

Our Webinar Will Begin Shortly

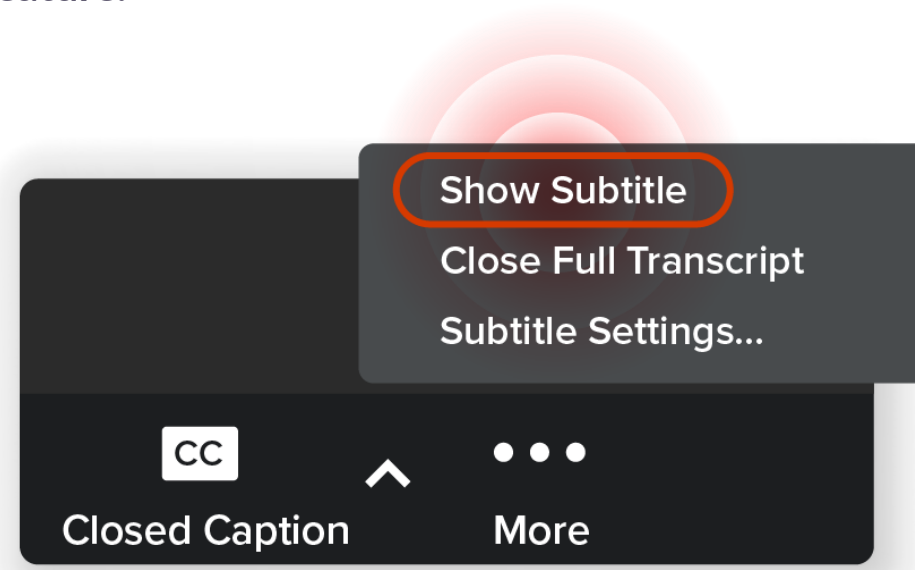
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Meet the Trainer!



Alejandra Cordova



- **Role: Sponsored Provider Training Specialist**
- **Tenure at HHAeXchange: 2 years**
- **Areas of Expertise: Sponsored Training**
- **Fun Fact: I'm obsessed with Buc-ees!**

Humana Healthy Horizons of Virginia Milestone 3: Visit Verification & Visit Maintenance

September 2025

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Visit Verification & Visit Maintenance



This training introduces provider agencies to visit verification and visit maintenance features in HHAeXchange. Providers can manage caregivers' visits in one place, easy to fix visit issues, link EVV times and get visits ready for billing.

Who should take this training?

Agency staff who manage caregiver visits in HHAeXchange, such as coordinators, admins, and billing staff.

Objectives of Today's Training

You will be able to:

- **Navigate** the Visit Maintenance interface, including the Visits tab, Unscheduled Services tab, and EVV Attempt tab
- **Identify** if a visit is completed or has an exception.
- **Resolve** common visit exceptions so you are ready for billing.
- **Run** EVV compliance reports to monitor visit accuracy.





Humana Healthy Horizons in VA: Milestone Trainings



Date	Session
Aug 19	Milestone 1: Data Setup & System Essentials
Aug 26	Alternative EVV (EDI) Onboarding
Sep 9	Milestone 2: Scheduling & Visit Capture
Sep 18	Milestone 3: Visit Verification & Visit Maintenance
Sep 23	Milestone 4: Billing
Oct 7	Alternative EVV (EDI) Post Integration
Oct 14	Milestone 5: Reporting & Compliance Monitoring

