

Our Webinar Will Begin Shortly

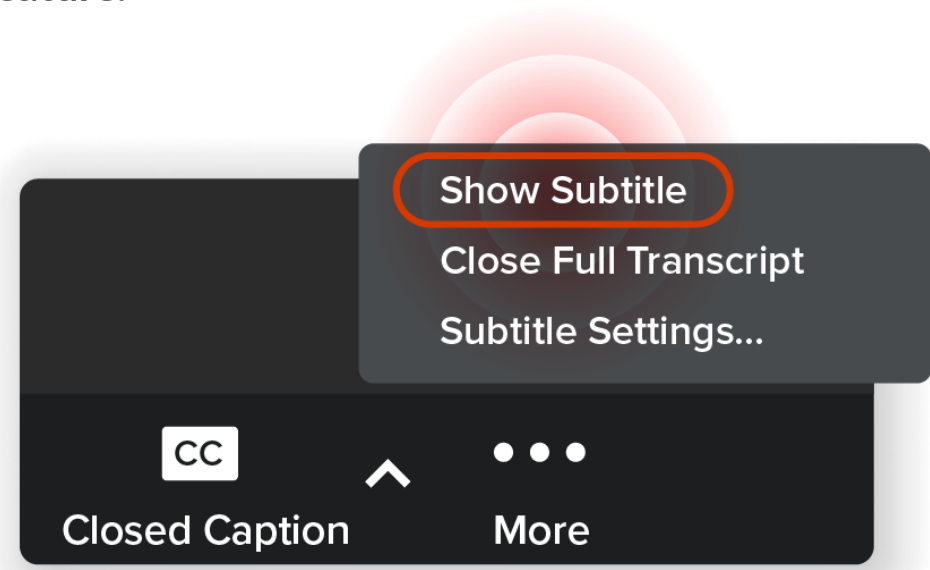
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Florida AHCA FFS EVV Refresher Training

January 2026

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Meet the Trainer!



Alejandra Cordova



- **Role:** Provider Training Specialist
- **Tenure at HHAeXchange:** 3 years
- **Areas of Expertise:** Sponsored Training
- **Fun Fact:** I love Buc-ees!

Shanieka Naik



- **Role:** Training Specialist
- **Tenure at HHAeXchange:** 1 year
- **Areas of Expertise:** Sponsored Training
- **Fun Fact:** I'm a huge foodie and experience-seeker.

We're here to help Florida homecare agencies get even more value from HHAEExchange by strengthening your EVV workflows and simplifying day-to-day tasks.

Who should take this training?

- Providers using HHAEExchange for EVV compliance
- Provider admins and coordinators responsible for onboarding and monitoring visits
- Caregivers documenting visits with HHAEExchange EVV tools & EDI providers

Objectives of Today's Training

You will be able to:

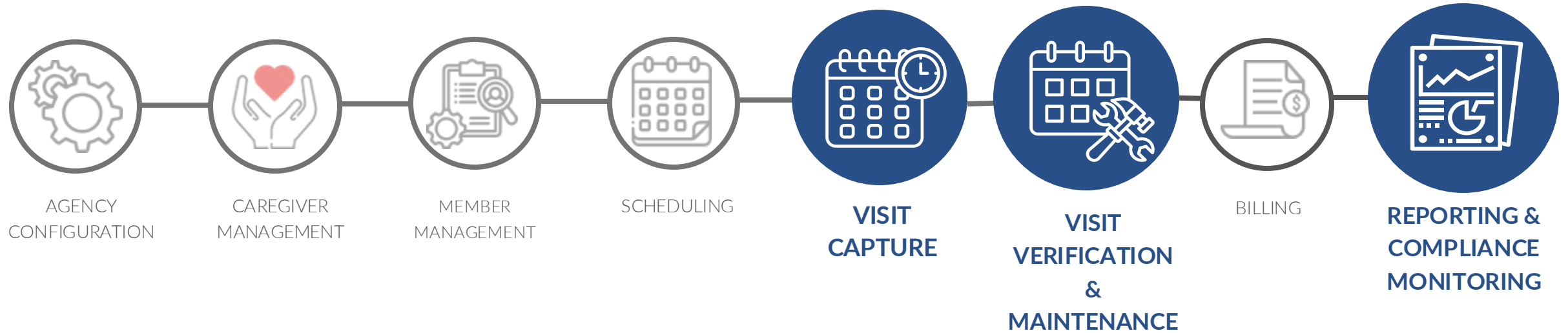
- **Describe** EVV compliance and why it is important
- **Record** EVV using the HHAeXchange Mobile App, IVR, and Offline Mode
- **Confirm** EVV compliant visits
- **Identify** and fix common EVV exceptions
- **Review** and interpret EVV Compliance Reports





Agenda

- Housekeeping
- EVV Overview
- Visit Capture Overview
- Mobile App/IVR Overview
- Missed Visit
- Visit Maintenance
- Reports
- Key Takeaways
- Resources
- Questions



> 6 Elements of a Cures Compliant Visit



Who

Member



Who

Caregiver



What

Type of
Service



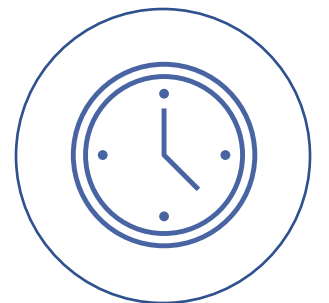
Where

Location
of
Service



When

Date of
Service



When

Time of
Service

Note: Any adjustments made to a visit is considered non-compliant.

Knowledge Checks

You'll see these throughout the presentation!



Which dynamic duo is presenting your Florida AHCA Compliance Training today?

- A. Phoebe & Rachel
- B. Alejandra & Shanieka**
- C. Ashley & Janny
- D. Beyoncé & Taylor Swift

Housekeeping

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Electronic Visit Verification Overview



Under the 21st Century Cures Act, providers must use Electronic Visit Verification (EVV) for Medicaid-paid personal care and home health services.

Caregivers need to record their visits electronically to confirm services are done correctly.

This ensures visits are tracked, improves accountability, reduces errors, and helps your agency follow the rules.

What is compliance and why is it important to you?

