

# **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 recognize all the positive experiences you provide. At HHAExchange (HHAX) 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 HHAX, and we can assure you that HHAExchange is here to guide you through the process.

If you do not have an HHAExchange Portal today, please complete the Provider Portal Enrollment Form. Refer to the EDI Welcome Packet if you selected to integrate. Review further details for your selected option and the timeline for the implementation specified below. These steps are the key guidance on all required parts on your path to 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 billing compliance for Home Health Aide services.

For Providers who elected to use the free HHAExchange EVV solution in coordination with the RiverSpring EVV program, HHAX 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 HHAX 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 in the HHAX 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	Starting Tuesday, Oct 11, 2022	<p><b>Complete Provider Portal Enrollment Form</b> Described in the RiverSpring HHAX Implementation Welcome Letter, this form captures information about your Provider Agency necessary to implement methods of collecting and reporting EVV compliant data for all personal homecare services. Complete this form as soon as possible to allow for timely Portal creation.</p> <p>Click <a href="#">here</a> to complete the Provider Portal Enrollment Form.</p>
2	Tuesday, Nov 1, 2022 Thursday, Nov 3, 2022 Friday, Nov 4, 2022	<p><b>Attend the Provider Information Session Webinar</b> Sessions are offered in the morning and afternoon. Attendance is only required for ONE (1) session as both provide the same information. The pre-recorded webinar sessions include a demo of the HHAX platform and allows for a Q/A chat option to answer questions.</p> <p><a href="#">Click here to register</a> for the Provider Information Session Webinar.</p>
3	Starting Monday, Nov 7, 2022	<p><b>Complete and submit E-Billing Configuration Form</b> Enterprise-Free Providers must complete the E-Billing Configuration Form and email to <a href="mailto:support@hhaexchange.com">support@hhaexchange.com</a>. As of November 7, 2022, complete to ensure timely e-billing configuration for the RiverSpring linked contract.</p> <p><a href="#">Click here</a> to access the E-Billing Configuration Form.</p>
4	Wednesday, Nov 9, 2022	<p><b>System User Training-LMS Credentials</b> Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAX Provider Portal.</p>
5	Wednesday, Nov 16, 2022	<p><b>System User Training Webinar</b> HHAX hosts a system user training webinar for Enterprise Free Providers to access their personalized learning course and can connect with our team of panelists to ask questions and confirm preparedness for the RiverSpring Provider Go Live on <b>December 12, 2022</b>.</p> <p>Register and attend this session, scheduled on Wednesday, November 16 at noon. This webinar can be attended by multiple staff members of your Agency.</p> <p><a href="#">Click here to register</a> for the System User Training Webinar.</p>
6	Beginning <b>Tuesday, Nov. 11, 2022</b>	<p><b>Log-in to your Provider Portal</b> Receive your Provider Portal login credentials to log in to the system. Begin entering your Caregivers and confirm that your Portal is set up prior to go-live. Work with your Caregivers to</p>

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		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 the Portal to search and review job aids and written training material under the <i>Provider Portal Resource</i> page.
7	The linked contract is added on your HHAX Portal beginning <b>Monday, Nov. 28, 2022.</b>  Member and Authorization data is visible as of <b>Monday, Nov 28, 2022</b>	<b>Review Data and Begin Preparing Member Schedules</b> Once linked to RiverSpring, Providers must review the Member and Authorization data to begin preparing schedules in HHAX. <i>Review the contracted Service Codes added on the HHAX Portal (Admin &gt; Contract Setup &gt; Search Contract (Contract Name: RiverSpring) &gt; Billing Rates tab). Providers can add rates to the new contract based on their current contract amount. Providers are have the flexibility to manage and edit their rates as needed.</i>
8	<b>Monday, December 12, 2022</b>	<b>Go-Live for Providers</b> Providers are expected to start using the HHAX 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.

## Provider Information Center

Visit the [RiverSpring Health Plans Information Center](#) 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](mailto:Support@HHAExchange.com).