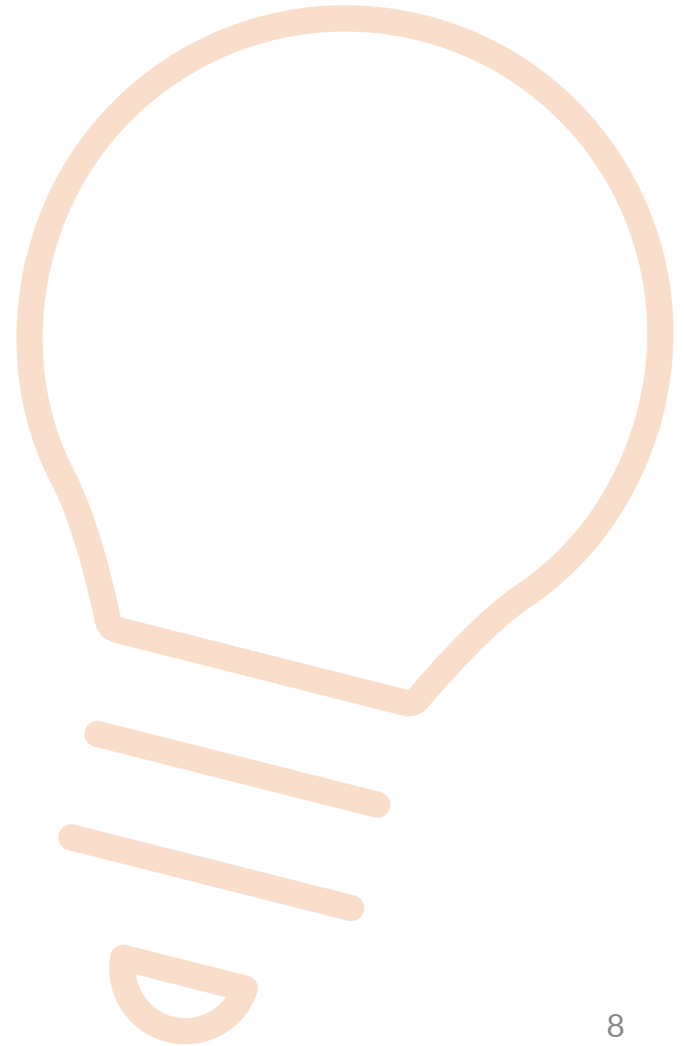
Knowledge Checks

You'll see these throughout the presentation!



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

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





Agenda

➤ EVV Overview Housekeeping

➤ Visit Maintenance Overview

➤ Visit Verification

➤ Visit Maintenance

➤ Reports

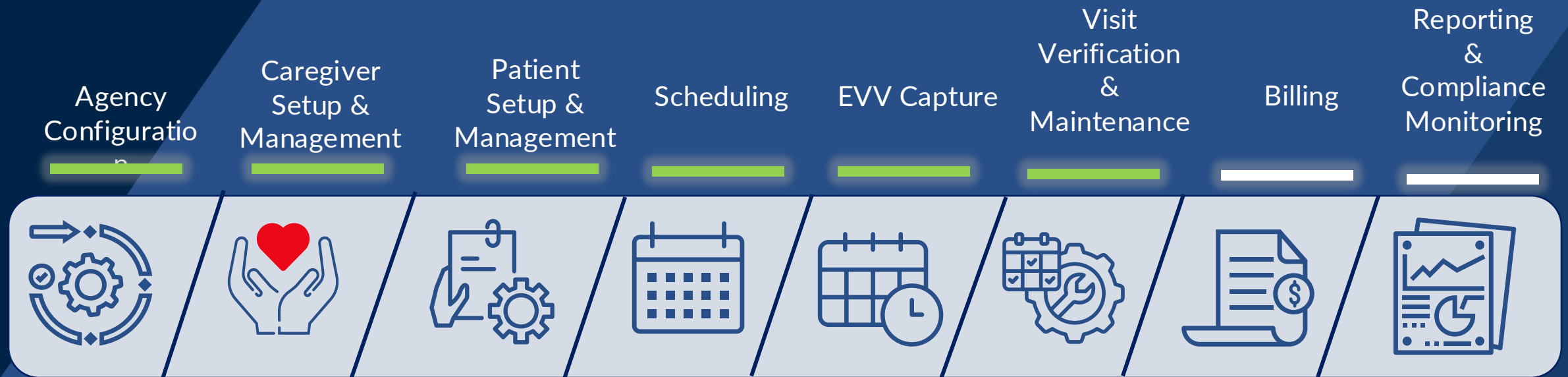
➤ Key Takeaways

➤ Support Resources

➤ Questions

EVV Overview Housekeeping

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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

What is an Exception?



An **exception** occurs when one of the required EVV elements is missing or incorrect, such as:

- Member
- Caregiver
- Service
- Location
- Date, or
- Start and End time of service.

