

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



Meet the Presenter



Ashley Cho



- **Role:** Senior Training Specialist
- **Tenure at HHAeXchange:** 3 Years
- **Areas of Expertise:** Billing, Revenue Cycle
- **Fun Fact:** My go-to karaoke song is "Livin' on a Prayer" by Bon Jovi

Humana VA: Alternate EVV (EDI) Onboarding

August 2025

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This training will provide a clear understanding of how to begin the integration process with HHAeXchange. You'll learn how to coordinate with your EVV vendor, submit a support ticket, and understand how data flows between your third-party system and HHAeXchange.

Who should take this training?

This training is for anyone who are responsible for setting up and managing the integration between their EVV vendor and HHAeXchange.

Example: Alternate EVV providers

Objectives of Today's Training

You will be able to:

- Identify the steps to initiate the Alt EVV integration with HHAeXchange.
- Describe how data flows between your agency, the EVV vendor, and HHAeXchange.
- Explain what happens during testing, file transmission, and visit data processing.



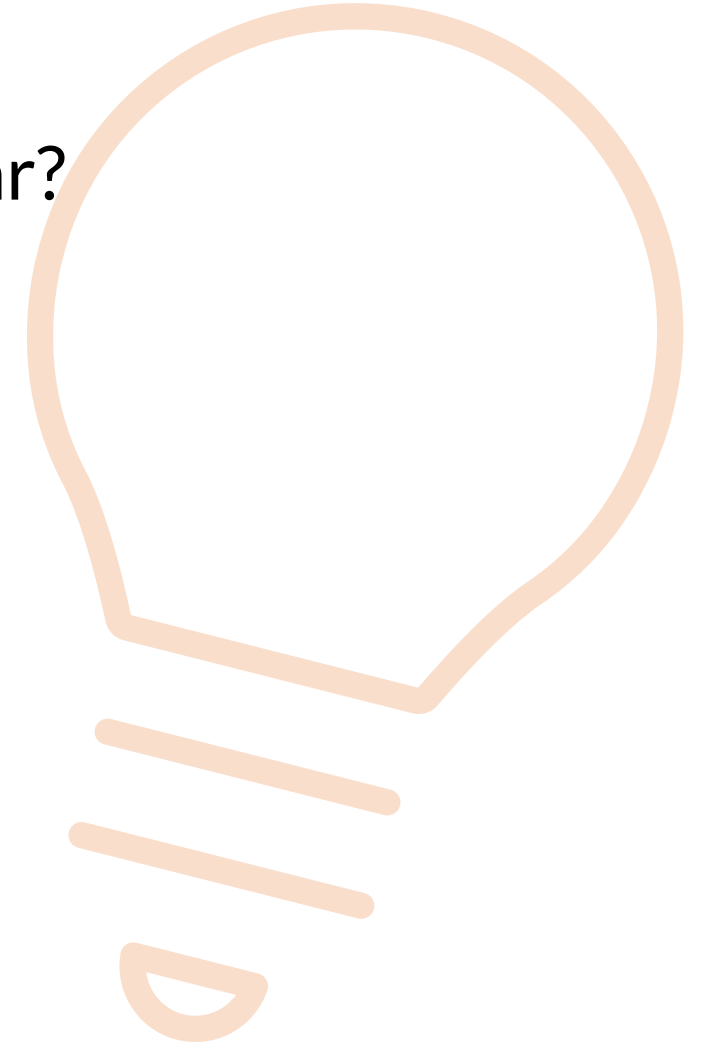


Knowledge Check: What's the presenter's name?



What's the name of the presenter of this webinar?

- A. Alejandra
- B. George
- C. Ashley
- D. Teavy





Agenda

- EVV Overview
- Understanding the Data Exchange Workflow
- Integration Testing Overview
- How to Start EDI Integration
- File Transmission & Processing
- Key Takeaways
- Milestones & Go-Live Preparation
- Support Resources
- Questions

EVV Overview

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> 6 Elements of a Cures Compliant Visit



