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 have recognized all the positive experience 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 West Virginia BMS EVV program, and we can assure you that HHAeXchange is here to guide you through the process by coordinating with your provider agency as the state's fee for service EVV aggregator.

Now that you have completed the Provider Questionnaire Survey, 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 DHHR and HHAeXchange

West Virginia DHHR has partnered with HHAeXchange to provide a free Electronic Visit Verification (EVV) and billing tool for member placement, scheduling, authorization management, communication, and direct billing for direct-care and Case Management services.

For providers who elected to use the free HHAeXchange EVV solution in coordination with the West Virginia BMS EVV 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 Questionnaire.

Timeline and Steps for Implementation Readiness

The timeline below represents how as the provider you can be compliant according to the West Virginia BMS EVV program.

Step	Timeline Dates	Expectations
1	Thursday, January 14, 2021 Tuesday, January 19, 2021 Wednesday, January 20, 2021 *Please select only **one** session to attend.*	**Attend the Provider Information Session** Sessions are split between morning and afternoon including a demo of the HHAeXchange platform. Attendance is only required for ONE (1) session as all provide the same information. The pre-recorded webinar sessions allow for a Q/A chat option to answer all your questions. Click here to Register
2	February 3, 2021	**System User training** Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAeXchange Provider Portal.
3	February 8-12, 2021	**System User Training Webinar Week** Register and attend the training webinar week from Monday-Friday. Each day we review a different aspect of the HHAeXchange functionality with a live Q/A chat option allowing providers to ask questions related to the Provider Portal functionalities. Each of the webinars are specific to the staff role in your agency: {TABLE BELOW} Click here to register and review the description providing more insight on the associated roles and content of each webinar. These webinars are correlated with the LMS training and can be attended by multiple staff members of your agency.
4	February 15, 2021	**Log-in to your Provider Portal** Receive your Provider Portal credentials to login to the system and begin entering your caregivers. Ensure your portal is setup 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

Day	Topic
1	Monday, 2/8: Overview video
2	Tuesday, 2/9: HHAX Management
3	Wednesday, 2/10: *attend only ONE session from the options* below (based *on your Provider EVV selection*): • HHAX EVV (AM Session) • EDI Integration (PM Session)
4	Thursday, 2/11: Billing
5	Friday, 2/12: Admin & Next Steps

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		instructions). Telephony (IVR line) will be given to you prior to go-live for EVV confirmation.
5	March 01, 2021	**Go-Live for all Providers** Providers are expected to start using the HHAeXchange Provider Portal to schedule, confirm and bill EVV compliant visits. All paid claims under the EVV mandate (PCS services) need to be supported by the visit data to be compliant with the CURES ACT mandate.

Provider Information Center

Visit the West Virginia DHHR Provider Information Center Page which shares an overview behind the West Virginia BMS EVV program partnership with HHA, as well as information on training, integration, and the free HHAeXchange tool.

Support

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