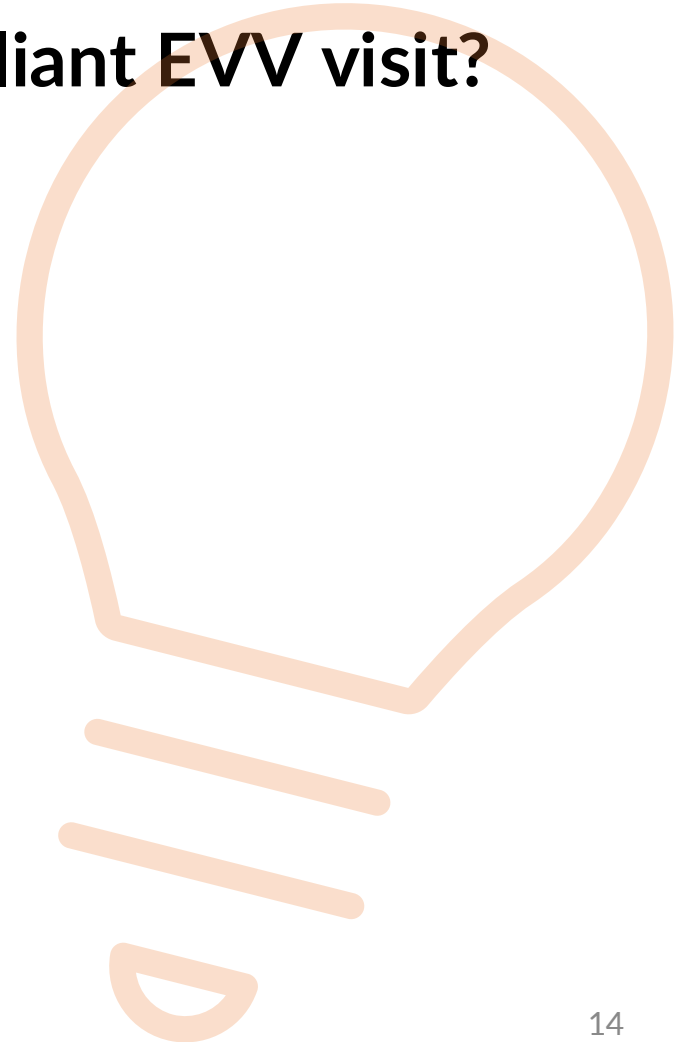
Knowledge Check

EVV Overview



Which is NOT a requirement for a CURES Act Compliant EVV visit?

- A. Caregiver name
- B. Documentation of the client's health history**
- C. Recording the start and end times of the service
- D. Location of the visit



HHAEExchange Standard System Terminology

Corresponding Terminology

CONTRACT / PAYER	- FFS - HHS	- MCO - State	- Plan
PATIENT / MEMBER	- CDS Employer - Consumer	- Recipient - Client	- Participant - Beneficiary
CAREGIVER	- Aide - Homecare Aid - Homecare Worker	- Worker - Direct Care Worker - Service Provider	- Attendant - CDS Employee
AGENCY / PROVIDER	- FMSA - Vendor	- Program Provider	
COORDINATOR	- Care Coordinator - Case Coordinator	- Service Coordinator - Care Types	
UNITY NUMBER	- EMPI - Master Patient Number	- Shared Patient Number	
SECONDARY IDENTIFIER	- MPI - Promise Code		

Visit Maintenance Overview

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Visit Maintenance

What Is Visit Maintenance ?



- **Visit Maintenance** is HHAeXchange's newest feature release that provides major improvements to how you manage your visits!
- Let us review Caregiver Visits:
 - We can review completed visits.
 - Resolve EVV and Prebilling exceptions.
 - Link EVV to visits seamlessly.
 - View visit authorizations and details.



Navigate to **Visit > Visit Maintenance**

- The **Visit** tab allows you to search and filter visits based on exceptions and EVV type.

Filters Include	Actions Include
• Scheduled visits • In progress visits • Visits missing clock ins • Completed visits; and • Incomplete visits	• Review Visit details • Review Patient details • Review Caregiver details • Delete Visits

Hello georgem

- Placements (9 Pending) Events System Notifications Direct Messages Tasks Linked 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 ⇅	Contract 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

Visit Verification

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Scenario: We onboarded a few caregivers and want to check in on how they are doing. We want to ensure they understand how to clock in and out and that no further training is needed.

Steps:

1. Navigate to **Visit Menu**, then **Visit Maintenance** Tab.
2. Select **office**, **date range**, **visit status** and **visit exceptions**.
3. Optionally you can select a particular **Member** and **Caregiver**.
4. Review visits and address the ones that need your attention.

