

Welcome to HHAExchange!

We are delighted to have the opportunity to serve your agency as your state Electronic Visit Verification (EVV) vendor. We value your efforts in delivering quality care to your members and recognize the important role that you provide in the homecare industry.

HHAExchange (HHAX) is contracted with the state’s claims administrator (Texas Medicaid & Healthcare Partnership) to provide a cost-free EVV system, the HHAExchange Portal. As you prepare for onboarding to the HHAExchange Portal, our experienced team is here to guide you through the process whether you are currently using EVV or will begin using EVV. This Welcome Packet provides implementation details and expected timelines. These steps provide guidance in preparation for the **Oct. 1 Go-Live** date of the HHAExchange Portal.

Timeline and Steps for Go-Live Readiness

The following table offers a timeline and guidance in preparation for the October 1, 2023, HHAExchange Portal Go-Live date. For more details, visit the [Texas Provider Information Center](#) at any time throughout the implementation process.

Note: This welcome packet is specific to financial management services agencies (FMSAs).

Step	Timeline Dates	Expectations
1	Today- Aug 17, 2023	<p>Register and Attend an Information Session Webinar Join us online for a live demo of the HHAExchange Portal, meet with staff, and get your questions answered by our team.</p> <p>Click to Register for the Information Session</p>
2	Starting Today	<p>Register for the Client Support Portal Complete a one-time registration to receive access to a Client Support Portal (www.hhaexchange.com/supportrequest) used to submit requests to the HHAX Support Team. Requests can include HHAExchange Portal assistance and integration support. Refer to the Client Support Portal Job Aid (PDF) for instructions on how to register and submit requests.</p> <ul style="list-style-type: none"> • Application Programming Interfaces (API) Setup: API Setup is handled by the HHAX 3rd Party Integration Team. To receive and send data to your HHAExchange Portal, submit a request to the ENT Integration Support Desk. FMSAs who want to integrate their third-party software systems with HHAExchange can refer to the specifications listed in the HHAExchange Web Service API Guide (PDF).
3	Mon, Aug 28, 2023	<p>Learning Management System Access The person who submitted the Provider Onboarding Form for your agency receives an email with login credentials for accessing the HHAX Learning Management System (LMS). Use the LMS to review videos, documents, and test questions to gain an understanding of the HHAExchange Provider Portal.</p>