Who

Patient



Who

Caregiver



What

Type of
Service



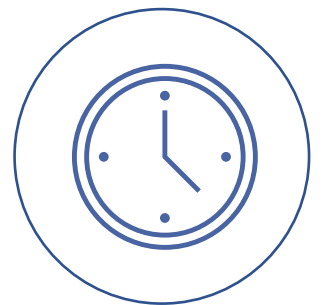
Where

Location
of Service



When

Date of
Service



When

Time of
Service

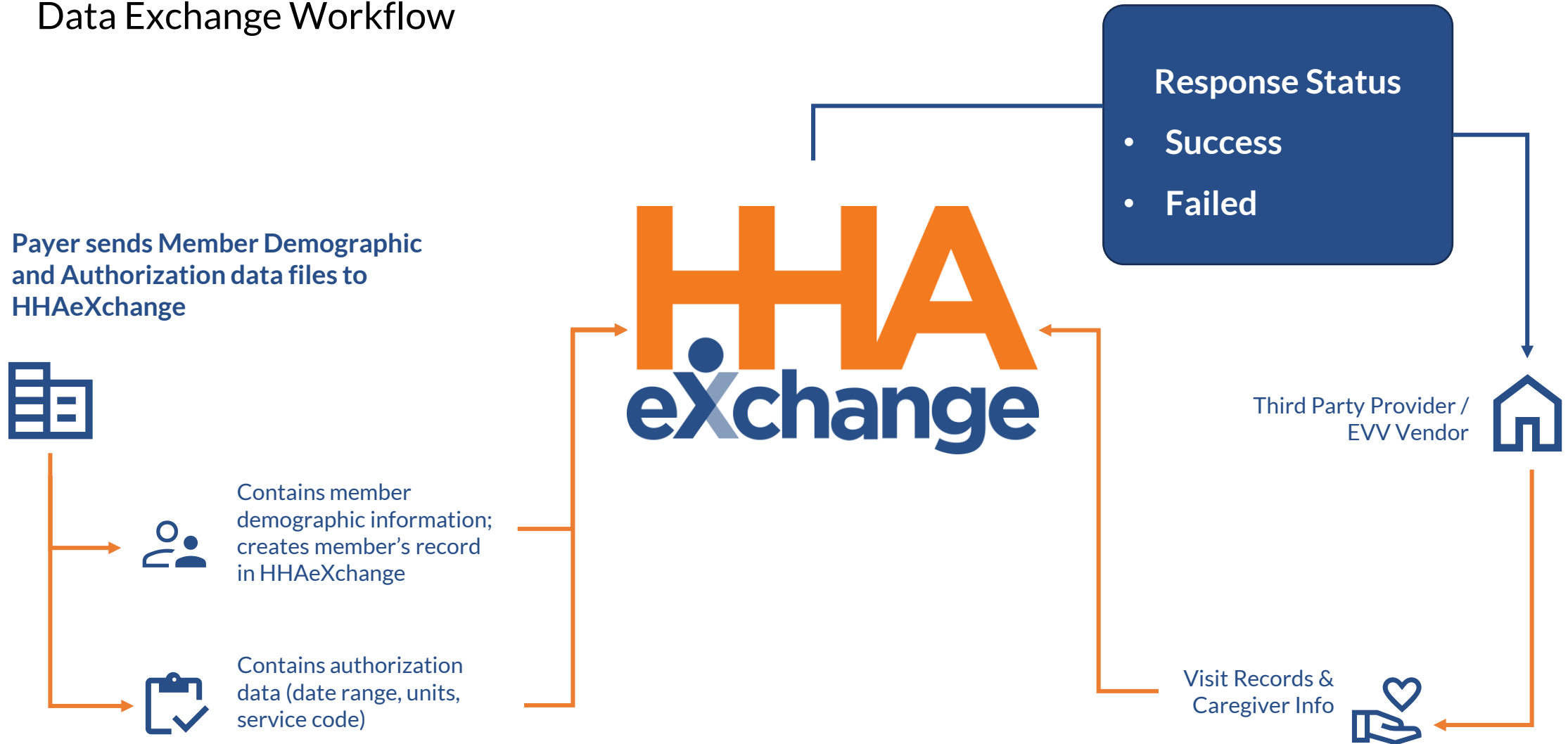
Understanding the Data Exchange Workflow