Hello PEdemoAC

Placements (9 Pending) System Notifications Direct Messages Tasks Linked Communication

Search System Notifications

Priority	Status	From	To
All ▾	All ▾	mm/dd/yyyy 📅	mm/dd/yyyy 📅
Search			

Scenario: We onboarded a few caregivers and want to check in on how they are doing. We want to ensure they understand how to clock in and out for unscheduled and that no further training is needed.

Steps:

1. Navigate to **Visit Menu**, then **Visit Maintenance Tab**, then **Unscheduled Services Tab**.
2. Select **office**, **date range**, and **Auto-Create exceptions**.
3. Optionally you can select a particular **Member** and **Caregiver**.
4. Review visits and address the ones that need your attention.

Hello PEdemoAC

[Placements \(9 Pending\)](#)
[System Notifications](#)
[Direct Messages](#)
[Tasks](#)
[Linked Communication](#)

Search System Notifications

Priority

 ▾

Status

 ▾

From

To

 
[Search](#)

Visit Maintenance

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Scenario: While reviewing visits you noticed that an EVV attempt was not automatically linked due to an exception, such as “**No Schedule Opening**”. To resolve this, you must review the suggested EVV times and manually link the EVV to the correct scheduled visit.

Steps:

1. Navigate to **Scheduled Visits**.
2. Locate the visit that needs to be reviewed and hover over the **Suggested EVV Confirmation** icon.
3. Review suggested EVV times listed the **Visit Time** column to confirm if they match the caregiver’s actual visit time.
4. Click **Link/Edit** to connect the EVV to the visit.
5. Click **Save**.



Scenario: While reviewing visits you noticed that an EVV attempt was not automatically linked due to an exception, such as “**No Schedule On Calendar**”. To resolve this, you must review the suggested EVV times and manually link the EVV to the correct scheduled visit.

Steps:

1. Navigate to **Scheduled Visits**.
2. Locate the visit that needs to be reviewed and hover over the **Suggested EVV Confirmation Icon**.
3. Review suggested EVV times listed the **Visit Time** column to confirm if they match the caregiver’s actual visit time.
4. Click **Link/Edit** to connect the EVV to the visit.
5. Click **Save**.

Visit Maintenance

Presentation last saved: Just now

Visits

Unscheduled Services

EVV Attempts

All fields marked with an asterisk (*) are required.

Office *

UMA healthcare ×
UMA health care training ×
UMA MI office ×

Date Range *

04/01/2025



-

05/06/2025



Visit Status

Select one or more ▾

Visit Exceptions

Select one or more ▾

> Advanced Filters

Search

Reset

Visits

Legend: Auto-Linked | EVV Exception | Manually entered time | Suggested EVV confirmation | Time requires manual entry View All

Office: UMA healthcare UMA health care training 1 more Date Range: 04/01/2025 - 05/06/2025 Visit Status: Completed Caregiver: Zidane, Barbara [KHC-1106]

Date/Schedule ▾	Visit Time ▾	Patient ▾	Caregiver ▾	Visit Status	Visit Exceptions	Auth/Bill Info	Actions
05/01/2025 (NS) 0h 30m	Start: 10:45 AM End: 11:00 AM Duration: 0h 15m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed	• Caregiver Compliance	Life Care Demo Payer (KHC) T1019 697415456144	...
04/24/2025 (DF) 03:00 PM - 03:15 PM 0h 15m	Start: 03:00 PM End: 03:15 PM Duration: 0h 15m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed		Life Care Demo Payer (KHC) T1019 697415456144	...
04/24/2025 (NS) 0h 30m	Start: 01:45 PM End: 02:15 PM Duration: 0h 30m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed		Life Care Demo Payer (KHC) T1019 697415456144	...



Scenario: While reviewing the EVV Attempts tab, you identify an EVV record that is invalid - this could be due to incorrect call times, location issue, or missing information. Since this EVV can't be corrected or linked to a visit, you must reject the EVV attempt to maintain accurate records and avoid billing errors.

Steps:

1. Navigate to **EVV Attempts** tab.
2. Locate the EVV attempt that you want to reject and click the **Ellipses (...)**.
3. Select **Reject EVV**.
4. Review the EVV details, then click **Reject**.
5. Click **Save**, the EVV attempt will be updated and marked as **Rejected**.



Home

Patient

Caregiver

Visit

Action

Billing

Report

Admin

0

Visit Maintenance

Visits

Unscheduled Services

EVV Attempts

All fields marked with an asterisk (*) are required.