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		<p>LMS training is one of two training options. The second option is System User Training (see next section below).</p> <p>IMPORTANT: You are required to complete the test at the end of the LMS training whether you choose to do the LMS training or attend the System User Training. The test must be successfully completed to gain access to the HHAeXchange Portal.</p>																																																														
4		<p>System User Training Webinars Register and attend the training webinars. Each Tuesday and Thursday a different aspect of the HHAeXchange functionality is covered with a live Q&A chat option where you can ask questions related to the HHAeXchange Portal functionalities. Refer to the tables below for Topics.</p> <p>This training is for FMSAs, not Consumer Directed Services (CDS) employers and employees.</p> <p>Each webinar is specific to the staff role in your Agency. Refer to the following role definitions.</p> <table border="1" data-bbox="613 888 1385 1402"> <thead> <tr> <th rowspan="2">Function</th> <th colspan="3">HHAX Role</th> <th colspan="3">HHSC Policy Role</th> </tr> <tr> <th>Admin</th> <th>Coordinator</th> <th>Billor</th> <th>EVV System User</th> <th>EVV Portal User</th> <th>Billing Staff</th> </tr> </thead> <tbody> <tr> <td>Perform EVV System Operations</td> <td>X</td> <td>X</td> <td></td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Complete Visit Maintenance in the EVV Vendor System</td> <td>X</td> <td>X</td> <td></td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Conduct Visit Searches</td> <td>X</td> <td>X</td> <td>X</td> <td></td> <td>X</td> <td></td> </tr> <tr> <td>Conduct Claim Searches</td> <td>X</td> <td></td> <td>X</td> <td></td> <td>X</td> <td></td> </tr> <tr> <td>Generate Reports</td> <td>X</td> <td>X</td> <td>X</td> <td></td> <td>X</td> <td></td> </tr> <tr> <td>Submit Medicaid Claims for an EVV-Required Service</td> <td>X</td> <td></td> <td>X</td> <td></td> <td></td> <td>X</td> </tr> <tr> <td>User Management</td> <td>X</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Click to Review and Register for System User Training webinars. Review the webinar descriptions to learn more about the roles and content of each webinar. These webinars contain the same content as the LMS training and can be attended by multiple staff members of your Agency.</p> <p>IMPORTANT: You are required to complete the test at the end of the LMS training, whether you choose to do the LMS training or attend the System User Training. The test must be successfully completed to receive certification to gain access to the HHAeXchange Portal.</p>	Function	HHAX Role			HHSC Policy Role			Admin	Coordinator	Billor	EVV System User	EVV Portal User	Billing Staff	Perform EVV System Operations	X	X		X			Complete Visit Maintenance in the EVV Vendor System	X	X		X			Conduct Visit Searches	X	X	X		X		Conduct Claim Searches	X		X		X		Generate Reports	X	X	X		X		Submit Medicaid Claims for an EVV-Required Service	X		X			X	User Management	X					
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	Tues, Sept 5, 2023 Thurs, Sept 7, 2023	<p>Please note that you only need to attend one 'Day 1' session and one 'Day 2' session to complete all system user training material.</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> Tuesday, Sept. 5, 2023 Topics covered: Member Management, Visit Management, and EVV Intended audience (Role): Admin and Coordinator </td> </tr> <tr> <td>2</td> <td> Thursday, Sept. 7, 2023 Topics covered: Billing and Administration Intended audience (Role): Admin and Billing; Coordinator optional. </td> </tr> </tbody> </table>	Day	Topic	1	Tuesday, Sept. 5, 2023 Topics covered: Member Management, Visit Management, and EVV Intended audience (Role): Admin and Coordinator	2	Thursday, Sept. 7, 2023 Topics covered: Billing and Administration Intended audience (Role): Admin and Billing; Coordinator optional.
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2	Thursday, Sept. 14, 2023 Topics covered: Billing and Administration Intended audience (Role): Admin and Billing; Coordinator optional.							
5	Starting Tues, Aug 29, 2023	<p>System User Training: Consumer Directed Services Provide CDS welcome packet to CDS employers and employees and encourage them to join one of the available training sessions. System User Training for CDS employers and employees covers the HHAExchange Consumer Services Portal and EVV.</p> <ul style="list-style-type: none"> For In-Person sessions, register here: In-Person Texas CDS Training Austin- Wednesday, Sept. 6 Dallas- Thursday, Sept. 7 Mc Allen- Tuesday, Sept. 12 Houston- Thursday, Sept. 14 For Webinar (online) sessions beginning Tues, Aug 29. Register for English or Spanish courses. Register for online session in English Register for online session in Spanish 						
6	Beginning Fri, Sept 15, 2023	<p>Log Into Your HHAExchange Portal</p> <ul style="list-style-type: none"> Access: Once training has been completed, the person that completed the provider onboarding form for your agency, will receive HHAExchange Portal credentials to log into the HHAExchange Portal. Review and Prepare: Once logged into your HHAExchange Portal, providers that are transferring should begin reviewing their loaded historical data. All providers must begin setting up users and take the 						

Step	Timeline Dates	Expectations
		next steps outlined in System User Training to ensure readiness for Go-Live.
7	Sun, Oct 1, 2023	<p>HHAeXchange Go-Live for FMSAs You are expected to start using the HHAeXchange Provider Portal to capture EVV visits and submit visit transactions to the EVV Aggregator. FMSAs have the option to schedule and bill.</p> <ul style="list-style-type: none"> • FMSAs who currently use EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) or have recently enrolled to provide personal care services and are not in the proprietary system onboarding process must onboard with HHAeXchange by Oct. 1, 2023. • Home Health Care Services (HHCS) required to use EVV will begin on January 1, 2024. However, HHCS can practice using EVV on October 1, 2023.

Support

Have a question? We've got answers!

- **Texas Provider Information Center:** To ensure you stay up to date on all information for this project, please visit our [state info hub](#).
- **Support Center:** Once you have access to the HHAeXchange Portal, check out our one-stop knowledge base for a comprehensive collection of product documentation and videos.
- **Client Support Portal:** Need one-on-one support? Submit a request directly to the Client Support Team through the Client Support Portal and track the status of your request in real time. Access the [Client Support Portal](#) or learn more in the [Client Support Portal Job Aid \(PDF\)](#).