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 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 Pennsylvania's Home Health Care Services (HHCS) partnership with HHAeXchange, 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 Pennsylvania's Home Health Care Services (HHCS).

Current Providers working with HHAeXchange

Using the Enterprise HHAeXchange Provider Portal

For Providers who currently use the HHAeXchange Enterprise EVV solution in coordination with the Pennsylvania's Home Health Care Services (HHCS) EVV program, HHAeXchange works with your Provider Agency through a series of information sessions and trainings. This series of sessions and trainings are necessary to familiarize your Provider Agency with the HHAeXchange linked contract, 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 HHAeXchange Provider Portal. As we move along these steps, communications are sent to the Admin User of your agency.

Pennsylvania's Home Health Care Services (HHCS) has partnered with HHAeXchange to provide a new linked contract to use for these additional services after the go-live date. Providers are expected to start servicing Members for Pennsylvania's Home Health Care Services (HHCS) 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 Pennsylvania's Home Health Care Services (HHCS) with your current existing HHAeXchange Portal.

Step	Timeline Dates	Expectations
1	Wednesday, May 3, 2023 Friday, May 5, 2023 Tuesday, May 9, 2023	**Information Sessions** Information Sessions for PA HHCS have concluded. Visit the Pennsylvania Home Health Information Center Page for more information. • Information Session Recording • Information Session Presentation Slides
2	Tuesday, July 10, 2023 Wednesday, July 11, 2023 Thursday, July 12, 2023	**System User Training Webinars** Register and attend the upcoming System User Training Webinars using the link below. Training is scheduled from Tuesday to Thursday with a live Q/A chat option available for any questions and support. *Note: Wednesday's webinar session is for **EDI Providers only**.* Click here to register
3	The new linked contract is added on your HHAX Portal beginning **July 10, 2023**. Member and Authorization Data is visible as of **July 17, 2023**.	**Accept Placements from the Linked Contract** Review the Universal Patient Record (UPR) Guide to assess the details and steps in understanding the process and accept placements coming from the linked contract. ***Note:*** *For multiple offices, accept placements into the current office servicing the Member.*
		Perform Patient Merge Begin performing Patient Merge from *internal* to *linked* with existing Patient record in same office (to ensure all Members for Pennsylvania's Home Health Care Services (HHCS) are transferred over). ***Note:*** *Refer to the Universal Patient Record (UPR) Guide (section: Merging Patient Profiles) for instructions.*
		Update Master Week After merging, update the **Bill To** field on Master Weeks and Calendar for dates of service (go-live date) and forward on the linked contract. ***Note:*** *Refer to the Universal Patient Record (UPR) Guide (section: Patient Visit Tab) for instructions.*
		Rate Management Review the contracted Service Codes added on your HHAX Portal (***Admin > Contract Setup > Search Contract (Contract Name: PA MCO NAME) > Billing Rates Tab***). Add rates to the new contract based on your current contract amount. Manage and edit rates as needed.
4	August 14, 2023	**Go-Live for Providers** Start using the HHAeXchange Provider Portal to schedule and confirm EVV 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 Pennsylvania Home Health Information Center Page which shares an overview behind Pennsylvania's Home Health Care Services (HHCS) EVV program partnership with HHAeXchange, implementation resources, service codes, and important dates.

Support

For questions or help with HHAX, please email HHAeXchange at PAsupport@hhaexchange.com.