

# Welcome to Electronic Visit Verification

## Overview

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 HHAExchange, and we can assure you that HHAX 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 RiverSpring implementation specified below. These steps are the key guidance to the required parts to ensure you are 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 direct billing for Home Health Aide services.

For Providers using the free HHAX 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, 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 HHAX Provider Portal.

## Timeline and Steps for Implementation Readiness

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

Step	Timeline Dates	Expectations
1	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 all questions.</p> <p><a href="#">Click here to register</a> for the Provider Information Session Webinar.</p>
2	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 obtain an understanding of the HHAX Provider Portal.</p>
	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 and submit the E-Billing Configuration Form to ensure timely e-billing configuration for the RiverSpring linked contract.</p> <p><a href="#">Click here</a> to access the form.</p>
3	Wednesday, Nov 16, 2022	<p><b>Attend System User Training Webinar</b> HHAX hosts a system user training webinar to ensure Enterprise Free Providers can access their personalized learning course and can connect with our team of panelists to ask questions regarding preparedness for the RiverSpring Provider Go Live of December 12, 2022. 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>
4	The new linked contract is added on your HHAX Portal beginning <b>Nov 28, 2022</b> .  Member and Authorization data is visible as of <b>Nov 28, 2022</b> .	<p><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 (<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.</i></p>
5	Monday, Dec 12, 2022	<p><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.</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](mailto:Support@HHAExchange.com).