



Welcome to HHAeXchange

Next Steps and Timeline for Transition to HHAeXchange

The Texas Health and Human Services Commission (HHSC) has selected Accenture State Healthcare Services LLC (also known as the Texas Medicaid & Healthcare Partnership (TMHP)) for the Electronic Visit Verification (EVV) System Management Services contract.

Accenture is partnering with **HHAeXchange** to provide a new, single and state-funded EVV vendor system. This document provides current information and resources for the transition to or implementation of the state-funded EVV system, the HHAeXchange Portal.

EVV Requirement

It is a state and federal requirement that an EVV system must be used when providing the following Medicaid services:

- Effective January 1, 2021, EVV is required for Medicaid personal care services.
- Effective January 1, 2024, EVV is required for Medicaid home health care services.

Transition to HHAeXchange by October 1, 2023

Users of the current EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) must transition to HHAeXchange or receive approval as an EVV Proprietary System Operator (PSO) **by October 1, 2023**.

Program providers and financial management services agencies (FMSAs) who will be new to EVV due to the implementation of home health care services can begin onboarding with HHAeXchange; however, this implementation group will have a different timeline, which HHSC will communicate in a future GovDelivery notice.

Proprietary Systems

Program providers and FMSAs that would like to become an HHSC-approved PSO can apply by submitting a Proprietary System Request Form and will be added to the waitlist for consideration. The request form is located on the TMHP Proprietary Systems web page at <https://www.tmhp.com/topics/evv/evv-proprietary-systems>.

Currently, all scheduled onboarding sessions are full; however, HHSC is working towards adding additional proprietary system onboarding opportunities, such as Expedited Path onboarding opportunities from July 15 through August 31. HHSC will communicate updates through GovDelivery notices.



Register for an HHAeXchange Information Session

It is strongly encouraged to register for an upcoming information session where HHAeXchange will provide an overview of the transition, review expectations, provide a demonstration of the HHAeXchange Portal and answer questions about the new EVV system. Register today because registration is limited for each session.

The information sessions will be offered in-person and through webinars:

In-Person Information Sessions

- **Houston – Tuesday July 11**
 - Session 1: 9 a.m. – 12 p.m.
 - Session 2: 2 – 5 p.m.
 - Location: Houston Marriott North, 255 N. Sam Houston Pkwy East, Houston, TX 77060
- **El Paso – Thursday July 13**
 - Session 1: 9 a.m. - 12 p.m.
 - Session 2: 2 – 5 p.m.
 - Location: Marriott El Paso, 1600 Airway Blvd., El Paso, TX 79925
- **Dallas – Tuesday July 18**
 - Session 1: 9 a.m. – 12 p.m.
 - Session 2: 2 – 5 p.m.
 - Location: Hilton Arlington, 2401 East Lamar Blvd., Arlington, TX 76006
- **McAllen – Thursday July 20**
 - Session 1: 9 a.m. - 12 p.m.
 - Session 2: 2 – 5 p.m.
 - Location: Embassy Suites McAllen Convention Center, 800 Convention Center Blvd., McAllen, TX 78501
- Additional information sessions may be scheduled.

Register for an in-person HHAeXchange Information Session through the following web link: www.hhaexchange.com/txinfosession

Information Session Webinars

Information session webinars will be held July 26 through August 17. **Register for an HHAeXchange Information Session webinar through the following web link: www.hhaexchange.com/txinfowebinars**



Coming soon: HHAExchange Provider Onboarding Form

Program providers and FMSAs will need to complete and submit the HHAExchange Provider Onboarding Form. The information provided through the form is critical to configure the HHAExchange Portal and ensure your agency remains compliant.

The form will be available in English and Spanish and includes instructions on how to complete the form. The web link to the form will be shared soon in a GovDelivery notice.

EVV Policy Updates – Summer 2023

HHSC will post policy updates this summer and will communicate the updates through a GovDelivery notice.

HHAExchange System Training Available Starting in August 2023

In August, program providers, FMSAs and Consumer Directed Services (CDS) employers will be able to access HHAExchange's Learning Management System (HHAX University), which will contain self-paced training modules on the HHAExchange Portal, training on EVV clock-in and clock-out methods and other training resources. HHAExchange will also offer training webinars.

HHAExchange will offer in-person training sessions for CDS employers in multiple cities in Texas, which will include clock-in and clock-out method demonstrations. CDS employees are encouraged to attend if they would like to see the methods demonstrated. HHAExchange will also offer webinars for CDS employers. Training updates including dates and times will be communicated through public notices.

Access to the HHAExchange Portal Starts in September 2023

Program providers, FMSAs and CDS employers who have successfully completed HHAExchange Portal EVV system training will receive credentials to log in to the HHAExchange Portal starting in September.

Contact Information and Other Resources

HHSC, Accenture and HHAExchange will continue to provide updates, communications and resources as they become available.

HHAExchange

For questions or more information about HHAExchange:

- Email HHAExchange at TXsupport@hhaexchange.com.
- Visit the website at <https://www.hhaexchange.com/info-hub/texas>.

TMHP

For general TMHP EVV questions or information:

- Email TMHP EVV Operations at evv@tmhp.com.
- Visit the TMHP EVV web page at <https://www.tmhp.com/topics/evv>.



HHSC

For general EVV questions or information:

- Email HHSC EVV Operations at EVV@hhs.texas.gov.
- Visit the website at <https://www.hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/electronic-visit-verification>.
- Register your email address with GovDelivery to receive EVV notices by email at https://public.govdelivery.com/accounts/TXHHSC/subscriber/new?topic_id=TXHHSC_247.