

# Our Webinar Will Begin Shortly

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My speaking language: English ›

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Q&A



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## Meet the Trainer



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

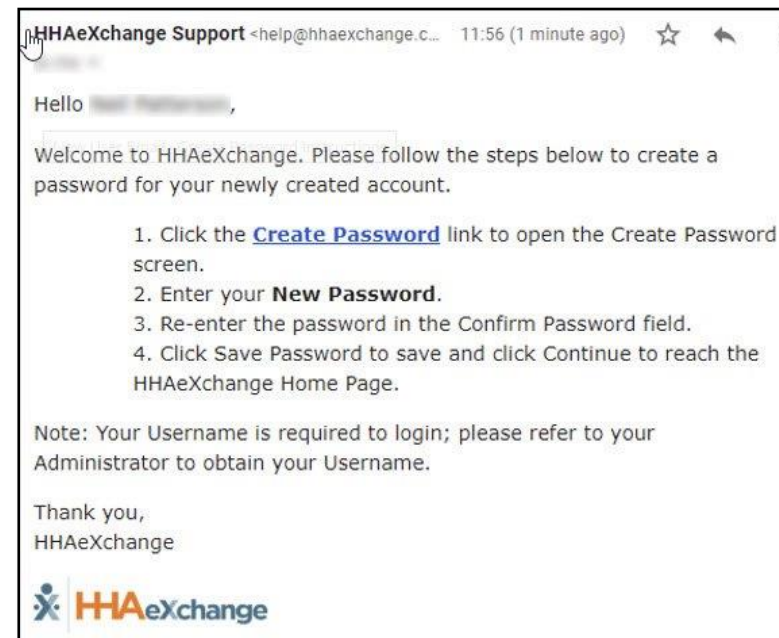


Have you completed the Provider Setup form yet?

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



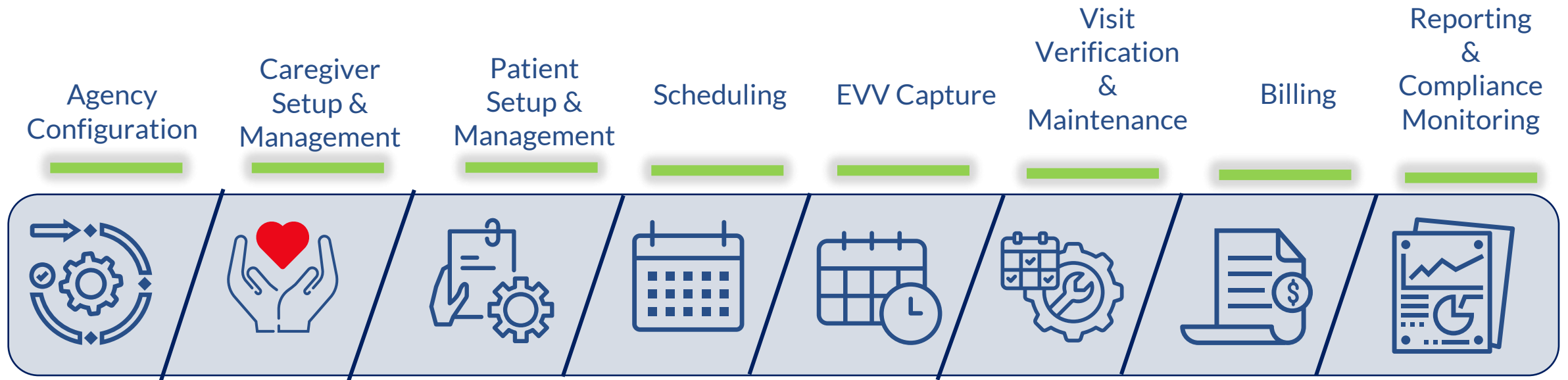
Complete Setup Today



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](#)

Support Login State Info Centers ▾

HHAExchange Homecare Software ▾ Technology ▾ Resources ▾ Company ▾ Request Your Demo

## Humana Healthy Horizons in Virginia Information Center

Provider Portal Registration Form

### TABLE OF CONTENTS

- OVERVIEW
- TRAINING
- EDI PROCESS
- SERVICES IN SCOPE
- FAQ
- CONTACT

### IMPORTANT DATES

HUMANA HEALTHY HORIZONS IN VIRGINIA GO-LIVE  
July 1, 2025

### Overview

HHAExchange is designed to support agencies and caregivers in delivering better outcomes. We are excited to work with Providers in Virginia contracted with Humana to remain compliant with state and federal Electronic Visit Verification (EVV) laws, and ensure a simplified, user-friendly, and seamless experience.

