

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 RiverSpring 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 RiverSpring and HHAeXchange

RiverSpring 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 RiverSpring 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 can be compliant with RiverSpring.

Step	Timeline Dates	Expectations
1	Week of Monday, April 25, 2022	Provider Portal Questionnaire Review Webinar A joint meeting was held by RiverSpring and HHAeXchange for new Providers to HHAeXchange to review the importance of completing the Provider Portal Questionnaire. During this meeting, HHAeXchange reviewed and demonstrated how to complete the online questionnaire and discussed the requested information for portal creation. Please view a recording of this webinar on the RiverSpring Provider Information Center Page .
2	Friday, May 6, 2022	Complete Provider Portal Enrollment Form As described in RiverSpring’s HHAeXchange 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 May 6, 2022 , for the creation of the Portal. Click here to complete the Provider Portal Enrollment Form
3	Monday, May 2, 2022 Wednesday, May 4, 2022 Thursday, May 5, 2022 Wednesday, May 11, 2022 Friday, May 13, 2022 <i>*Please select one session to attend.</i>	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 for the Provider Information Sessions
4	Wednesday, May 18, 2022	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.

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5	Week of May 23, 2022 – May 27, 2022	<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, May 23, 2022: Overview video</td> </tr> <tr> <td>2</td> <td>Tuesday, May 24, 2022: HHAX Management</td> </tr> <tr> <td>3</td> <td>Wednesday, May 25, 2022: 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, May 26, 2022: Billing</td> </tr> <tr> <td>5</td> <td>Friday, May 27, 2022: 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, May 23, 2022: Overview video	2	Tuesday, May 24, 2022: HHAX Management	3	Wednesday, May 25, 2022: 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, May 26, 2022: Billing	5	Friday, May 27, 2022: Admin & Next Steps
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6	Beginning Monday, May 23, 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) 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	<p>The linked contract is added on your HHAeXchange Portal beginning June 8, 2022.</p> <p>Member and Authorization Data will be visible as of June 13, 2022</p>	<p>Review Data and Begin Preparing Member Schedules Once linked to RiverSpring, providers need to review the member and authorization data and begin preparing schedules in HHAeXchange. <i>Please review the contracted service codes added on their HHAeXchange Portal (Admin > Contract Setup > Search Contract (Contract Name: RiverSpring) > 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.</i></p>												
8	Tuesday, July 5, 2022	<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 [RiverSpring Provider Information Center Page](#) which shares an overview behind the RiverSpring 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.