Office *

UMA healthcare

UMA health care training

UMA MI office

Date Range *

04/14/2025

-

04/14/2025

Status

Select one or more

EVV Type

GPS

> Advanced Filters

Search

Reset

EVV Attempts

Office: UMA healthcare

UMA health care training

1 more

Date Range: 04/14/2025 - 04/14/2025

EVV Type: GPS

>	Date/Time	Caregiver	Patient	Conf. Type	EVV Type	Actions
>	04/14/2025 10:21 AM	Roberts, William Code: UMA-1062	Abrams, Jason Admsn. ID: KHC-900084	In	GPS Coordinates:	...



Call Dashboard

GPS Signal out of range



Scenario: I checked the patient's calendar and didn't see any visits. As the coordinator, I reviewed the **Call Dashboard** and found several visits on hold due to **GPS being out of range**. If the hold is valid, I can reject it and manually confirm the visit. If it's not valid, I can check the location and update the coordinates.



To **prevent** this hold please make sure your caregivers are performing EVV in range of the patient's home. If the coordinates are **incorrect**, review and update GPS coordinates.

Steps:

1. Navigate to **Call dashboard**
2. Select filters and search.
3. Select **Reject** if it is invalid, or review and save coordinates if valid.
4. Select **Reprocess** and **link** the correct EVV.

Caregiver First Name 	Caregiver Last Name 	Caregiver Code 	Caregiver Team All ▼
Caregiver Location All ▼	Caregiver Branch All ▼	Assignment ID 	Admission ID
Payer All ▼	Status All selected ▼	Patient First Name 	Patient Last Name
Patient Team All ▼	Patient Location All ▼	Patient Branch All ▼	

Search

View Report

Call Maintenance Calls (4)

Reprocess

Create Automatic Schedules

Assign. ID#	Caregiver Code	Caregiver Name	Office Name	Caregiver Phone	Caregiver Team	Patient Name	Call Date	Call Time	Call Type	Caller ID	Status	Action
100094	1094	Degraf Roland 📅	UMA healthcare , UMA MI office	Phone1 : -- Phone2 : --		Lee Walter	08/08/2025	03:58 PM	OUT (5) History	Not Available	No Schedule on Calendar	📍 Reject
100094	1094	Degraf Roland 📅	UMA healthcare , UMA MI office	Phone1 : -- Phone2 : --		Lee Walter	08/08/2025	03:25 PM	IN History	Not Available	GPS Signal Out of Range	📍 Reject
100062	1062	Roberts William 📅	UMA MI office, UMA healthcare	Phone1 : -- Phone2 : --		Grey Lexie	08/08/2025	10:15 AM	OUT (0) History	Not Available	GPS Signal Out of Range	📍 Reject
100062	1062	Roberts William 📅	UMA MI office, UMA healthcare	Phone1 : -- Phone2 : --		Grey Lexie	08/08/2025	09:08 AM	IN History	Not Available	GPS Signal Out of Range	📍 Reject

Knowledge Check- Call Linking



You are in Visit Maintenance and find a visit with a suggested EVV confirmation icon. You review the suggested times and click Link/Edit, to save. What happens after you save?

- A. The EVV visit transaction is deleted.
- B. The visit is removed from the list.
- C. A notification is sent to the agency admin.
- D. The EVV visit transaction is linked and marked as complete.

Reports

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Scenario: The admin wants to review visit information for the past month. He wants to compare visit time versus scheduled time and possibly any overlaps.

How often should you run this report?

Steps:

1. Navigate to **report > Visit > Visit Report**.
2. You can select to search by **Office , Payer, Visit date range**.
3. Optionally you can add the additional filters.
4. Select **Generate report**.
5. Check Progress of Report under **Admin>Background Monitor** and **Download** from there.

If a list view is preferred to look at while checking visit maintenance this report can be downloaded.