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EDI Provider

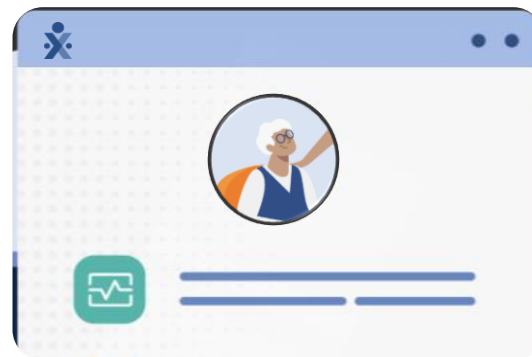
Data Exchange Workflow



> Data Exchange Responsibilities



- Providers work with their 3rd Party Alt EVV Vendor to upload the Caregiver and Visit File into your HHAeXchange portal
- Visit data files should be continually sent and maintained by the agency even after initial data setup
- The Payer (Humana Healthy Horizons of Virginia) will send Patient demographic and authorization files into your HHAeXchange portal
 - ***If you do not see your patients' or authorization information, please reach out to Humana to send that information to HHAeXchange***

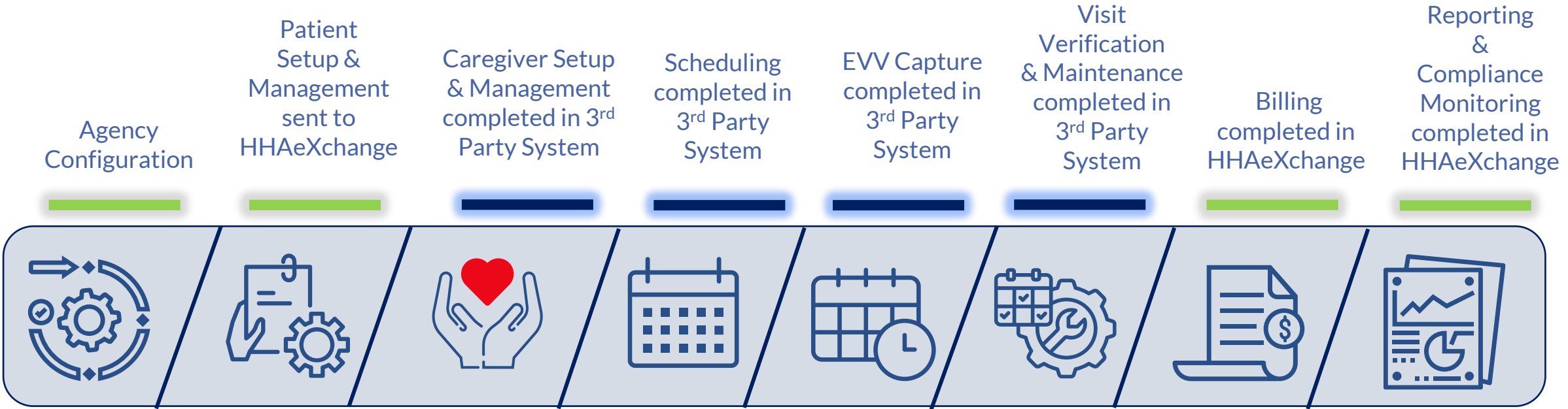




Legend

Completed in HHAeXchange

Completed in 3rd Party System



Integration Testing Overview

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How to Prepare for EVV Integration for New Vendors/Proprietary Systems



V5 Integration Process

1. Complete V5 format testing using the [HHAeXchange File Format Validation Portal](#).
2. After successful file format testing, a ticket can be initiated.
3. Initiate a ticket with [Provider EDI Integrations](#) to begin the integration process.
 - If your third-party Alt EVV Vendor sends us billing rates, please call out that you need EDI billing rates enabled on this ticket.
4. The Solutions Delivery Team contacts the provider within the created ticket to complete the integration process.

