Healthfirst and HHAExchange

Healthfirst 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 Healthfirst 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.

Timeline and Steps for Implementation Readiness

The timeline below represents how a Provider can be compliant with the Healthfirst implementation

Step	Timeline Dates	Expectations												
1	<p>Monday, June 6, 2022 Thursday, June 9, 2022 Friday, June 10, 2022 Wednesday, June 15, 2022 Thursday, June 16, 2022</p> <p><i>*Please select one session to attend.</i></p>	<p>Attend the Provider Information Session Sessions are offered in the morning or afternoon. Attendance is only required for ONE (1) session as both offer 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 for the Provider Information Sessions</p>												
2	<p>Wednesday, June 22, 2022</p>	<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>												
3	<p>Week of June 27, 2022 – July 1, 2022</p>	<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 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>Monday, 6/27: Overview video</td> </tr> <tr> <td>2</td> <td>Tuesday, 6/28: HHAX Management</td> </tr> <tr> <td>3</td> <td>Wednesday, 6/29: When registering below <i>attend only the PM session on this day:</i> <ul style="list-style-type: none"> • HHAX EVV (PM Session) </td> </tr> <tr> <td>4</td> <td>Thursday, 6/30: Billing</td> </tr> <tr> <td>5</td> <td>Friday, 7/1: 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, 6/27: Overview video	2	Tuesday, 6/28: HHAX Management	3	Wednesday, 6/29: When registering below <i>attend only the PM session on this day:</i> <ul style="list-style-type: none"> • HHAX EVV (PM Session) 	4	Thursday, 6/30: Billing	5	Friday, 7/1: Admin & Next Steps
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4	<p>The linked contract is added on your HHAeXchange Portal beginning July 8, 2022.</p> <p>Member and Authorization Data will be visible as of July 12, 2022</p>	<p>Review Data and Begin Preparing Member Schedules Once linked to Healthfirst, Providers must review the Member and authorization data and begin preparing schedules in HHAeXchange. <i>Review the contracted service codes added on the HHAeXchange Portal (Admin > Contract Setup > Search Contract (Contract Name: Healthfirst) > Billing Rates Tab).</i> 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.</p>												

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5	Monday, August 15, 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 (PCS services) must be supported by the visit data to be compliant with the CURES Act mandate.
6	Monday, January 1, 2023	Claim Denial Date Claims for EVV-Mandated Codes must be submitted through HHAExchange, otherwise they will be denied.

Provider Information Center

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