Meet the HHAeXchange Portal

The Texas Electronic Visit Verification (EVV) Vendor System

We are excited to bring the HHAeXchange Portal to Texas program providers, financial management services agencies (FMSAs), and Consumer Directed Services (CDS) employers required to use Electronic Visit Verification (EVV).

For more than a decade, thousands of homecare providers have used our award-winning solution to minimize risk, increase efficiency, ensure compliance, empower service providers, and improve member outcomes.

The HHAeXchange Portal will enable you to meet both federal and state EVV requirements while providing a simple, streamlined, and user-friendly experience for both back-office staff and service providers.

The state-funded HHAeXchange Portal includes the following no-cost features:

Electronic Visit Verification (EVV)

Simplify the EVV compliance process for service providers and back-office staff.

- Real-Time Clock In and Clock Out Dashboard
- Clock In and Clock Out via Mobile App, Telephone (Landline), or Alternative Device
- Telephony in English and Spanish

Mobile Application

Put the power of faster communication and more efficiency in the palm of your service providers' hands.

- GPS Clock In and Clock Out
- Multi-Language Support (20+ languages)
- Plan of Care Duty Tracking
- Directions to Next Shift
- Offline Mode for areas with no service

Provider Agency & FMSA Operations

Save time during the scheduling process, easily manage EVV compliance, and set your team up for success.

- Authorization Management
- Master Week Creation
- Dynamic Scheduling Management
- Clock In / Clock Out Call Exception Dashboard
- Manual Visit Creation
- Visit Maintenance
- Profile Management
- EVV Standard Reports

Fiscal/Revenue Cycle

Generate EVV-compliant claims at no cost.

- Pre-billing Claims Scrubbing
- Direct Claims Submission to TMHP

Consumer Directed Services Portal

Efficiently manage service providers and visits.

- Approve Time Worked
- Visit Maintenance
- Access EVV Standard Reports

3rd Party Management System Integration

Integrate with HHAeXchange via our Application Programming Interface (API) to enable near real-time data exchange.

- Service Provider (Create, Update, Search, Get)
- Member (Create, Update, Search, Get)
- Schedule (Create, Update, Search, Get)
- Visit (Search, Get)
- Authorization (Create, Update)

Integrated EVV System That Powers Your Agency Beyond the 21st Century Cures Act

EVV data is seamlessly integrated into the HHAeXchange Portal, creating more efficient workflows and real-time visibility into service delivery. The HHAeXchange Portal uses EVV to help agencies in several key operating areas, such as:
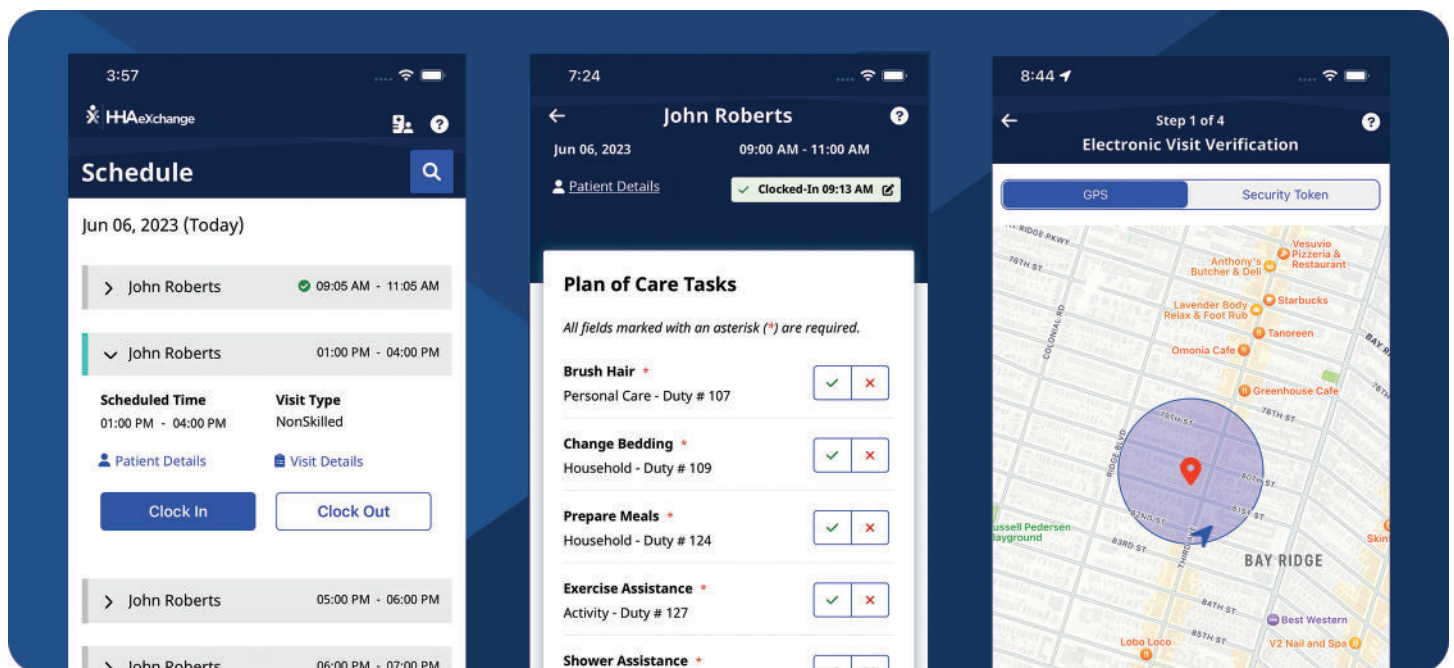
- Scheduling, compliance, and billing

- Maximizing the utilization of the authorization

- Streamlining EVV workflows

HHAeXchange offers three flexible and convenient EVV methods: telephony, alternative devices, and the easy-to-use HHAeXchange Mobile Application.

The HHAeXchange Mobile Application, creates efficiencies for service providers with:

- GPS-enabled Clock In and Clock Out

- Support in 20+ languages

- Directions to their next shift

- Offline mode, enabling productivity in areas of poor or no service

Download the HHAeXchange Mobile Application for free in the Google Play or App Store today.

The Path to a Smooth HHAeXchange Portal Implementation

We have worked with thousands of agencies to create efficient, streamlined workflows – all while keeping them compliant with state and federal EVV law. HHAeXchange is committed to ensuring a successful transition and onboarding for all Texas program providers, FMSAs, and CDS employers.

Here are just a few ways HHAeXchange is providing support throughout the implementation and beyond.

Complimentary Data Migration to Help You Get Started

Get up and running quickly with up to a year's worth of visit data migrated to your new HHAeXchange Portal and up to 5 years of members, authorizations, service providers, and more.

Provider Information Center

Visit the Texas Information Center to learn more about the partnership with HHAeXchange, as well as details on training, integrations, and service codes: www.hhaexchange.com/info-hub/texas

Online Training & Support

Complimentary online and in-person training will be available for all Texas program providers, FMSAs, and CDS employers over the next several months through HHAeXchange University.

Have a question? We've got answers!

Support Center

Once you have access to the HHAeXchange Portal, check out our one-stop knowledge base for a comprehensive collection of product documentation and videos.

Client Support Portal

Need one-on-one support? Submit a ticket directly to the Client Support team through the Client Support Portal and track the status of your ticket in real time.

Visit the Client Support Portal here: http://hhaexchange.com/supportrequest