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 partnership with HHAeXchange, and we can assure you that HHAeXchange is here to guide you through the process.

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 West Virginia and HHAeXchange

West Virginia 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 services.

For Providers who elected to use the free HHAeXchange EVV solution in coordination with the West Virginia 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 the effort to meet the EVV mandate requirements. The information session provides the background and required major milestones while the training assists with 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 a Provider can be compliant with West Virginia.

Step	Timeline Dates	Expectations
1	Monday, Oct 24, 2022 Wednesday, Oct 26, 2022 Friday, Oct 28, 2022	**Attend the Provider Information Session** Sessions are offered in the morning and afternoon and include a demo of the HHAeXchange platform. Attendance is only required for ONE (1) session as both provide the same information. The pre-recorded webinar sessions allow for a Q/A chat option to answer all questions. Click here to register for the Provider Information Sessions
2	Wednesday, Nov 30, 2022	**System User Training-LMS Credentials** Receive login credentials for Learning Management System to review videos, documents, and test questions to ensure an understanding of the HHAeXchange Provider Portal.
3	Tuesday, Dec 6, 2022 Thursday, Dec 8, 2022	**System User Training Webinar Week** Register and attend the training webinars. Each day a different aspect of HHAeXchange functionality is reviewed 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><tr><th>Day</th><th>Topic</th></tr><tr><td>1</td><td>**Tuesday, December 6, 2022** • Topics covered: Member Management, Visit Management, and EVV • Intended audience (Role): Admin and Coordinator; Billing optional</td></tr><tr><td>2</td><td>**Thursday, December 8, 2022**: • Topics covered: Billing and Administration • Intended audience (Role): Admin and Billing; Coordinator optional.</td></tr></table> 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	Monday, Dec 5, 2022	**Log-in to your Provider Portal** Receive your 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) will be given to you prior to go-live for EVV confirmation. **Providers can also use the Support Center on their Portal to search and review job aids and written training material under the "Provider Portal Resource" page.**

Step	Timeline Dates	Expectations
5	Monday, Dec 12, 2022	**Linking Provider Portals to West Virginia/MCO Contract** Providers are linked to the Payer contract titled "West Virginia" or one of the MCO contracts. As part of the linkage, Payer data containing the Members and authorizations in scope of this implementation begin to populate. Refer to the *Service Code* page on the Provider Information Center Page on the West Virginia Home Health Provider Information Center Page to know which services are sent via the linking process. Once the Member and authorization data are populated, providers can review the data and start to schedule Members to prepare for EVV compliance come go-live.
7	Sunday, Jan 1, 2023	**Go-Live Onboarding for Providers** Providers are expected to start using the HHAeXchange Provider Portal to schedule and confirm EVV compliant visits. However, claims are not denied at this time if there is no EVV data.

Provider Information Center

Visit the West Virginia Home Health Provider Information Center Page which shares an overview behind West Virginia's partnership with HHA, as well as information on training, integration, and the EDI Process.

Support

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