Under Section 12006(a) of the 21st Century Cures Act, states are required to implement EVV for all Medicaid personal care services and home health care services that require an in-home visit by a provider. The EVV system must verify the type of service performed, along with the date, time, and location of the service, as well as the individual receiving and the individual providing the service.

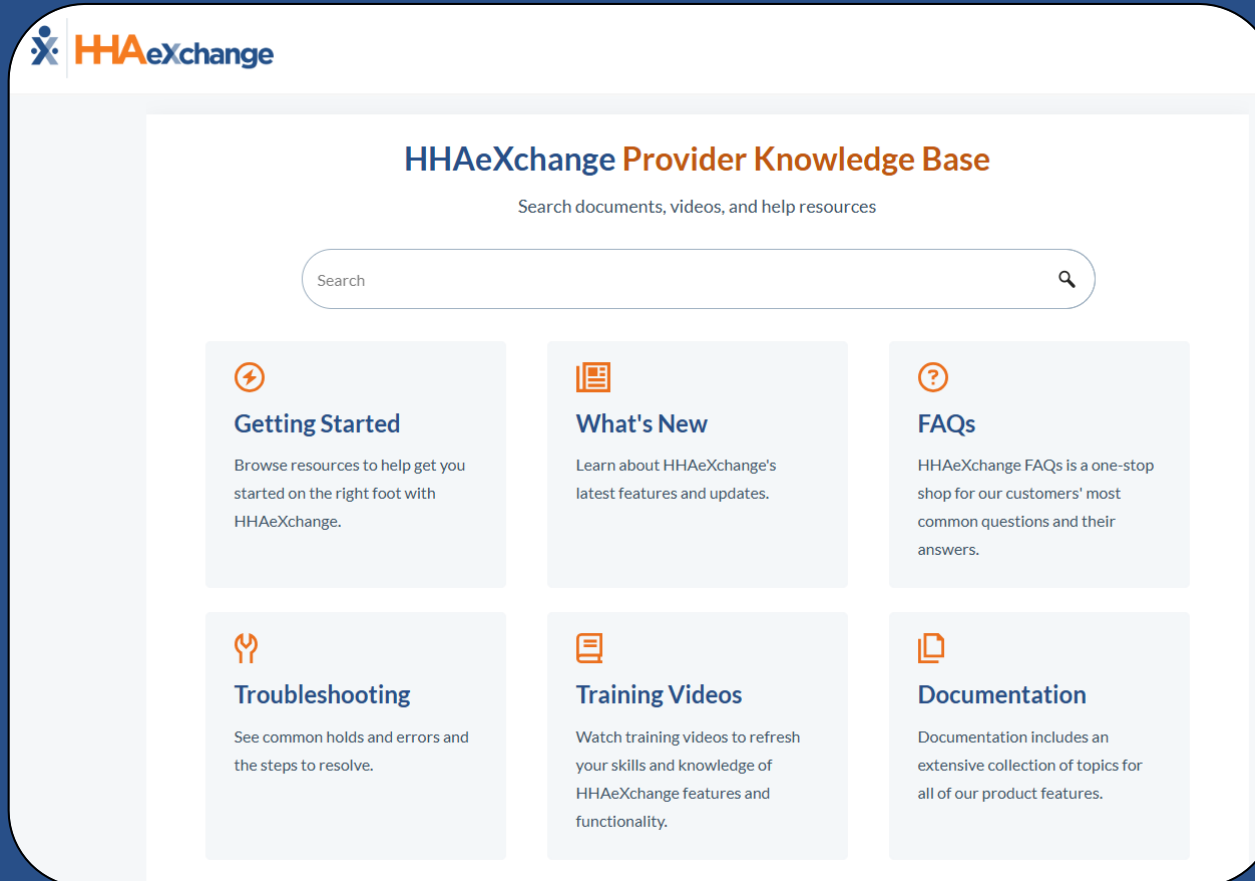
The HHAExchange platform offers a robust agency management solution that can help streamline and automate time-consuming agency functions including placement, scheduling, compliance, and billing of services.

