

Our Webinar Will Begin Shortly

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My speaking language: English ›

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Q&A



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Record



More



Ashley Cho



- **Role:** Senior Training Specialist
- **Tenure at HHAeXchange:** 3 Years
- **Areas of Expertise:** Billing, Revenue Cycle
- **Fun Fact:** I've read 50 books so far this year!

Your First Steps with HHAExchange: Tools, Timelines, and Training

June 2025

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Your First Steps with HHAeXchange: Tools, Timelines, and Training



This session sets the stage for a successful onboarding experience. We'll walk through essential preparatory steps, highlight key concepts like the EVV lifecycle, and spotlight available resources so providers can begin their training journey.

Who should take this training?

Anyone who will be responsible for setting up and managing the HHAeXchange portal.

Example: Admins, agency owners

Objectives of Today's Session

You will be able to:

- Understand what actions are required now to enable HHAeXchange account provisioning.
- Get introduced to the EVV Tracker.
- Explore available training resources.
- Know what to expect next.





Agenda

➤ Where Are We Now?

➤ Onboarding Form

➤ EVV Tracker

➤ Available Resources

➤ What's Next

➤ Questions

Where Are We Now?

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Where Are We Now?



- We're in the final preparation phase to ensure that your HHAeXchange Portal is ready for use the Humana Healthy Horizons in Virginia Go-live.
- Right now, we're:
 - Collecting onboarding forms to confirm your setup details.
 - Working closely with the payer to load patient information into your portal.

Onboarding Form

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Complete the HHAeXchange EVV Provider Setup Form

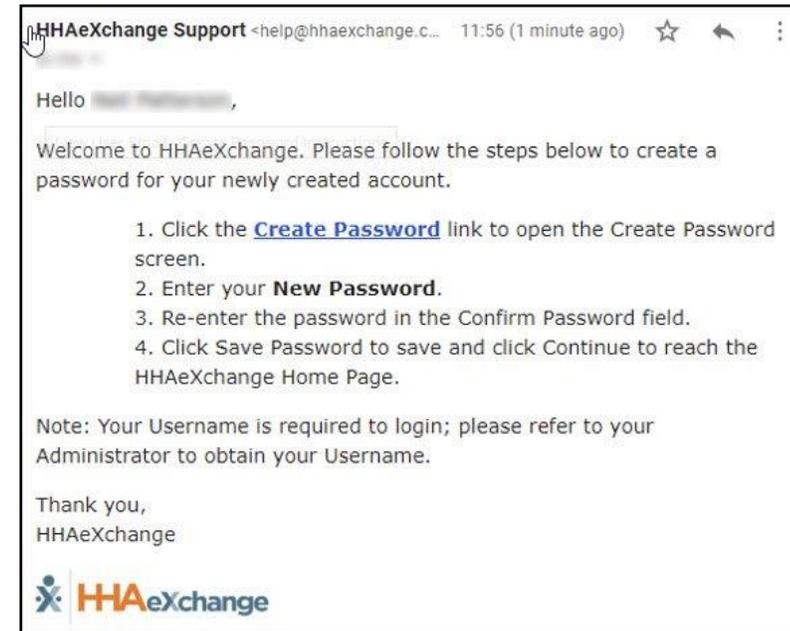


Have you completed the Provider Setup form yet?

- The individual completing this form will receive access to the HHAeXchange Portal in July