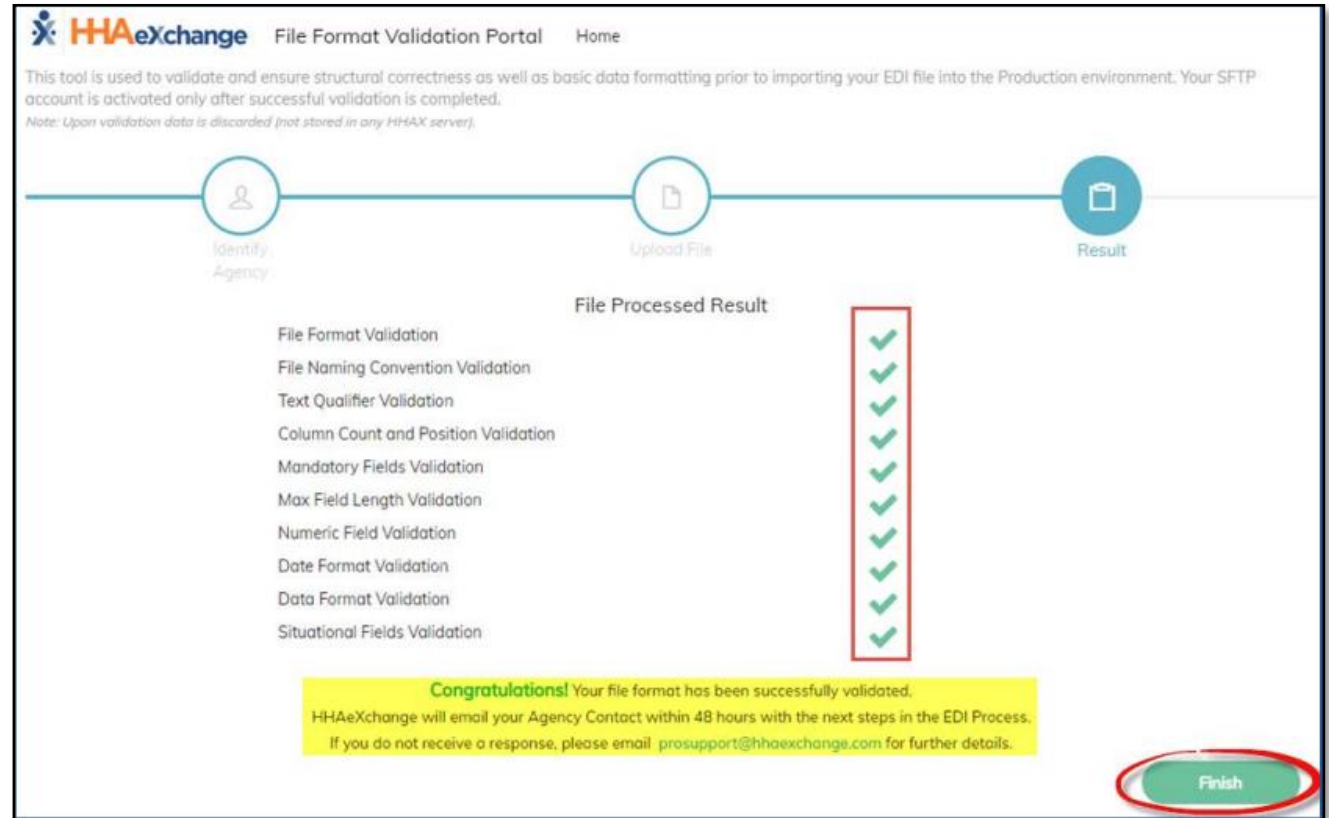


Check out our helpful video on [How to Use the Customer Portal](#)

How to use the File Format Validation Portal



1. Access the portal [HHAeXchange File Format Validation Portal](#)
2. Complete the Home Page form
 - Choose **State** and **Interface Spec**
 - Enter **Tax ID** and **Contact Email**
 - EVV Vendor's **Name** and **Email**
3. Click **Next** to proceed to the file upload screen.
4. Upload your file by selecting and opening it, then click **Next**.
5. On the **Results** page:
 - Green checkmarks = passed validations.
 - Red X = validation failure
6. If all checks pass, click **Finish** to return to Home, and await the email confirming SFTP activation.



HHAeXchange File Format Validation Portal Home

This tool is used to validate and ensure structural correctness as well as basic data formatting prior to importing your EDI file into the Production environment. Your SFTP account is activated only after successful validation is completed.
Note: Upon validation data is discarded (not stored in any HHAeX server).