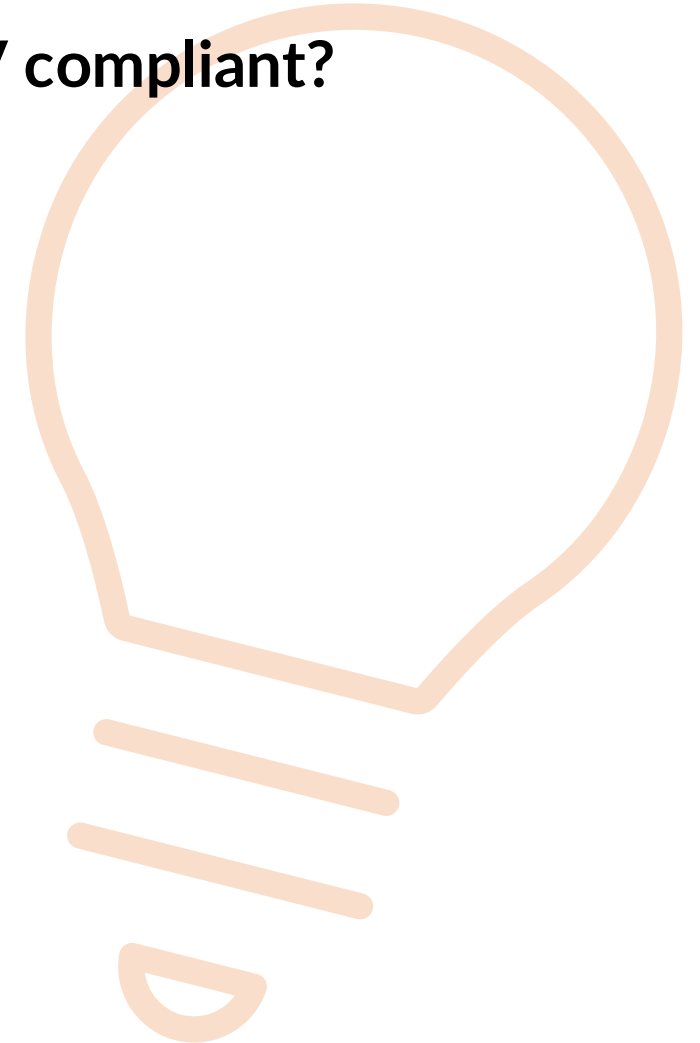
- The managed care plan must ensure at least 85% of all personal care services and home health services visits paid for their network are verified using EVV technology, without exceptions to submit the claims or to process the claims through manual data entry.
- Missed visit reporting in a timely manner is part of compliance, MCO's report this to FL AHCA.





Which of the following is required for a visit to be EVV compliant?

- A. Verified clock-in and clock-out**
- B. Caregiver notes attached
- C. Member signature only
- D. Visit scheduled at least 24 hours in advance



Visit Capture Overview

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> Visit Capture Methods



EVV Method	HHAeXchange Mobile App	IVR
GPS	✓	
Member's Landline Phone Number		✓

- Caregivers can now record visits with the **updated HHAX mobile app**, even **without internet**.
- Providers should check the EDI tool to make sure all visits are uploaded successfully.
- Missed visits need to be reported immediately.



EVV Checkpoints

Enable Your Caregivers to Perform EVV



Depending on your EVV Clock In/Out method, make sure you locate and insert the following:



Insert Mobile
ID



Locate the
Member's Phone
and Address



Locate and/or
Update
the IVR #



Locate Caregivers
Time and
Attendance Pin

Visit Capture Overview

HHaExchange Mobile App



1. Ensure Caregivers are downloading the correct mobile app.
2. Caregivers need to provide the Mobile ID to complete their profile.
3. Caregivers should ensure location services are turned on their device.
4. Caregivers working for multiple agencies will only need to provide the Mobile ID to the new agency.
5. Providers can have an in services for new hires to make the mobile app sign up process smoother.

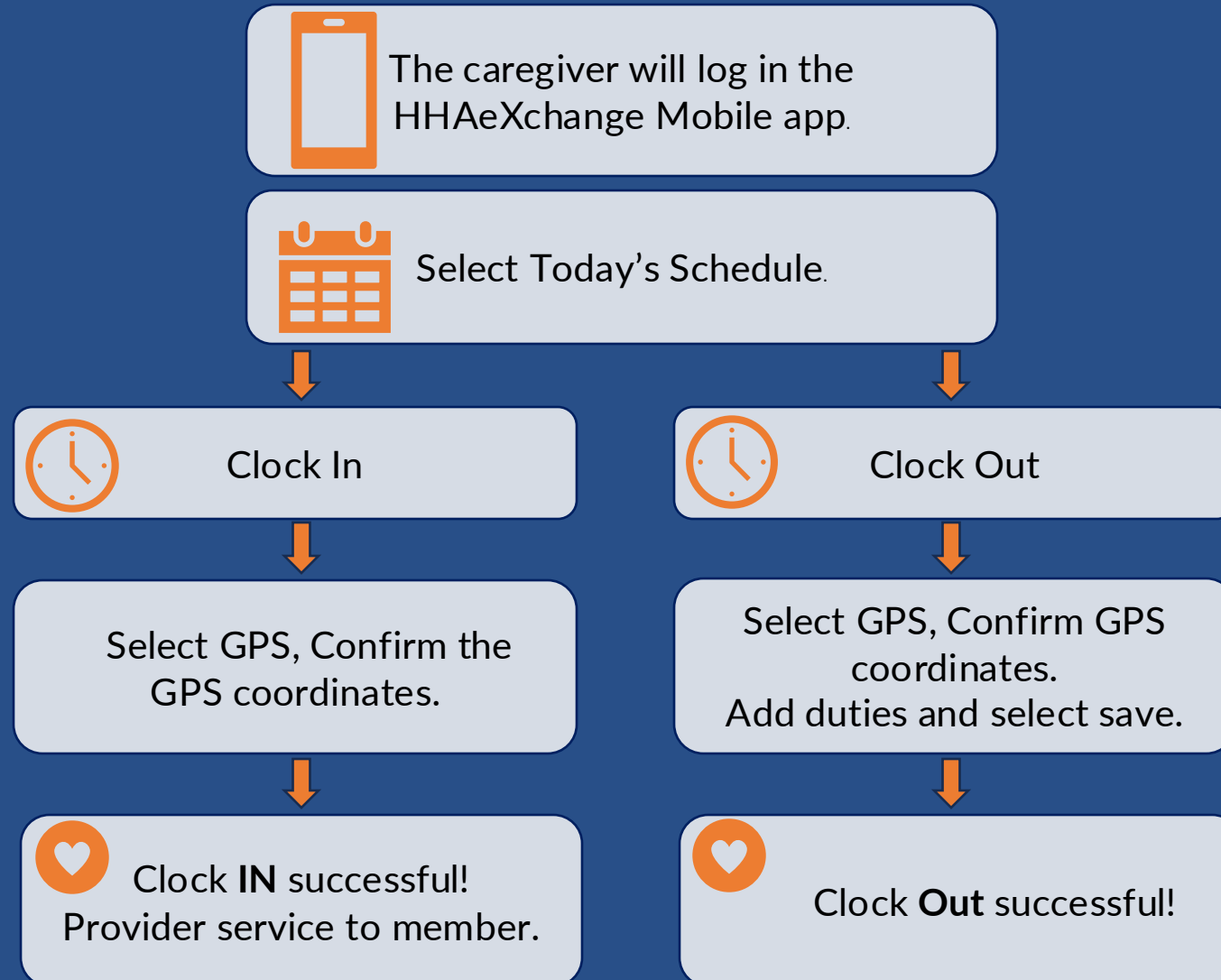


Tip: The Caregiver Knowledge Base is a useful resource for caregiver training.