**What are the key benefits of the HHAExchange Portal to homecare agencies?**

- Payer-sponsored Electronic Visit Verification (EVV) tools
- Open Model EDI Integration with 3rd Party EVV Vendors
- Real-time, two-way messaging with each Payer



# HHAeXchange Knowledge Base!



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

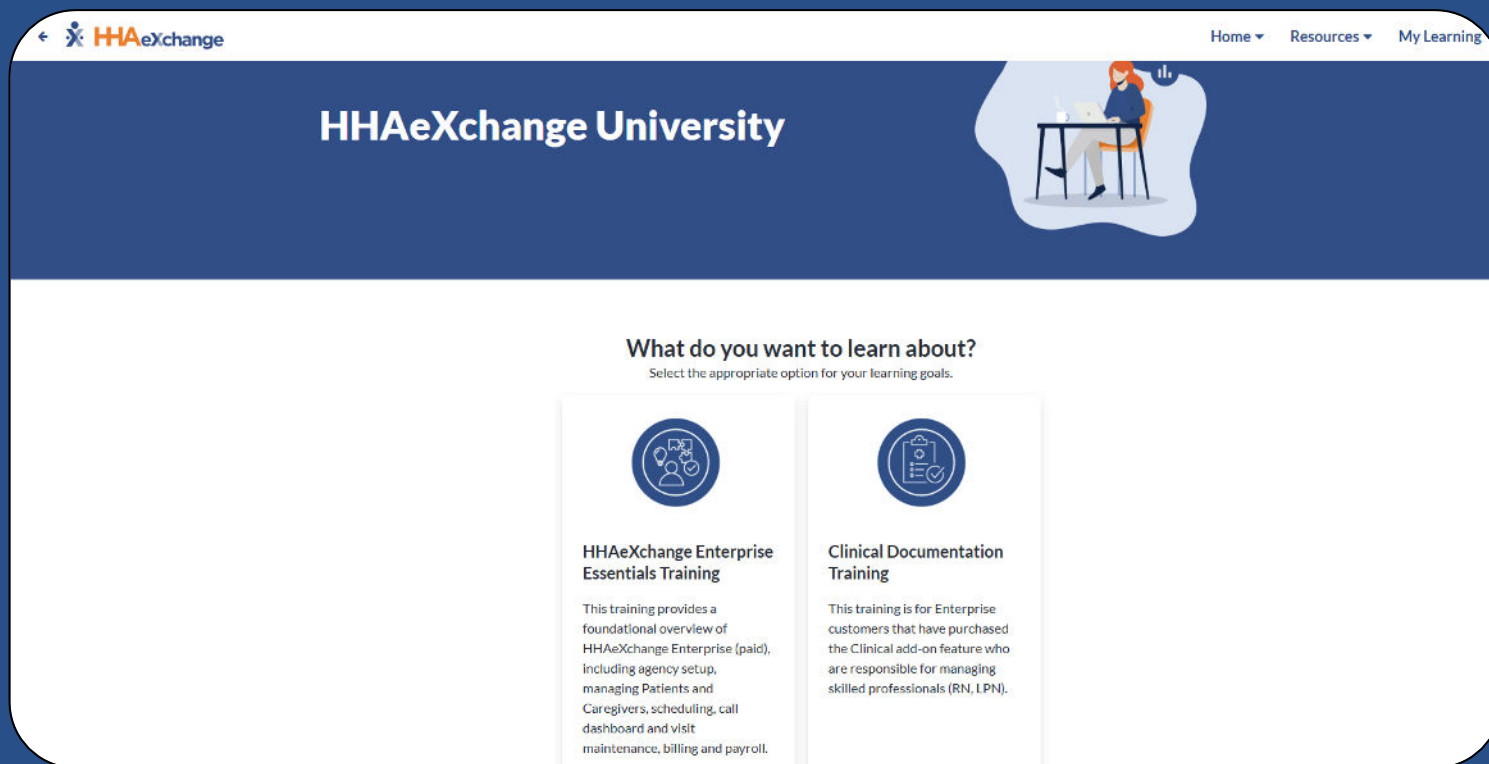
- Frequently Asked Questions (FAQs)
- Training Videos
- Documentation
- What's New

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

HomePatient▼Caregiver▼Visit▼Action▼Billing▼Report▼Admin▼

0

Hello achool

Placements (9 Pending)EventsSystem NotificationsDirect MessagesTasksLinked Communication

Placements

Pending (1)Accepted with Temp Caregiver (8)Staffed (0)Accepted with No Master Week(0)

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

Previous1Next

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

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## 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](https://knowledge.hhaexchange.com/enterprise/Content/Home/Home-N.htm)



### Humana Healthy Horizons Provider Relations Email

[VAMedicaidProviderRelations@hu  
mana.com](mailto: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 8<sup>th</sup>.
  - 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 14<sup>th</sup>.



# Questions?

# THANKS FOR ATTENDING!



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