Identify Agency Upload File Result

File Processed Result

File Format Validation	✓
File Naming Convention Validation	✓
Text Qualifier Validation	✓
Column Count and Position Validation	✓
Mandatory Fields Validation	✓
Max Field Length Validation	✓
Numeric Field Validation	✓
Date Format Validation	✓
Data Format Validation	✓
Situational Fields Validation	✓

Congratulations! Your file format has been successfully validated.
HHAeXchange will email your Agency Contact within 48 hours with the next steps in the EDI Process.
If you do not receive a response, please email prosupport@hhaexchange.com for further details.

Finish



How to Prepare for EVV Integration for existing Third-Party Alt EVV Vendors



V5 Integration Process

1. Initiate a ticket with [Provider EDI Integrations](#) to begin the integration process.
 - If your third party Alt EVV Vendor sends us billing rates, please call out that you need EDI billing rates enabled on this ticket.
2. The Solutions Delivery Team contacts the provider within the created ticket to complete the integration process.



Check out our helpful video on [How to Use the Customer Portal](#)



Knowledge Check: File Integration Testing Overview



What is the first step to begin the V5 integration process for existing third-party Alt EVV Vendors?

- A. Submit a visit file
- B. Contact the Vendor Relationship team directly
- C. Upload Caregiver Data
- D. Initiate a ticket with Provider EDI Integrations



How to Start EDI Integration

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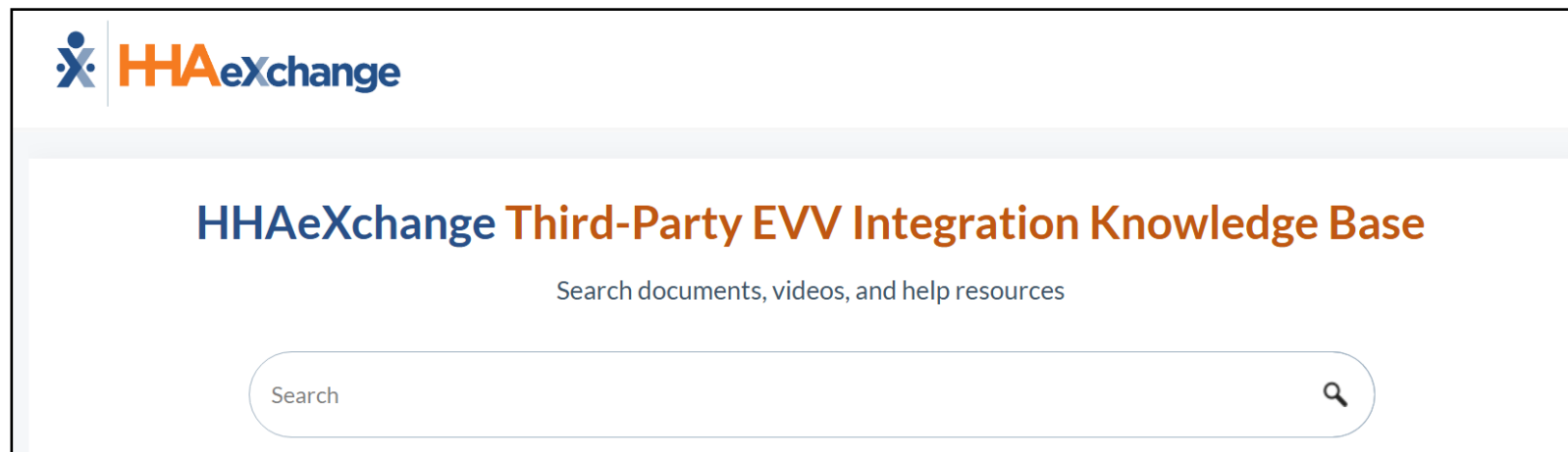
Get Ready for EDI Onboarding

New Providers



Visit the [HHAeXchange Third-Party EVV Integration Knowledge Base](#)

- Review important resources found under **Documentation > V5 Flat File**.
- Share **Homecare Provider Visit Import** and **Export Integration (v5)** guides with your EVV vendor to determine if integration can be done.
- Create ticket for EDI team to request integration.



How to Initiate Integration



- Contact the HHAeXchange Provider Integration team via the Client Support Portal: [EDI Support](#).
- Create a ticket with [Provider EDI Integrations](#) to begin the integration process.
- Provide the following information:
 - Provider legal name
 - Provider 9-digit Federal Tax ID Number



Check out our helpful video on [How to Use the Customer Portal](#)



Knowledge Check: EDI Integration



What two pieces of information are required when submitting an integration request to the EDI support team?

