

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 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 UnitedHealthcare Community Plan of NY partnership with HHAeXchange, and we can assure you that HHAeXchange is here to guide you through the process.

Once you have completed the [Provider Portal Enrollment Form](#), 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 UnitedHealthcare Community Plan of NY and HHAeXchange

UnitedHealthcare Community Plan of NY 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 UnitedHealthcare Community Plan of NY 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 Enrollment Form.

Timeline and Steps for Implementation Readiness

The timeline below represents how a Provider can be compliant with UnitedHealthcare Community Plan of NY.

Step	Timeline Dates	Expectations
1	Starting Jan 25, 2023	<p>Complete Provider Portal Enrollment Form As described in UnitedHealthcare Community Plan of NY's 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. Please complete this form as soon as possible to ensure the creation of the Portal. Click here to complete the Provider Portal Enrollment Form</p>
2	<p>Mon, Feb 20, 2023 Wed, Feb 22, 2023 Fri, Feb 24, 2023</p> <p><i>*Please select one session to attend.</i></p>	<p>Attend a Provider Information Session The Provider Information Session covers key points and functionalities that are available via the HHAeXchange Provider Portal. Attendance is only required for ONE (1) session. Click here to register for a Provider Information Session.</p>
3	Wed, March 8, 2023	<p>System User Training-LMS Credentials Receive login credentials for the Learning Management System to review videos, documents, and test questions to assist in acclimating to the HHAeXchange Provider Portal.</p>
4	Beginning March 10, 2023	<p>Log-in to your Provider Portal Receive 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) is given to you prior to Go-Live for EVV confirmation. Providers can also use the Portal's Support Center to search and review job aids and written training material in the Provider Portal Resource page.</p>
5	Tue, March 14, 2023 Thurs, March 16, 2023	<p>System User Training Webinar Register and attend the upcoming LMS training webinars. These trainings are scheduled on Tuesday and Thursday with a live Q/A chat option to address any questions or concerns. Click here to register</p>
6	The contract is added on your HHAX Portal beginning March 20, 2023 Member and Authorization Data are visible on this date.	<p>Review Data and Begin Preparing Member Schedules Once linked to UnitedHealthcare Community Plan of NY, Providers must review the Member and Authorization data and begin preparing schedules in HHAeXchange.</p>

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7	Wed April 12, 2023	Provider Pre-Go-Live Support Webinar This webinar covers Go-Live preparedness tasks to ensure your Agency has all the needed information to successfully use the HHAExchange system at Go Live. Use the Q/A chat to ask questions of our team of Panelists. Click here to register for the webinar.
8	Monday, April 17, 2023	Go-Live Date Providers are expected to start using the new linked contract in the HHAExchange Provider Portal to schedule, confirm EVV, and bill compliant visits. All paid claims under the EVV mandate must be supported by the visit data to be compliant with the CURES Act mandate.

Provider Information Center

Visit the [UnitedHealthcare Community Plan of NY Information Center Page](#), which shares an overview behind the UnitedHealthcare Community Plan of NY 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.