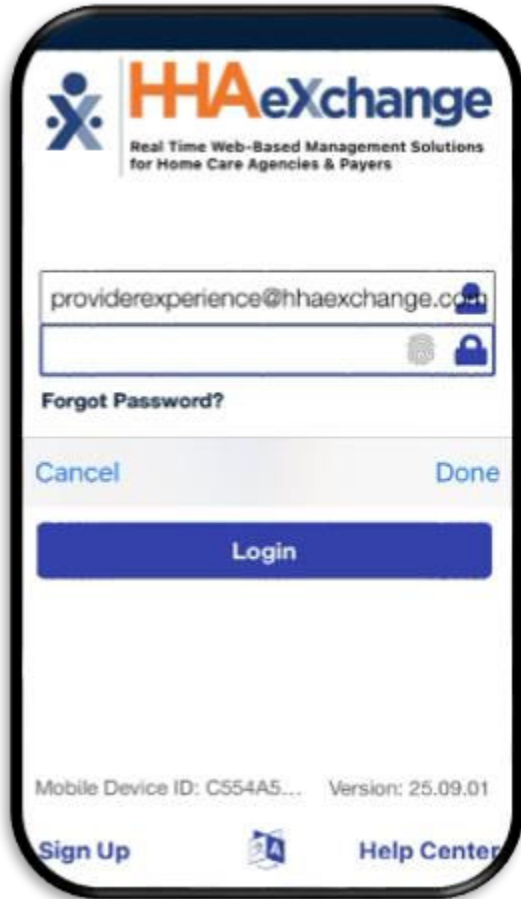


Visit Capture Overview

HHAeXchange Mobile App



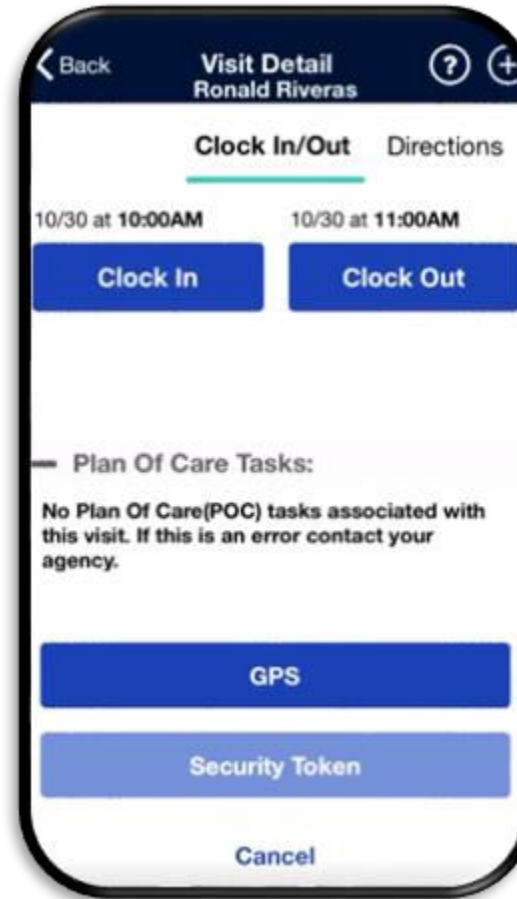
Visit Capture: HHAeXchange Mobile App EVV Clock In



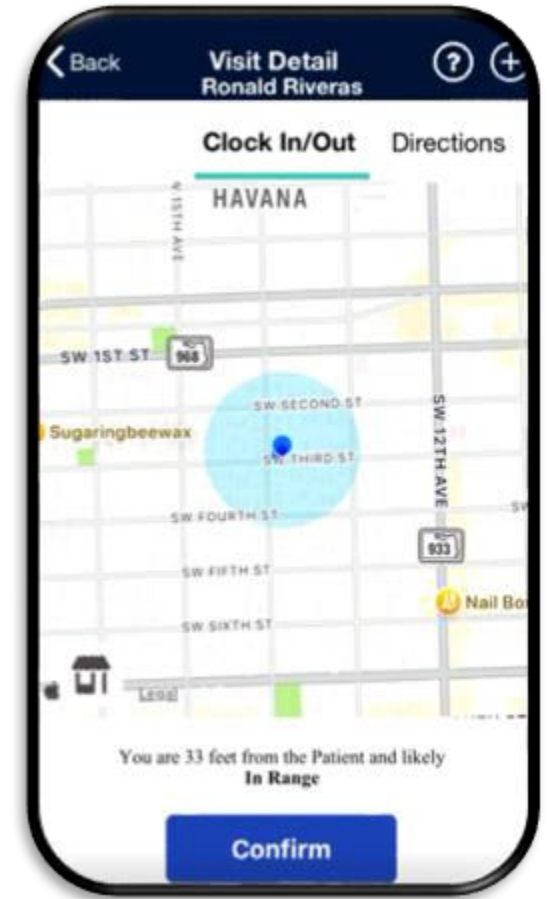
Step 1: Log In



Step 2: Select Visit



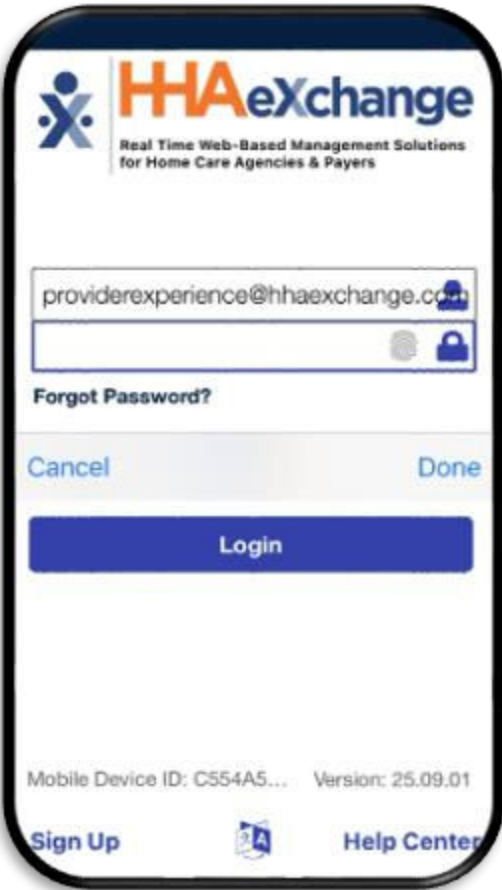
Step 3: Clock In



Step 4: Select GPS & Coordinates



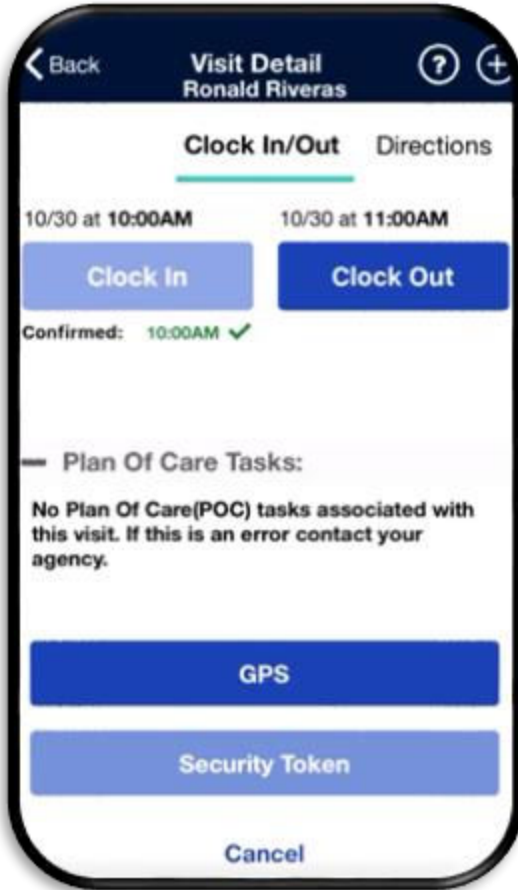
Visit Capture: HHAeXchange Mobile App EVV Clock Out



