

HHaEXchange Electronic Visit Verification (EVV) Training Resources Available

10/23/2023

Open Hours Webinar Sessions

The webinar sessions will be available Monday through Friday until Nov. 3 and do not require registration, so attendees can drop in and out between the selected hours.

Program providers and FMSAs [join here](#).

The webinar sessions will cover the following topics:

- Monday, Wednesday, Friday: 9am - 11am;
- And a final session on Friday, Nov. 3 from 1pm – 3pm
 - Administrative
 - Service Provider Management
 - Member Management
 - Scheduling
 - EVV Clock In and Clock Out/EVV Visit Management
 - Manual Visit Management
 - Call Dashboard
- Tuesdays/Thursdays: 9am - 11 am
 - Billing

FMSAs, CDS employers and CDS employees [join here](#).

The webinars will cover the following topics:

- Fridays: 9am - 11am
 - Services Portal
 - EVV Clock In and Clock Out/EVV Visit Management

One-On-One Sessions

EVV users may schedule a one-on-one session with an HHaEXchange expert for additional help and training. [Click here to book a one-on-one session](#).

HHaEXchange Technical Support

For questions about HHaEXchange onboarding, technical help with using the HHaEXchange Portal or issues related to data, contact HHaEXchange at TXsupport@hhaexchange.com or by phone at 1-833-430-1307.

For general questions about EVV, such as policy questions, email BCBSTX_EVV_Questions@bcbstx.com.