

07/31/2023 HHAeXchange Provider Onboarding Details

As a reminder: The Texas Health and Human Services Commission (HHSC) has selected HHAeXchange as the state Electronic Verification Visit (EVV) vendor.

Personal care services program providers and Financial Management Services Agencies (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 program providers and FMSAs who are new to EVV must onboard with HHAeXchange no later than **Dec. 31, 2023**. However, it's to the providers advantage to onboard as soon as possible to begin practicing using EVV before the home health care services EVV implementation.

Next steps for Program Providers and FMSAs:

1. Submitting the HHAeXchange Provider Onboarding Form is the first step of the onboarding process. The HHAeXchange Provider Onboarding Form is available on the [HHAeXchange Texas web page](#). The HHAeXchange Provider Onboarding Form is used to create and configure the HHAeXchange Portal. The person who submits the form will be the provider's point of contact and will receive all communication from HHAeXchange.
2. HHAeXchange Information Sessions are available by webinar on the [HHAeXchange Texas web page](#). The sessions provide an overview of the transition, review expectations, and provide a demonstration of the HHAeXchange Portal.
3. Access to the HHAeXchange EVV Portal will be available in September 2023
4. HHSC has implemented a compliance grace period from July 1st to December 31st, 2023 for all program providers, FMSAs, and CDS employers. During the grace period Blue Cross and Blue Shield of Texas (BCBSTX) will continue to monitor compliance reports, but will not take enforcement action against program providers, FMSAs, and CDS employers that do not meet the EVV compliance requirements for EVV Usage and home phone landline review. For more details refer to HHSC Notice: [EVV Compliance Grace Period for EVV Usage and Home Phone Landline](#) notice.

If any questions, please contact BCBSTX at BCBSTX_EVV_Questions@bcbstx.com