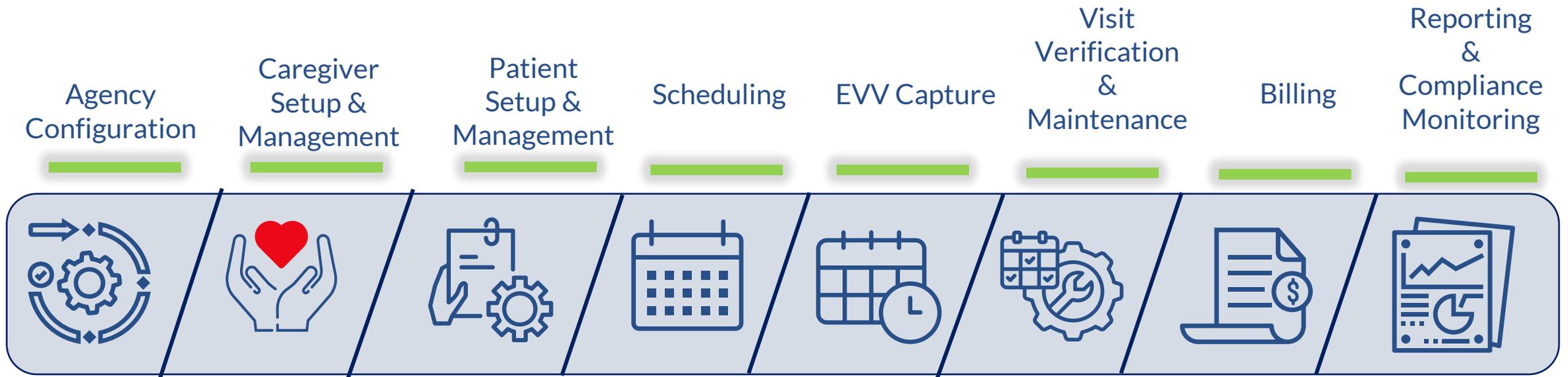
Complete Setup Today



Be on the lookout for this email in July!

EVV Tracker

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Available Resources

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State Info Hub

Provider Information Center



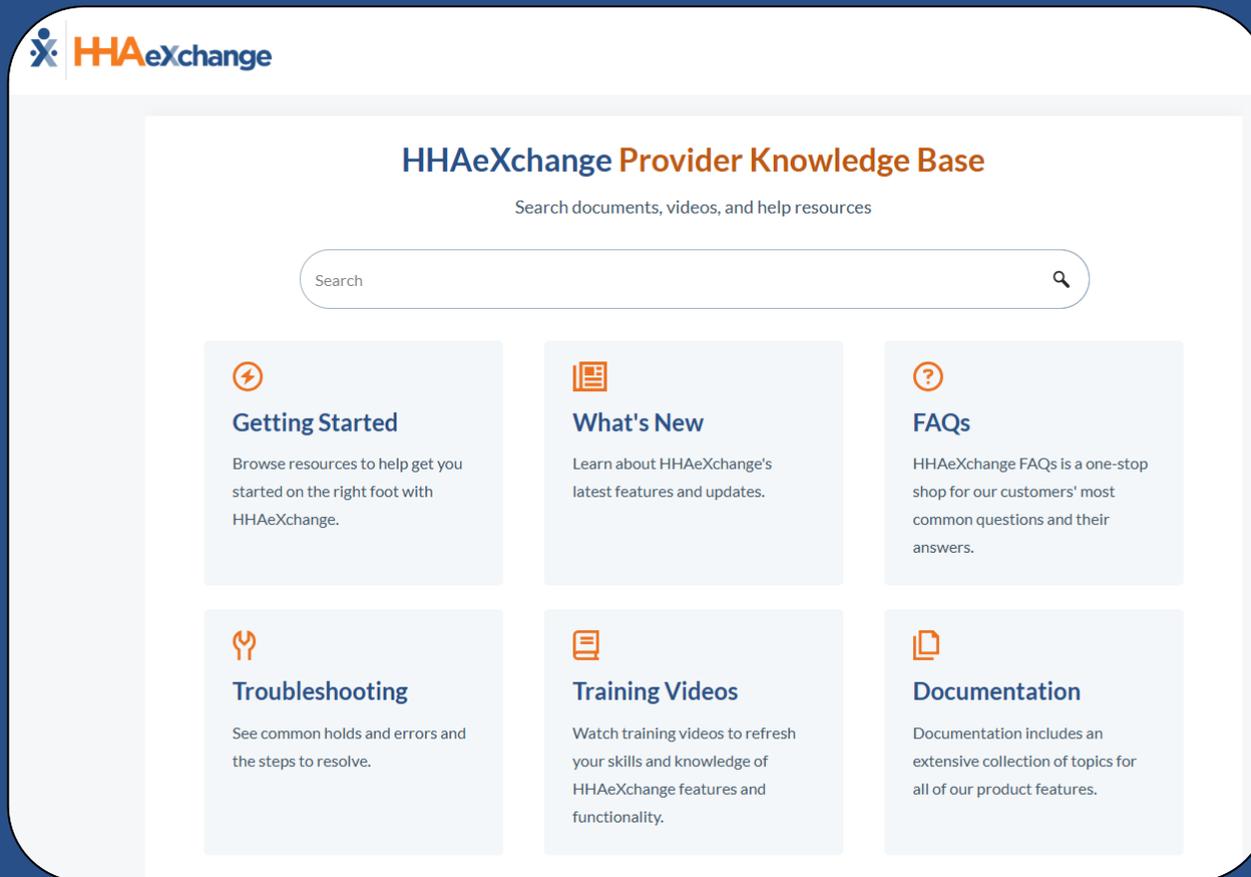
- To ensure you stay up to date on all the information for this project, please visit our State Info Hub
- The State Info Hub will be your primary source of information throughout this implementation

