



HHAeXchange Lunch-and-Learn Webinar *HHAeXchange Go-Live Support Tips for VNSNY*

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Lunch and Learn Agenda: Go-Live Support Tips

- VNSNY Provider Information Center
(hhaexchange.com/vnsny)
- Requesting HHAeXchange User Access
- HHAeXchange System Provider Resources



Provider Information Center

Provider Information Center

<https://hhaexchange.com/vnsny>



HHAExchange is the premiere Homecare Management Software company for the Medicaid LTSS population. We are the leaders in connecting payers and homecare agency providers to enable more collaboration, communication, and workflow efficiencies. Through the use of the HHAExchange Portal, our goal is to make working with VNSNY - CHOICE easy and efficient.

[OVERVIEW](#) [BENEFITS](#) [TRAINING](#) [FORMS](#) [EDI PROCESS](#) [FAQs](#) [CONTACT](#)

VNSNY partnering with HHAExchange





Requesting HHAeXchange User Access

Requesting HHAeXchange User Access

- **New User: Admin users** Email to support@hhaexchange.com
 - **Send:** User's First Name, Last Name, HHAX Role, Office: Default, and *unique* Email Address
 - **Requestor Receives:** Email Confirmation, HHAX Username(s)
 - **New User Receives:** Email with Temporary Password Email
- **New Role: Admin users** Email to support@hhaexchange.com
 - Only HHAeXchange can create new roles
 - Provider Agency can assign/remove permissions from roles
- **Deactivate User: Admin users** Email to support@hhaexchange.com
 - **Send:** User's Username, First Name, Last Name, HHAX Role, Email Address, and Date to deactivate Username
 - **Receive:** Email Confirmation

Creating New Users Job

- Job Aid
 - <https://s3.amazonaws.com/hhaxsupport/SupportDocs/Enterprise/Job+Aids/Enterprise+Job+Aid+--+Creating+New+Users.pdf>

The screenshot displays the HHAexchange web application interface. At the top left is the HHAexchange logo. A navigation bar contains tabs for Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. The Admin tab is active, and a dropdown menu is open, listing options: User Management, Change Password, Contract Setup, Coordinator Setup, Compliance Setup, Reference Table Management, and Agency Profile. The 'New User' option under User Management is highlighted in green. To the right of the menu, there are notification icons for 18 notifications, 0 messages, 0 to-do's, and 0 open cases. The user is logged in as 'ajano (ANDY AGENCY LIMITED)'. The page title is 'List Of Users'. Below the title is a 'Search Users' section with input fields for 'First Name:' and 'Login Name:'. At the bottom, there is a 'Search Results (1)' section. The footer contains the HHAexchange logo and the text 'Enterprise 15.0.1.0 TELXWEB06 3/26 13:31 EST'.



HH AeXchange System Provider Resources

HHAeXchange System Provider Resources

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

