

# Welcome to Enterprise 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 RiverSpring's partnership with HHAX, 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 RiverSpring.

## Current Providers working with HHAExchange

### Using the Enterprise HHAExchange Provider Portal

For Providers who currently use the HHAX EVV solution in coordination with the RiverSpring 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 HHAX Provider Portal. As we move along these steps, communications are sent to the Admin User of your agency.

RiverSpring has partnered with HHAX to provide a new linked contract to use after the go-live date. Providers are expected to start servicing Members for RiverSpring 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 how Providers can be compliant with RiverSpring with your current existing HHAeXchange Portal.

Step	Timeline Dates	Expectations
1	Tuesday, Nov 1, 2022 Thursday, Nov 3, 2022 Friday, Nov 4, 2022	<p><b>Attend the Provider Information Session</b> Sessions (including a demo of the HHAX platform) 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 allow for a Q/A chat option to answer questions. <a href="#">Click here to register</a> for the Provider Information Sessions</p>
2	Starting Monday, Nov 7, 2022	<p><b>RiverSpring E-Billing Configuration</b> E-mail Support at <a href="mailto:support@hhaexchange.com">support@hhaexchange.com</a> with the subject line “RiverSpring E-Billing Configuration” and indicate the name of the internal contract that houses the e-billing configurations associated with your RiverSpring Members. Those configurations are then applied and enabled for the new linked contract ready for billing at go live <b>December 12, 2022</b>.</p>
3	Friday, Nov 11, 2022	<p><b>Enterprise Provider Linking Survey</b> Complete this survey to identify the specific offices in your HHAX Portal that you are requesting to link as part of RiverSpring’s implementation. Depending on active Member census, your Agency can consent to have HHAX merge your internal records with the new linked contract. <a href="#">Click here</a> to complete the Provider Linking Survey</p>
4	Tuesday, Nov 15, 2022 Thursday, Nov 17, 2022 Friday, Nov 18, 2022	<p><b>Attend the Enhanced Linked Training Session</b> These training sessions provide detailed information on how to use the enhanced linked functionality in the HHAX system. Attendance is only required for ONE (1) session as both provide the same information. The pre-recorded training sessions allow for a Q/A chat option to answer questions. <a href="#">Click here to register</a> for the Enhanced Linked Training Session</p>
5	The new linked contract will be added on your HHAeXchange Portal beginning <b>Nov 28, 2022</b> .  Member and Authorization Data is visible as of <b>Nov 28, 2022</b> .	<p><b>Accept Placements from the Linked Contract</b> Review the <a href="#">Universal Patient Record (UPR) Guide</a> to assess the details and steps in understanding the process and accept placements coming from the linked contract. <b>Note: For multiple offices, accept placements into the current office servicing the Member.</b></p> <p><b>Perform Patient Merge</b> Providers can begin performing Patient Merge from internal to linked with existing Patient record in same office (to ensure all Members for RiverSpring are transferred over). <b>Note: Refer to the <a href="#">Universal Patient Record (UPR) Guide</a> (section: Merging Patient Profiles) for instructions.</b></p> <p><b>Update Master Week</b> After merging, Providers can update the <b>Bill To</b> field on Master Weeks and Calendar for dates of service (go-live date) and forward on the linked contract. <b>Note: Refer to the <a href="#">Universal</a></b></p>

Step	Timeline Dates	Expectations
		<p><a href="#">Patient Record (UPR) Guide</a> (section: Patient Visit Tab) for instructions.</p> <p><b>Rate Management</b>            Providers review the contracted service codes added on their HHAX Portal (<b>Admin &gt; Contract Setup &gt; Search Contract (Contract Name: RiverSpring) &gt; Billing Rates Tab</b>). Providers can add rates to the new contract based on their current contract amount. Providers have the flexibility to manage and edit their rates as needed.</p>
6	Monday, Dec 12, 2022	<p><b>Go-Live Date</b>            Providers are expected to start using the new linked contract in 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.</p>

## Provider Information Center

Visit the [RiverSpring Health Plan Information Center](#) which shares an overview of the RiverSpring EVV program partnership with HHAExchange, as well as information on training, integration, and service codes.

## Support

For questions or help with HHAX, please email HHAExchange at [Support@HHAExchange.com](mailto:Support@HHAExchange.com).