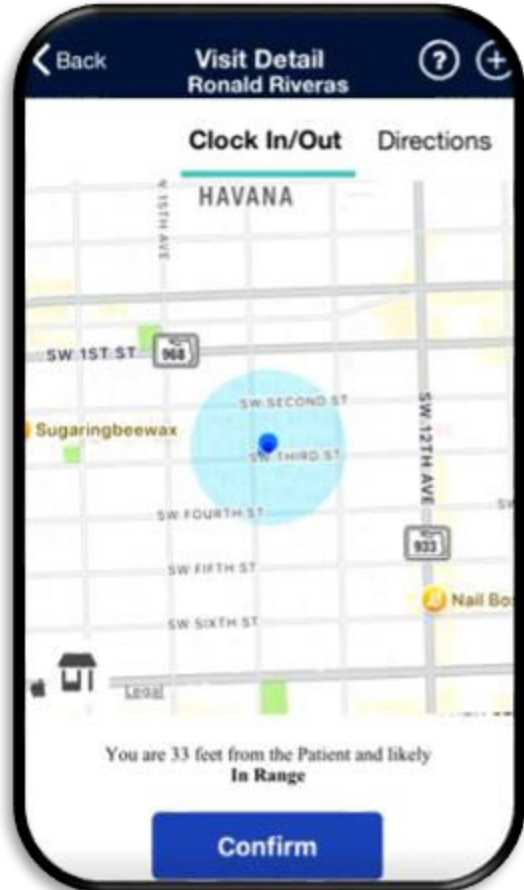
Step 1: Log In



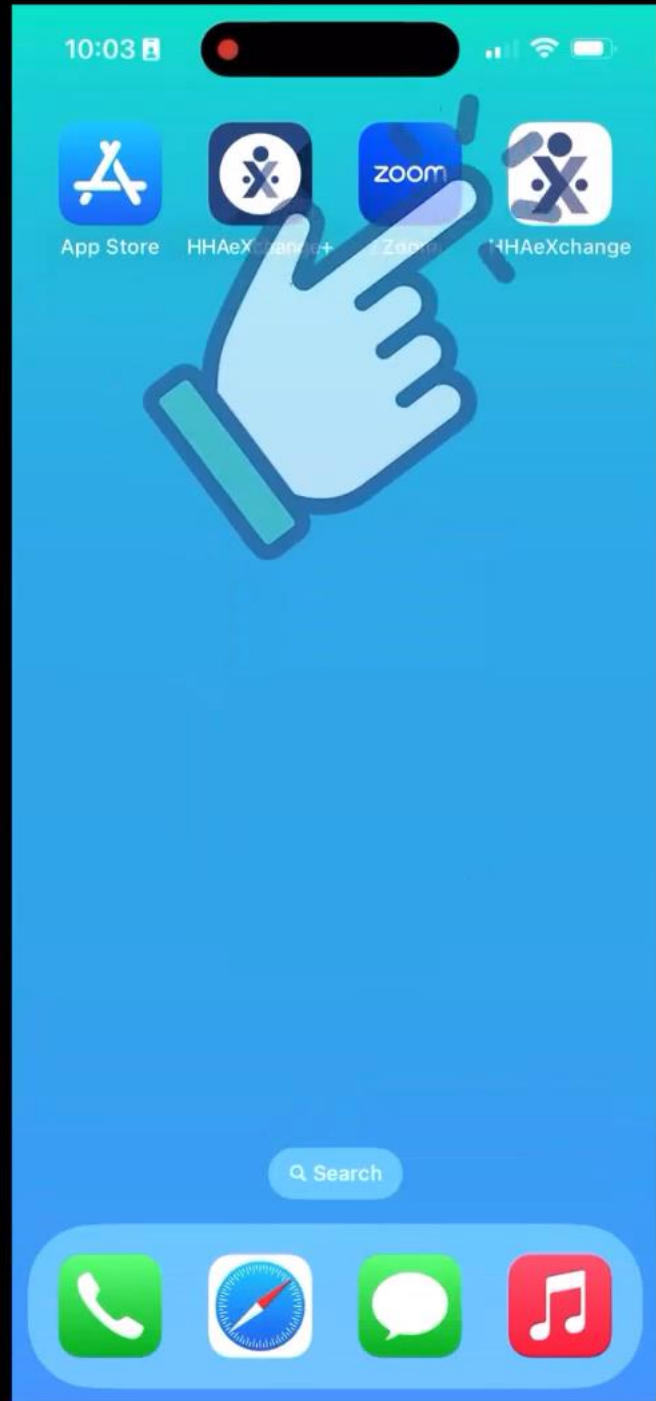
Step 2: Select Visit



Step 3: Clock Out



Step 4: Select GPS
& Coordinates



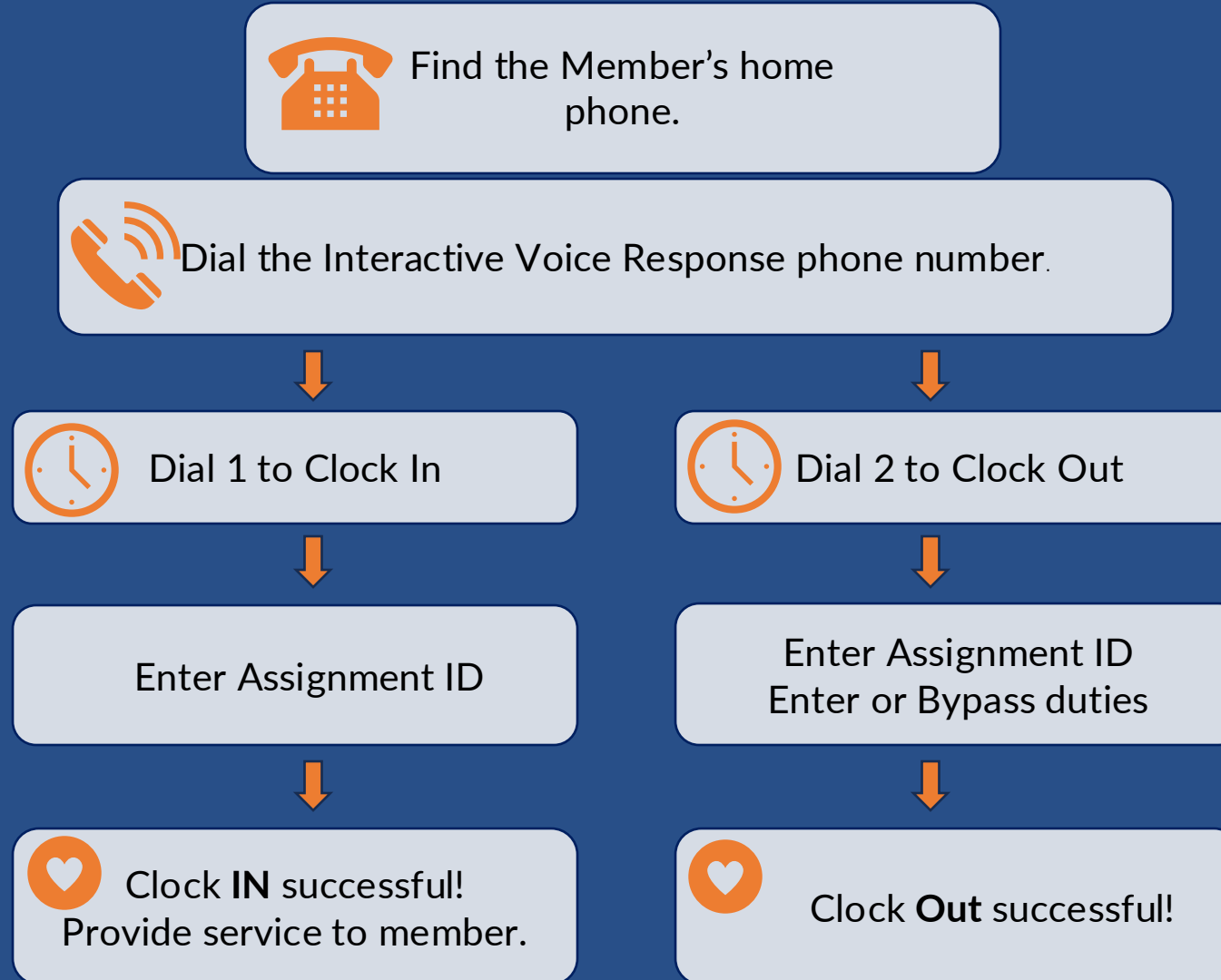
1. Ensure Caregivers have the correct Time & Att. Pin (assignment ID), the provider's IVR phone number, and member home phone number.
2. Caregivers will need to make sure they are clocking in and out on time.
3. When clocking out Caregivers will enter duties or bypass them by pressing **0000**, to complete the call out.
4. Providers should provide the duty codes.



