



## HHAExchange Lunch-and-Learn Webinar *HHAExchange Go-Live Support Tips for Florida*

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# Lunch and Learn Agenda: Go-Live Support Tips

- FL Provider Information Center ([hhaexchange.com/fl-smmc](http://hhaexchange.com/fl-smmc))
- Requesting HHAeXchange User Access
- HHAeXchange System Provider Resources
- EVV Solutions Review



# FL Provider Information Center

# FL Provider Information Center

<https://hhaexchange.com/fl-smmc>


The screenshot displays the HHAeXchange website interface. At the top left is the HHAeXchange logo. To the right are links for 'Login' and 'Request a Demo'. A navigation menu includes 'Who We Help', 'Provider Platform', 'Payer Platform' (which is highlighted with an orange circle and a dropdown arrow), 'Resources', and 'About'. Below the navigation is a central graphic of the state of Florida with a checkmark and a red circle. The main text reads: 'At HHAeXchange, we believe that healthcare should be simple, effective, and transparent. Our mission is to provide better outcomes for patients who represent some of the most vulnerable and fragile members of our society. Since 2008, we have been at the forefront of delivering industry-leading homecare management solutions by helping payers and providers achieve operational efficiency, increased compliance, and improved patient outcomes. Today, HHAeXchange is the premiere homecare management software solution for the Medicaid LTSS population. We act as the single source of truth in connecting payers, providers, and patients through our intuitive web-based platform, enabling unparalleled communication, transparency, and visibility.' Below this text is a horizontal menu with the following items: OVERVIEW, INFO SESSIONS, USER TRAINING, FORMS, EDI PROCESS, FAQs, and CONTACT. At the bottom, a section titled 'EVV and Claims Billing for Florida's State Medicaid Managed Care Program' is visible, with the first sentence starting: 'Starting on December 1, 2018, Humana, Staywell, and Sunshine Health (the "MCOs") will require providers to use HHAeXchange to submit certified visit and bill directly to each MCO through the new HHAeXchange Portal.'





# Requesting HHAeXchange User Access

# HHAEExchange User Access Request Form

**User Access Request** 

**Provider/Agency Name \***  **Tax ID \***

**Name \***

First  Last

**Phone \***  **Email \***

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Please provide the following User Account information for all users in your organization.

**✕ User 1**

**User First Name \***  **User Last Name \***

**User Role \***  Admin  Coordination  Billing **User Email \***

[User Role Definitions](#)

**+ Add User**

**Submit**

# User Management: Available User Roles

## **Admin (EVV, Manual, EDI):** System Administrator Role

- Access = *All Agency Functions*

## **Coordination (EVV, Manual, EDI):** Agency Coordinators

- Access = Add Caregivers, Place Members
- No Access to: *Billing or Administrator Functions*

## **Billing (EVV, Manual, EDI):** Agency Finance Staff

- Access = Generate Invoices
- No Access to: Add Caregivers, Place Members, or *Administrator Functions*





# HH AeXchange System Provider Resources



# HHAXchange System Provider Resources

- Support Center (Links to Process Guides and Job Aids)



The screenshot shows the 'PROE Provider Document Catalogue' page. At the top left is the HHAXchange logo, and at the top right is the text 'The Provider System'. Below the header is the title 'PROE Provider Document Catalogue'. A table with three columns: 'Process Guides', 'Job Aids', and 'Reference' contains various links. A red dashed arrow from the previous image points to the 'Support Center' link in the table.

Process Guides	Job Aids	Reference
<a href="#">System Introduction</a>	<a href="#">Authorization Problems and Resolutions</a>	<a href="#">EVV Phone Instructions (Caregivers)</a>
<a href="#">Member Placement</a>	<a href="#">Prebilling Review Problems and Resolutions</a>	<a href="#">Video: Placing EVV Calls in HHAX (Caregivers)</a>
<a href="#">Member Management</a>	<a href="#">Call Dashboard Resolutions</a>	<a href="#">EDI Import Interface Guide</a>
<a href="#">Team Function</a>	<a href="#">Provisioning Users</a>	<a href="#">EDI Export Interface Guide</a>
<a href="#">Caregiver Management</a>	<a href="#">Caregiver Employment Types</a>	<a href="#">Reference Table Management</a>
<a href="#">Communications</a>	<a href="#">Rate Management</a>	
<a href="#">Scheduling Visits</a>		
<a href="#">Visit Confirmation</a>		
<a href="#">Visit Quick Entry</a>		
<a href="#">Prebilling Review</a>		
<a href="#">Billing</a>		
<a href="#">Reporting</a>		
<a href="#">Admin Functions</a>		



# EVV Solutions Review

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- **Electronic Visit Verification (EVV)**
- **HHAeXchange Visit Quick Entry**
- **Electronic Data Interchange (EDI)**



# HHaExchange Provider Resources

- Provider Information Center
  - [www.hhaexchange.com](http://www.hhaexchange.com)
  - Select **Resources** Menu
  - Select **Provider Info Centers** option  
(Select your **GO TO INFO CENTER** link)
- Support
  - **XX**Support@hhaexchange.com  
(**XX** = your 2-letter prefix)