- A. Provider location and number of staff
- B. Provider name and primary contact
- C. Provider legal name and 9-digit Federal Tax ID
- D. Vendor system details and NPI



File Transmission & Processing

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Transmission Frequency and Limits

- HHAX provides transaction statuses on response log in the SFTP, once the import file is processed. If your vendor doesn't display CSV files, they are available in Admin > EDI Tool.
- Imported data files will be processed every night. Once processing is complete the visits will be visible on the patient's calendar.
- Note that caregiver profile data will be imported to HHAX via the visit import

Data Transmission – Best Practices



- Send visit data in near real time.
- Ensure visits have been verified and checked for accuracy in the third-party EVV system before sending to HHAeXchange to avoid rejections and errors downstream.
- Data that is unchanged should not be resent to HHAX.
- Consistently checking and correcting rejections allows you to re-send data without delay.



Check out the HHAeXchange Knowledge Base for best practices for data transmission:

[Best Practices for Integration and EVV Compliance](#)

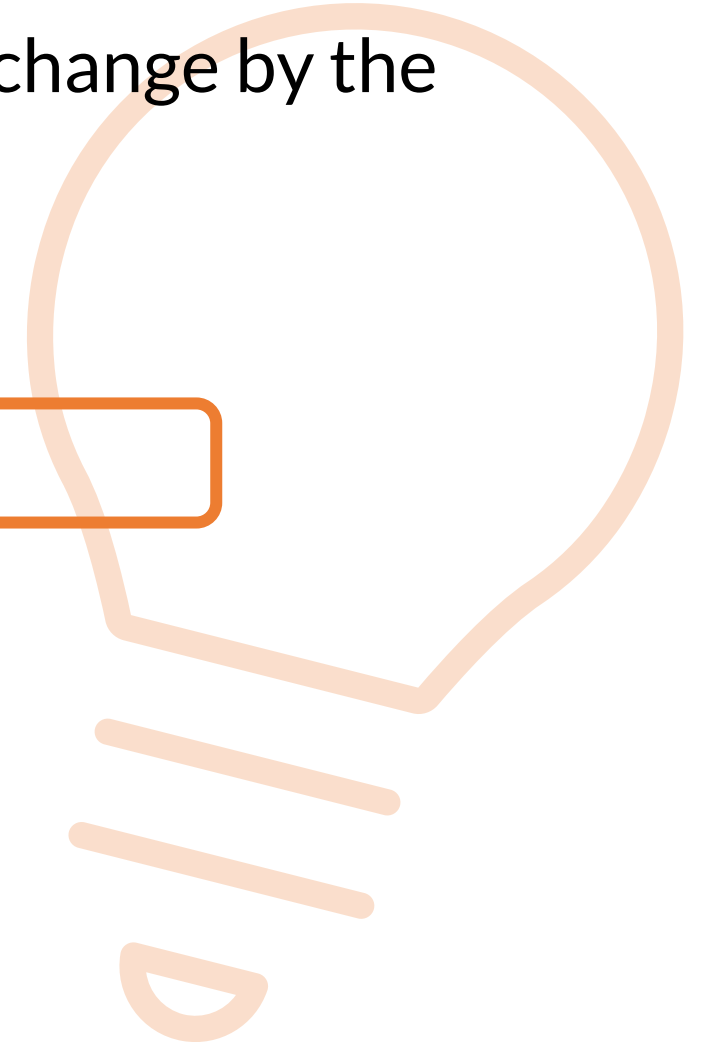


Knowledge Check: File Transmission & Processing



What two types of data must be sent to HHAeXchange by the provider or EVV vendor?