Tip: Complete the clock out process by entering or bypassing duties.

Visit Capture IVR Method

Interactive Voice Response Number English & Spanish



Visit Capture Overview

EDI Providers



1. Ensure caregivers are performing EVV in vendor system.
2. Ensure the visit start and end times match the EVV times to prevent exceptions.
3. Providers should check the EDI tool to make sure all visits are uploaded successfully.

Note: Visit times are the actual start and end time of the visit, not the scheduled time.



Tip: Utilize Visit Maintenance to review visits.



Offline Mode

This feature should be enabled for all Florida providers by default.

If you believe it is not active in your system, please submit a TCC ticket to have it enabled.

[Knowledge Base: Offline Mode](#)



USING THE MOBILE APP IN OFFLINE MODE

Stay on track even with no signal - here's what you can do in Offline Mode.



PREPARE BEFORE YOU LOSE SIGNAL

1



Log in to the mobile app while you still have internet so it can load your visit and patient information.

2




Once you're in an area with poor signal, turn off your cellular data to enable offline mode.

3



Log in to the mobile app. Make sure you see the "Offline Mode Active" message.

 All other app features are unavailable until you're back online.



ONCE LOGGED IN, AVAILABLE ACTIONS FROM TODAY'S SCHEDULE OR UNSCHEDULED VISIT SCREEN

1



Complete your visit tasks as usual (clock in/out, and/or enter duties).

2



The mobile app will upload everything once you're back online.



GET BACK ONLINE TO SYNC YOUR WORK

1



Turn on your cellular network.

2



Open the mobile app and log in.

3



Offline activity will upload automatically once you're back online.




Your clock-ins/outs and duties are automatically saved and synced!



Need more help? Watch this video for more information on this feature!



3:04 31


 **HHAeXchange**
Real Time Web-Based Management Solutions
for Home Care Agencies & Payers

Forgot Password?

[Cancel](#) [Done](#)

[Login](#)

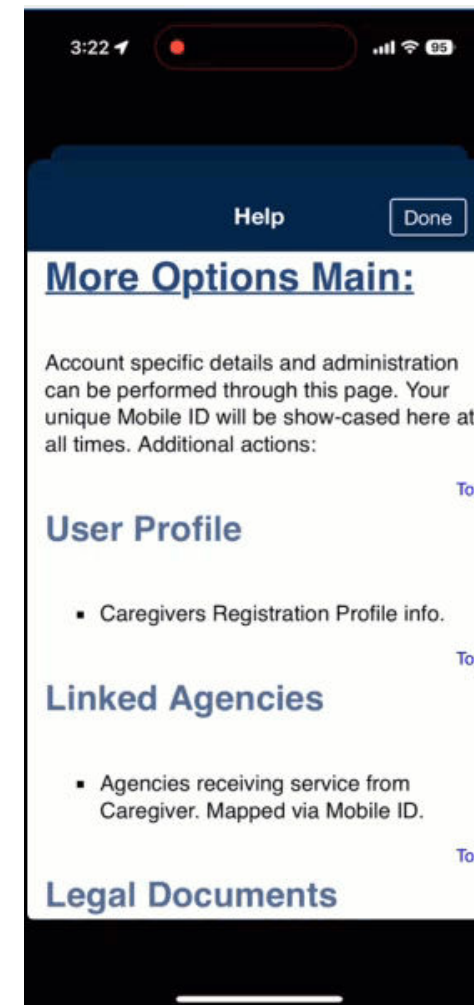
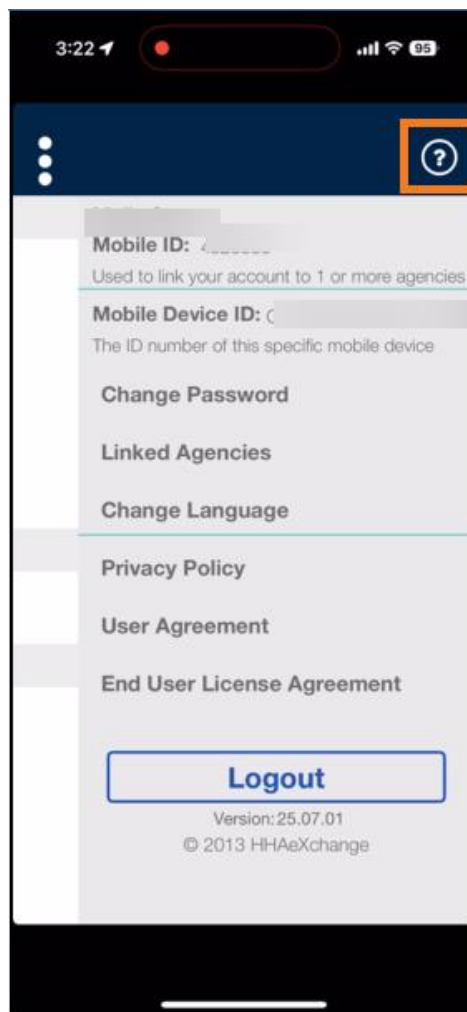
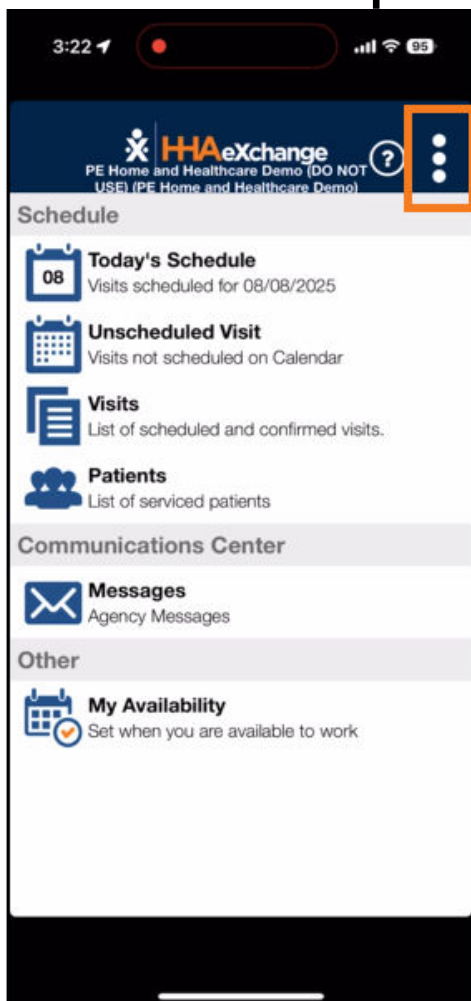
Mobile Device ID: C554A5... Version: 25.09.01

[Sign Up](#)  [Help Center](#)



Troubleshooting

Caregivers can troubleshoot for the HHAeXchange mobile app with the Help feature.