B	C	D	E	F	G	H	I	J	K	L	M
Patient (Admission ID)	Caregiver (Code)	Coordinator	Visit ID	Visit Date	Scheduled	Visit Time	Duration	Schedule Type	Hold Visit for Billing	Payer	Service Code
Smith Grace (KHC-900011)	Lopez Maria (KHC-1003)	Default	1701820462	7/14/2025	1100-1200			DF		Life Care Demo Payer (KHC)	T1019
Smith Grace (KHC-900011)	Lopez Maria (KHC-1003)	Default	1703226978	7/21/2025	1100-1200			DF		Life Care Demo Payer (KHC)	T1019
Smith Grace (KHC-900011)	Lopez Maria (KHC-1003)	Default	1704764793	7/28/2025	1100-1200			DF		Life Care Demo Payer (KHC)	T1019
Smith Grace (KHC-900011)	Lopez Maria (KHC-1003)	Default	1706274412	8/4/2025	1100-1200			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1700354423	7/9/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Lopez Maria (KHC-1003)	Default	1700354431	7/12/2025	1745-1845			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Lopez Maria (KHC-1003)	Default	1701820807	7/13/2025	1745-1845	1730-1830	01:00	DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1701820802	7/14/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1701820803	7/15/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1701820804	7/16/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Lopez Maria (KHC-1003)	Default	1701820808	7/19/2025	1845-1945			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Lopez Maria (KHC-1003)	Default	1703227471	7/20/2025	1745-1845			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1703227462	7/21/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1703227463	7/22/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1703227464	7/23/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Lopez Maria (KHC-1003)	Default	1703227474	7/26/2025	1745-1845			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Lopez Maria (KHC-1003)	Default	1704765427	7/27/2025	1745-1845			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1704765415	7/28/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1704765418	7/29/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1704765419	7/30/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Lopez Maria (KHC-1003)	Default	1704765429	8/2/2025	1745-1845			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Lopez Maria (KHC-1003)	Default	1705394931	8/3/2025	1745-1845			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1705394917	8/4/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1705394918	8/5/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Abrams Jason (KHC-900084)	Martinez Greg (KHC-1002)	Default	1705394919	8/6/2025	1415-1515			DF		Life Care Demo Payer (KHC)	T1019
Garcia Frank (KHC-900129)	Martinez Greg (KHC-1002)	Default	1700354708	7/10/2025	0800-0900			DF		Life Care Demo Payer (KHC)	T1021
Garcia Frank (KHC-900129)	Martinez Greg (KHC-1002)	Default	1700354712	7/11/2025	0800-0900			DF		Life Care Demo Payer (KHC)	T1021
Garcia Frank (KHC-900129)	Martinez Greg (KHC-1002)	Default	1700354717	7/12/2025	0800-0900			DF		Life Care Demo Payer (KHC)	T1021
Garcia Frank (KHC-900129)	Lopez Maria (KHC-1003)	Default	1703227705	7/14/2025	0800-0900			DF		Life Care Demo Payer (KHC)	T1021
Garcia Frank (KHC-900129)	Lopez Maria (KHC-1003)	Default	1703227707	7/15/2025	0800-0900			DF		Life Care Demo Payer (KHC)	T1021
Garcia Frank (KHC-900129)	Lopez Maria (KHC-1003)	Default	1703227709	7/16/2025	0800-0900			DF		Life Care Demo Payer (KHC)	T1021
Garcia Frank (KHC-900129)	Martinez Greg (KHC-1002)	Default	1701820930	7/17/2025	0800-0900			DF		Life Care Demo Payer (KHC)	T1021



Reports

EVV compliance by Caregiver report



Scenario:

Barbara has been performing services for a week and I want to check on her EVV progress. To do so I am going to use the EVV Compliance by Caregiver New report.

Steps:

1. Navigate to **Reports > EVV Compliance reports > EVV compliance by caregiver.**
2. Select **date range, office, and caregiver** names.
3. Select **View Report.**
4. Review **EVV exceptions** and **EVV Compliance** percentage columns.
5. Click **Export** and choose preferred Format.



Reports

EVV compliance by Caregiver report



EVV Compliance By Caregiver (New)

Page 1 of 22

Report Date: 01/06/2025 10:21

Office(s):		From Date: 12/28/2024	To Date: 1/3/2025
Caregiver: All		Type of Service: Non-Skilled	Coordinator: All
Discipline(s): All		Service Code(s): All	Contract(s): All
Caregiver Location(s): All		Caregiver Team(s): All	Caregiver Branch(es): All
Include Type: All			