[Humana Healthy Horizons in Virginia Information Center](#)

A screenshot of the Humana Healthy Horizons in Virginia Information Center website. The page features a dark blue header with the HHAExchange logo and navigation links for Homecare Software, Technology, Resources, and Company. A prominent orange button labeled "Request Your Demo" is visible. Below the header, the main content area is titled "Humana Healthy Horizons in Virginia Information Center" and includes a "Provider Portal Registration Form" button. The page is divided into sections: a "TABLE OF CONTENTS" sidebar with links for Overview, Training, EDI Process, Services in Scope, FAQ, and Contact; an "Overview" section with introductory text and a list of key benefits; and an "IMPORTANT DATES" section mentioning "HUMANANA HEALTHY HORIZONS IN VIRGINIA GO-LIVE July 1, 2025".



HHAeXchange Knowledge Base!



The Knowledge Base houses helpful resources to provide answers to your questions according to specific topics

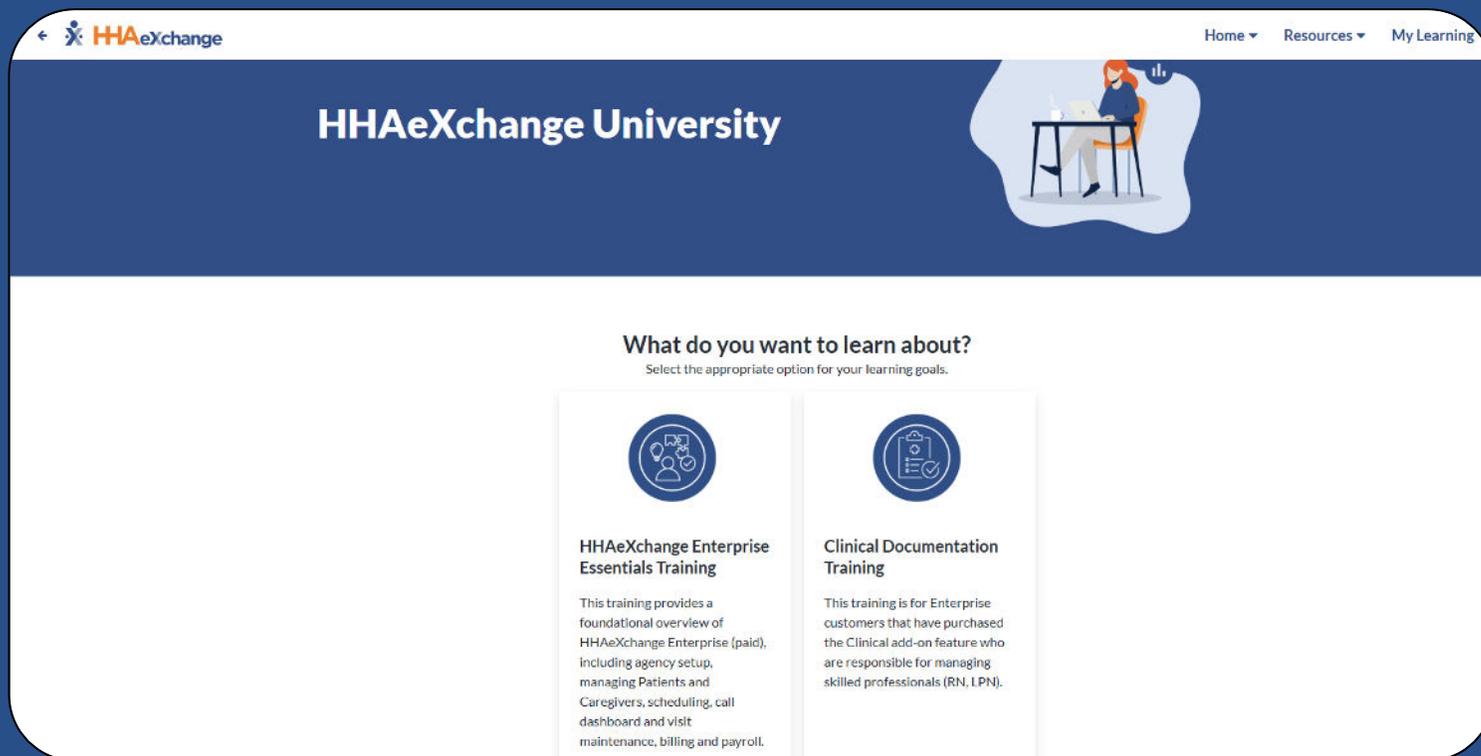
- Frequently Asked Questions (FAQs)
- Training Videos
- Documentation
- What's New