Missed Visit

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Missed Visit



- Missed visits should be marked immediately in the event of member cancellation, no show, or scheduling error due to member or caregiver.

Call Out!: If EVV was done outside of the 2-hour window the visit needs to be marked as a missed visit. Create a new schedule for the time that EVV was performed and link EVV.



Note: EDI providers also need to report missed visits, ideally daily.

Missed Visit Edit Reason
Provider cancellation
Provider-No-Show
Enrollee Cancellation
Enrollee No-Show
Scheduling Error due to Enrollee
Scheduling Error due to Provider
Service Authorization Issue
Other (must include description in Comments section)

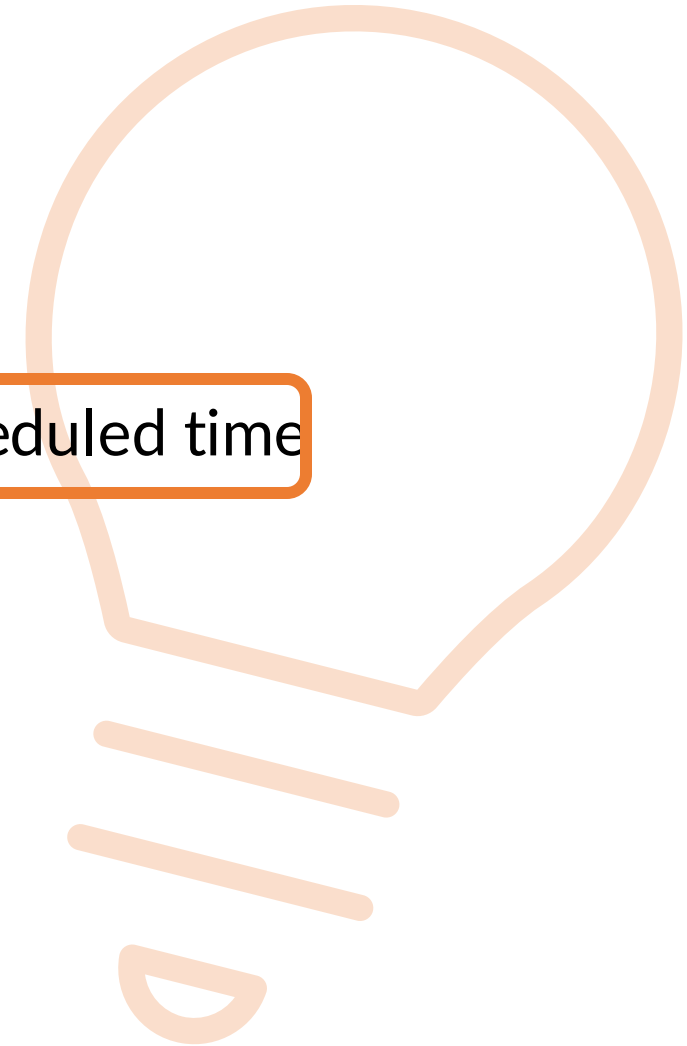
Missed Visit Action Taken
Contingency Plan Put in Place
Rescheduled Service for Same Day
Rescheduled Service for Different Day
Service Authorization Renewed and Services Resumed
Services Resumed at Next Scheduled Visit
Other (must include description in Comments Section)

Knowledge Check- Missed Visits



When does a scheduled visit become a missed visit?

- A. When the caregiver clocks out early
- B. When the visit lasts less than 1 hour
- C. When the visit does not start within 2 hours of the scheduled time**
- D. When the authorization expires



Visit Maintenance

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Visit Maintenance

What Is Visit Maintenance?



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



Visit Maintenance

How to Link Calls



While reviewing visits, you notice a “**No Schedule on Calendar**” exception. The caregiver successfully clocked in and out using EVV, but the visit was not automatically linked because no schedule existed at the time of service. To resolve the exception, you must manually link the EVV record to the correct scheduled visit once it has been created or identified.

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 under 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 x

UMA health care training x

UMA MI office x

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	...



Visit Maintenance

GPS Signal Out of Range



A caregiver clocks in and out using the Mobile App, but the GPS location shows outside the acceptable range of the patient's address.

Steps:

1. Confirm the **patient's address** is accurate in the system
2. Review **GPS details** in Visit Maintenance
3. Determine whether the visit occurred at the correct location
4. **Link or reject** the visit appropriately based on agency policy
5. **Save** the visit once reviewed

Visit Maintenance

[Visits](#)
[Unscheduled Services](#)
[EVV Attempts](#)

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

Office *

UMA healthcare x

UMA health care training x

UMA MI office x

UMA Botville x

Date Range *

01/13/2026

-

01/13/2026

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 2 more
 Date Range: 01/13/2026 - 01/13/2026
 Caregiver: Degraf, Roland [KHC-1094]

Date/Schedule	Visit Time	Patient	Caregiver	Visit Status	Visit Exceptions	Auth/Bill Info	Actions
01/13/2026 NS 2h 00m	Start: 01:53 PM End: 03:48 PM Duration: --	Robinson, Billy Admsn. ID: UMA-900154	Degraf, Roland Code: KHC-1094 Assmt. ID: 100094	Scheduled	<ul style="list-style-type: none"> Caregiver Compliance Incomplete Confirmation 	Life Care Demo Payer (UMA) T1019 12121	...

Visit Maintenance: Billing Adjustment



While reviewing a caregiver's visits for the week, the coordinator notices that the caregiver clocked out 15 minutes late. To prevent an exception, the coordinator will need to adjust the billing hours to bill correctly.

Call Out!: Keep in mind that you can adjust downwards but will cause an exceptions if you try to adjust upwards.



Note: If you do not have access to billing adjustments, contact the TCC team to turn on.

Steps:

1. Go to the **Visit > Visit Maintenance**
2. Search for the visit that needs to be adjusted.
3. Select **Actions > Select View/Edit Visit Details**.
4. Select **Billing Info** Tab.
5. Go to the **Adjusted hours** field.
6. Add the adjusted time and select **Save**.

Lee Walter

Active

Home Phone

512-506-7000

Address

1367 sw 3rd st, MIAMI, FL, 33135

Languages

--

Date of Birth

12/01/1960

Payer

Life Care Demo Payer (KHC)

Patient [Alt ID]

-- [--]

Coordinators

George Test

Admission ID

KHC-900005

Office

UMA healthcare

Previous Patient

Next Patient

Patient Search

- General
- Payers/Insurance
- Profile
- Eligibility Check
- Auth/Orders
- Special Requests
- Master Week
- Calendar
- Visits
- POC/PCP
- Caregiver History
- Rates
- Financial
- Family Portal
- Doc Management

Authorizations

Payer	Auth. #	From Date	To Date	Discipline	Healthcare Common Procedure Coding System (HCPCS)	Max Auth.	Type	Period	Max Period	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Remaining Auth.	Notes	Actions
Life Care Demo Payer (KHC)	324324342	11/01/2023	09/30/2025	PCA	T1019	20000.00 hrs	Hourly	Weekly	200000.00 hrs								19157.75 hrs		...
Life Care Demo Payer (KHC)	765757	10/01/2023	09/30/2025	PCA	S5130	2000.00 hrs	Hourly	Weekly	300.00 hrs								1479.50 hrs		...
Life Care Demo Payer (KHC)	10001787	09/01/2023	11/30/2023	PCA	T1019	100.00 hrs	Hourly	Weekly	100.00 hrs								0 hrs		...