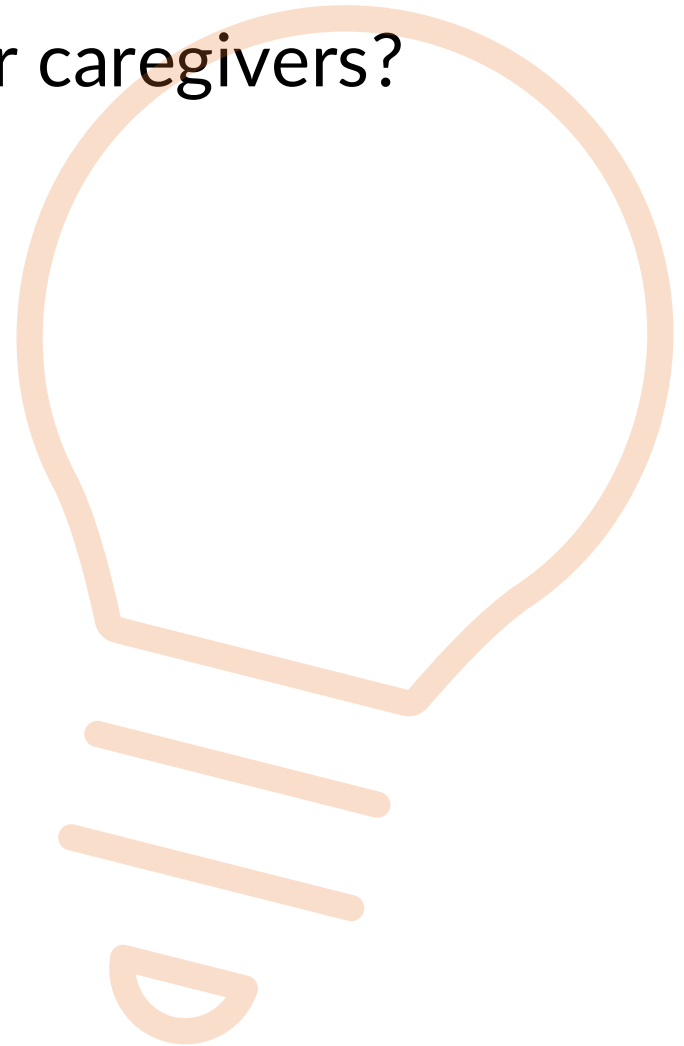
Sr.#	Contract	Caregiver Code	Caregiver Name	Total Visits	Confirmed Visits	Total EVV Compliant Visits	Billed Visits	Missed Visits	Visit with Exceptions	% Exceptions	EVV Compliance Percentage
1				7	7	5	2	0	2	28.57%	71.43%
2				7	5	0	2	0	5	100.00%	0.00%
3				7	7	4	2	0	3	42.86%	57.14%
4				7	7	7	2	0	0	0.00%	100.00%
5				5	4	4	0	0	0	0.00%	100.00%
6				7	7	7	2	0	0	0.00%	100.00%
7				7	7	5	2	0	2	28.57%	71.43%
8				7	7	6	2	0	1	14.29%	85.71%
9				7	4	4	2	3	0	0.00%	100.00%
10				5	5	5	2	0	0	0.00%	100.00%

Knowledge Check- Report



What report can you run to check compliance of your caregivers?

- A. The Visit Report.
- B. The EVV Compliance by Caregiver Report.
- C. List of Caregivers (ENT) Report.
- D. EVV Compliance Summary Report.





Key Takeaways



Key Takeaways



- Visit Maintenance brings visit management tasks in one place.
- Quickly link EVV to scheduled visits to ensure billing readiness.
- Manually confirm visits when EVV is missing or invalid.
- Create visits from unscheduled EVV to avoid lost billing opportunities.



Resources



Resources



- [Visit Maintenance Feature](#)
- [Visit Maintenance Landing Page](#)
- [Visit Maintenance How-To Videos](#)
- [Edit GPS Coordinates](#)

Customer Portal:

[Customer Portal](#)



Provider Resources



HHAeXchange State Info Hub

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

[How to Use the Customer Portal](#)



HHAeXchange Provider 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)



Next steps



Next steps: Register & Attend Milestone 4 Session



Date

Session

Aug 19

Milestone 1: Data Setup & System Essentials

Aug 26

Alternative EVV (EDI) Onboarding

Sep 9

Milestone 2: Scheduling & Visit Capture

Sep 18

Milestone 3: Visit Verification & Visit Maintenance

Sep 23

Milestone 4: Billing

Oct 14

Milestone 5: Reporting & Compliance Monitoring

Scan here to Register!





Questions?

**THANKS FOR
ATTENDING!**



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