- A. Patient addresses and insurance details
- B. Caregiver demographic data and visit details
- C. Billing codes and payroll summaries
- D. Training completion and system logs





Key Takeaways

Key Takeaways



- Providers should work closely with their Alt EVV Vendor to ensure Caregiver and Visit files are sent to HHAeXchange successfully
- The Payer (Humana Healthy Horizons) will send Patient and Authorization information to HHAeXchange
- Start integration by testing your files through the HHAeXchange Validation Portal
- Know how patient and visit data flows to avoid delays or errors



Milestones & Go-Live Preparation

EDI Integration Checklist (New Providers)



- ☒ Attend an [Informational Session Recording](#) | [Slides](#)
- ☒ Attend training Milestone 1: System & Data Setup Essentials
- ☒ Attend EDI Onboarding Webinar
- ☐ Review and share [guides](#) with your EVV vendor
- ☐ Access HHAeXchange Provider Portal
- ☐ Create ticket for EDI team to request integration
- ☐ Complete Testing if required
- ☐ Integration completed by EDI Team.
 - ☐ Call out to enable EDI Billing rates on this ticket if you wish to send us billing rates and your vendor supports sending us rates via the visit import file. Please note this is optional.
- ☐ Attend EDI Post Integration Training



EDI Post Integration

Tuesday, October 14, 2025 @ 11:00 AM



What to Expect

- Verifying linked contracts and reviewing patient and authorization data
- Managing caregiver and visit imports and coordinating with your vendor to resolve visit rejections
- Navigating the billing stages in HHAeXchange

Register for Training Here!



[Alternate EVV \(EDI\) Post Integration Training](#)



Support Resources



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](#)

The screenshot shows the Humana Healthy Horizons in Virginia Information Center website. The header includes the HHAeXchange logo, navigation links for Homecare Software, Technology, Resources, and Company, and a 'Request Your Demo' button. The main banner features the Humana logo and the title 'Humana Healthy Horizons in Virginia Information Center' with a 'Provider Portal Registration Form' button. A sidebar on the left contains a 'TABLE OF CONTENTS' with links to Overview, Training, EDI Process, Services in Scope, FAQ, and Contact, as well as 'IMPORTANT DATES' for the go-live on July 1, 2025. The main content area has an 'Overview' section explaining the platform's purpose and key benefits for homecare agencies, including EVV tools, EDI integration, and real-time messaging.

State Info Hub (EDI Process)

<https://www.hhaexchange.com/info-hub/humana-virginia>





Homecare Software ▾ Technology ▾ Resources ▾ Company ▾

Request Your Demo



Humana Healthy Horizons in Virginia Information Center

Provider Portal Registration Form

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TRAINING

EDI PROCESS

SERVICES IN SCOPE

FAQ

CONTACT

EDI Overview

Thank you for your participation in working with HHAeXchange on the Electronic Data Interchange (EDI) project for your agency. Below you will find information about the general requirements and steps to take to successfully integrate your Agency Management System with HHAeXchange.

HHAeXchange coordinates directly with Humana Healthy Horizons in Virginia to ensure members and, if desired, authorizations are passed directly into the HHAeXchange system. Once this data is in the HHAeXchange system, a unique member key is created which HHAeXchange will pass to your Agency Management System to ensure seamless processing of member information between the systems. HHAeXchange will also give you a unique Provider Agency ID to include in all files used in the EDI processes.

In order to integrate between your Agency Management System and HHAeXchange, you will need to create the EDI files corresponding to the HHAeXchange specifications.

These important sections of the Knowledge Base will help you successfully integrate with HHAeXchange:

- [V5 Flat File](#) – Includes EDI code tables, EDI Payer Configuration and Requirements Tables, the EDI File Format Validation Portal, and more.
- [Getting Started with EDI](#) – Covers requesting your EDI setup, completing vendor testing, getting production credentials, and monitoring rejected visits to keep your integration running smoothly.



Provider Resources



HHAeXchange State Info Hub

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



HHAeXchange EDI Knowledge Base

[https://knowledge.hhaexchange.com
/edi/Content/Home/Home-C.htm](https://knowledge.hhaexchange.com/edi/Content/Home/Home-C.htm)



Humana Healthy Horizons Provider Relations Email

[VAMedicaidProviderRelations@hu
mana.com](mailto:VAMedicaidProviderRelations@humana.com)

[How to Use the Customer Portal](#)



Support Resources



Review and share these links with your EVV Vendors!

[Virginia EDI Codes](#)

[Homecare Provider Visit Import and Export Integration \(v5\)](#)

[HHAeXchange File Format Validation Portal](#)

[Homecare Common EDI Import Failures](#)

EDI Support

[Provider EDI Integrations](#)

[Best Practices for Integration and EVV Compliance](#)



Questions?

**THANKS FOR
ATTENDING!**



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