Calendar

History

Legend

MonthYear

Go

Add Weekly Variable Schedule

Add a Visit

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30	1 <div><div>DV</div><div>S: 2h 0m</div><div>V:</div><div>Billed: N</div></div>	2 <div><div>DV</div><div>S: 2h 0m</div><div>V:</div><div>Billed: N</div></div>	3 <div><div>DV</div><div>S: 2h 0m</div><div>V:</div><div>Billed: N</div></div>	4 <div><div>DV</div><div>S: 2h 0m</div><div>V:</div><div>Billed: N</div></div>	5	6

Visit Maintenance: Edit Reasons



A caregiver forgot to clock out. The coordinator confirms the end time and manually enters it with the appropriate required **EVV Reason Code**; the **Action Taken** field is optional to prevent an *Incomplete Confirmation* exception.

 *Note: EVV Reason Code is required; Action Taken and a New Note are optional but strongly recommended for audit support.*

Steps:

1. Go to the **Visit > Visit Maintenance**
2. Search for the visit that needs to be edited.
3. Select **Actions > Select View/Edit Visit Details**.
4. Select **Visit Info** Tab.
5. Edit out time, manually confirming the clock out due to caregiver forgetting.
6. Select the **EVV Reason Code** and **Action Taken** then select **Save**.

Hello Snaiktest

[Placements \(6 Pending\)](#)[System Notifications](#)[Direct Messages](#)[Tasks](#)[Linked Communication](#)

Search System Notifications

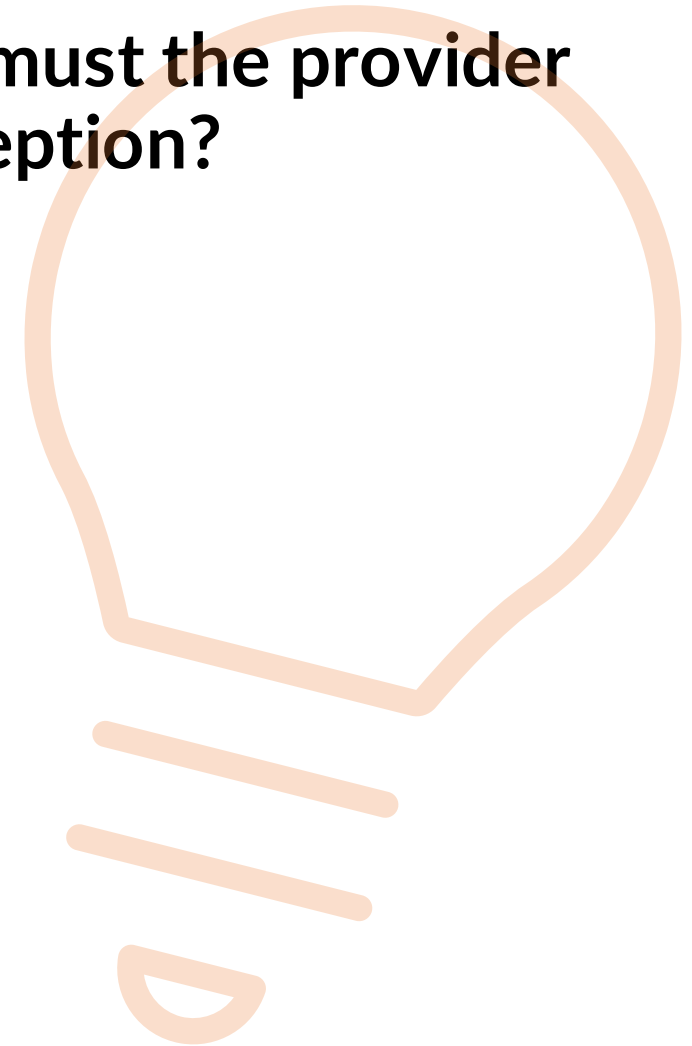
Priority**Status****From****To**[Search](#)

Knowledge Check- Edit Visit Times



A visit shows a “Missing Clock-In” exception. What must the provider include when correcting the time to resolve the exception?

- A. Do nothing: the system marks it automatically
- B. Edit Reason
- C. Delete the visit from the calendar
- D. Change the authorization dates



Reports

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The admin notices that two caregivers reported difficulty completing their shifts on time last week. She runs the Visit Report to review all visits for the month. While comparing scheduled time to actual visit time, she discovers that two visits for the same caregiver overlap by 30 minutes.

Steps:

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



If a list view is preferred for reviewing Visit Maintenance, the Visit Report can be downloaded.

B	C	D	E	F	G	H	I	J	L	M
Member (Admission ID)	Caregiver (Code)	Coordinator	Visit ID	Visit Date	Scheduled	Visit Time	Duration	Schedule Type	MCO	Service Code
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	0800-0900	0800-0900	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/2/2025	1000-1100	1000-1100	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/2/2025	0800-0900	0800-0900	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	1300-1500	1300-1500	02:00	DF	Life Care Demo Payer (KHC)	T1019
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	0800-1200	0800-1200	04:00	DF	Life Care Demo Payer (KHC)	T1019:U1
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/7/2025	0800-1200	0800-1200	04:00	DF	Life Care Demo Payer (KHC)	T1019:U1
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/1/2025	0915-0930	0910-0925	00:15	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/1/2025	0000-0000	2100-2300	02:00	DV	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/2/2025	2200-2330	2200-2330	01:30	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/2/2025	1300-1330	1300-1330	00:30	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/4/2025	0000-0000	0916-1032	01:16	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/5/2025	0000-0000	1621-1646	00:25	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/6/2025	0000-0000	1305-		NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/7/2025	0000-0000	0946-1145	01:59	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/8/2025	1330-1430	1330-1430	01:00	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/12/2025	0000-0000	1632-1832	02:00	DV	Life Care Demo Payer (KHC)	T1019:UA
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/13/2025	1530-2230	1524-2223	06:59	DF	Life Care Demo Payer (KHC)	T1019