Check it out using the link below:

<https://www.hhaexchange.com/knowledge-base>



Onboarding Program Available!



HHAeXchange University is available for providers to have a foundational overview of key topics such as:

- Patient & Caregiver Management
- Agency Setup
- Visit Maintenance
- Billing

Check it out using the link below:

<https://university.hhaexchange.com/>

Caree Virtual Assistant



Caree, HHAeXchange's new Virtual Assistant, provides 24/7 support to answer questions and provide Knowledge Base articles and videos for specific topics

The screenshot shows the HHAeXchange web application interface. At the top, there is a navigation bar with the HHAeXchange logo and menu items: Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. A notification icon with '0' is visible in the top right corner. Below the navigation bar, a greeting 'Hello achoo' is displayed. The main content area features a 'Placements (9 Pending)' section with sub-tabs for Events, System Notifications, Direct Messages, Tasks, and Linked Communication. Under 'Placements', there are filters for 'Pending (1)', 'Accepted with Temp Caregiver (8)', 'Staffed (0)', and 'Accepted with No Master Week(0)'. A table displays the details of the pending placement:

Patient	Admission ID	Office	Start Date	Stop Date	Frequency	Service Category	Service Type	Request Sent At	Status	Cut Off Time	MCO Name
XXXXX	5141341354	UMA healthcare	11/12/2024			Home Health	PCA	11/11/2024 12:41:42 PM	Pending	11/16/2043 11:20:42 PM	Life Care Demo Payer

Navigation buttons for 'Previous' and 'Next' are located at the bottom right of the table. The footer contains the following text: 'Support Center | UMA Healthcare (PE Training Use Only) [ID# N/A] | Cloud Enterprise 25.04.01 AWSWEB9 chrome 136 (Doc Chrome 136) 05/23/25 15:15 PM EST © 2025 HHAeXchange. All Rights Reserved.'



Provider Resources



HHAeXchange State Info Hub

[Humana Healthy Horizons in Virginia
Information Center | HHAeXchange](#)



HHAeXchange Knowledge Base

<https://knowledge.hhaexchange.com/enterprise/Content/Home/Home-N.htm>



Humana Healthy Horizons Provider Relations Email

VAMedicaidProviderRelations@humana.com

[How to Use the Customer Portal](#)

What's Next?

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What's Next?



1. Complete the onboarding form.
2. Attend upcoming trainings starting July 8th.
 - Find registration and training schedule on the [Info Center](#).
3. Register for the LMS to complete on-demand training.
4. Be on the lookout for your login credentials the week of July 14th.



Questions?

**THANKS FOR
ATTENDING!**



*Please provide us your feedback
after exiting the webinar.*