Reports

EVV compliance by Caregiver report



A new caregiver 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%

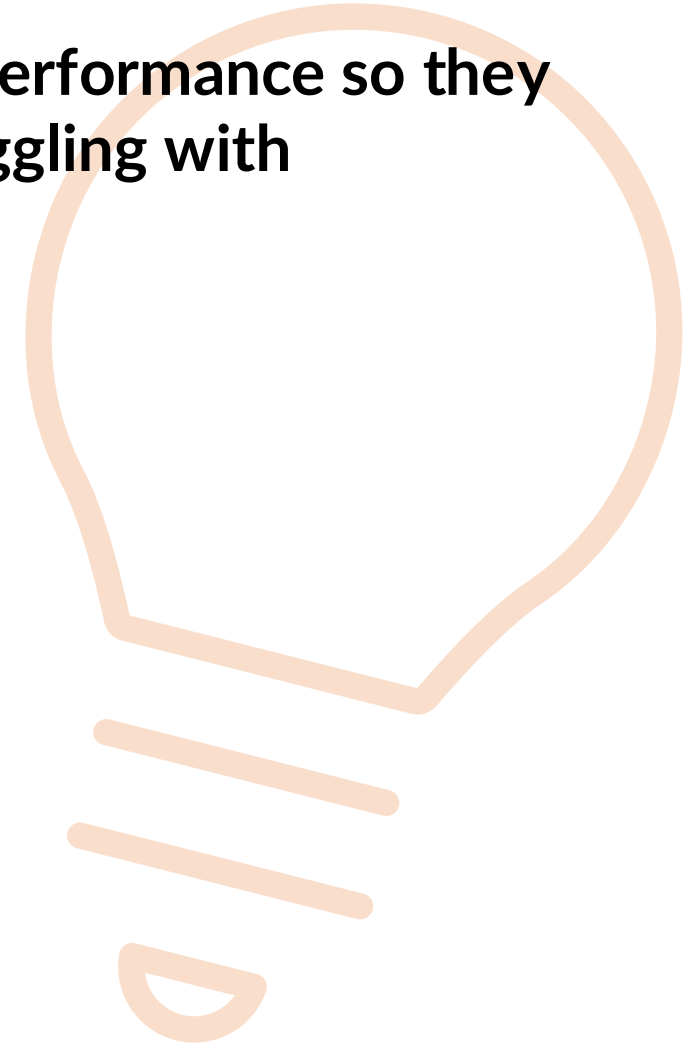


Knowledge Check- Reports



Which report helps agencies compare caregiver EVV performance so they can recognize strong performers and coach those struggling with compliance?

- A. EVV Compliance by Caregiver report**
- B. EVV Compliance Detail report
- C. Visit Reports
- D. Missed Visit Report





Key Takeaways



Key Takeaways



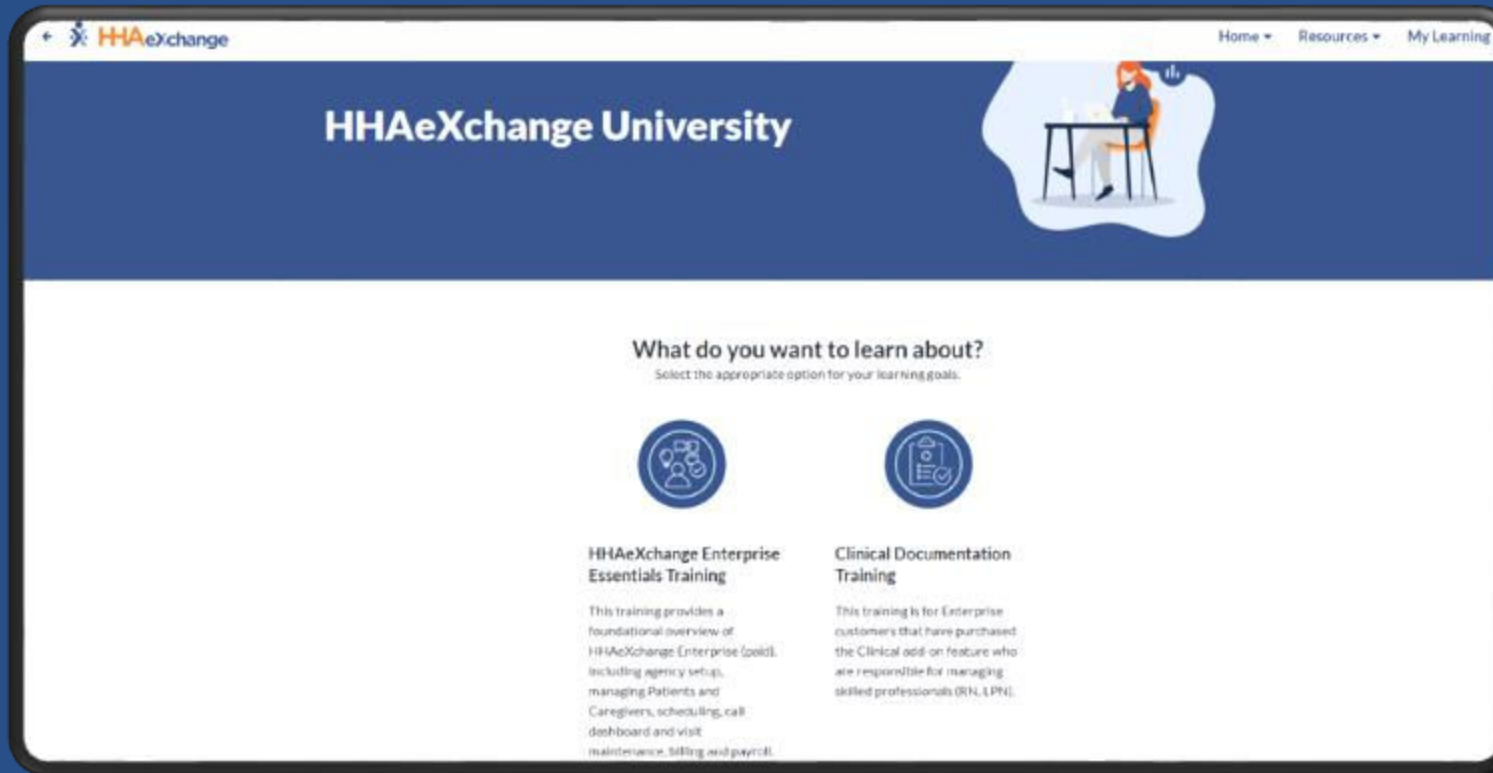
- Encourage consistent HHAeXchange Mobile App/IVR usage to reduce manual entries
- Use Offline Mode to prevent missing EVV when caregivers have no signal
- Resolve exceptions early to keep visits compliant
- Use EVV edit reasons correctly to maintain data integrity
- Monitor trends through Compliance Reports for coaching and prevention



Resources



Learning Management System (LMS)



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

- Member & Caregiver Management
- Caregiver Setup
- Visit Maintenance
- Billing



<https://university.hhaexchange.com>

HHAeXchange Knowledge Bases!



What best describes you?



Agency / Provider

Administrators of day-to-day
homecare business operations.



Caregiver

Experts in providing in-home
care services.



Payer

Organizations responsible for
claims and billing governance.



Third-Party EVV Integration

Partners in connecting agency
data to payers using API or EDI.



Texas

Texas Program Providers and
Financial Management Services
Agencies (FMSA)

Providers, Caregivers, and EDI providers have access to our new knowledge bases.

- Providers can learn how to use our system.
- Caregivers can learn how to use our EVV tools.
- EDI providers will have information on their tasks in HHAeXchange.
- Review troubleshooting information.
- Use Caree our new Virtual assistant!



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



Resources



Visit Maintenance:

- [Visit Maintenance Feature](#)
- [Visit Maintenance Landing Page](#)
- [Visit Maintenance How-To Videos](#)
- [Mobile Offline Mode](#)
- [Setup the Mobile App Offline Mode in the Portal](#)
- [Perform Downward Adjustment](#)

Visit Capture

- [Getting started HH AeXchange mobile app](#)
- [EVV overview](#)
- [IVR overview](#)

Reports:

- [EVV Compliance by Caregiver Report](#)



Questions?

THANKS FOR ATTENDING!



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