

NEW HHAeXchange+ Mobile App!

Customer Guide

What Your Agency Needs to Know to Support a Successful Migration

1. Overview

The legacy HHAeXchange app is being replaced with HHAeXchange+, a newer, faster mobile app with enhanced features for caregivers. The migration is mandatory and will roll out in waves across all markets from late June through end of year.

Why is this happening?

- The legacy HHAeXchange app is no longer being updated or improved.
- HHAeXchange+ offers better GPS, improved offline mode, and a faster experience.
- HHAeXchange+ unlocks Payroll and Clinical Module features for eligible agencies.
- HHAeXchange+ enables in-app messaging between caregivers and the agency.

Key Takeaways

You do not need to take any technical action to trigger the migration — HHAeXchange manages the rollout automatically.

Your primary role is to communicate proactively with caregivers and ensure they are prepared when their window opens.

2. Migration Timeline

Migration is organized into waves by state. You will be notified via email ahead of your way with specific details.

Multi-State Caregivers

Caregivers who work across state lines — particularly spanning PA, NJ, and NY — may be affected by different wave timing. This means that certain caregivers may be working off the legacy app and new app until the migration has been completed.

3. How the Caregiver Migration Works

Understanding the caregiver experience helps you answer questions and identify who may need extra support.

3.1 The 2-Week Window

When a caregiver's migration window opens, they will see a pop-up notification inside their app. From that point, they have 2 weeks to complete the migration on their own.

What happens if a caregiver misses the window?

After the 2-week window closes, a forced update takes effect. The caregiver will no longer be able to use the old App and must complete setup in HHAeXchange+ before clocking in or out. No password reset is required — our support team can walk them through the process if they have additional questions.

3.2 Step-by-Step: What Caregivers Must Do

The full migration takes only a few minutes. Share this with caregivers or refer to the Caregiver Guide for a formatted version for direct distribution.

Before Caregivers begin the change to the new app:

1. Do not start this process if you are clocking in or out of a shift. Complete the setup before or after your shift.
2. Make sure you know your Apple Store or Google Play password.



Once Caregivers are ready to change to the new app:

1. Ensure they follow the step-by-step instructions outlined in the caregiver migration guide.
 - a. **Caregiver Migration Guide** ([English version](#), [Spanish Version](#))

3.3 What Carries Over

Caregivers are not starting from scratch. The following migrates automatically:

- Account and login credentials.
- Full schedule and upcoming visits.
- Visit history and prior records.

3.4 New Features in HHAeXchange+

- Payroll access (for eligible agencies).
- Clinical Module (for eligible agencies).
- In-app messaging with the agency.
- Automatic shift matching based on caregiver preferences.
- Improved offline mode with 6-digit PIN access.
- Push Notifications

4. Your Role as a Provider

Agencies do not manage the technical migration — that is handled by HHAeXchange.

Your focus should be on communication and readiness support.

4.1 Before Your Wave Opens

✓	Action Item
☐	Review your wave date — access resources in our migration info hub: The Next Step Forward: Your Guide to the All-New HHAeXchange+ Mobile App HHAeXchange
☐	Identify high-risk caregivers — flag multi-state caregivers (especially PA/NJ/NY) to your CSM.
☐	Notify caregivers in advance — send a heads-up via your usual channels before the window opens. Use this email template here.

☐	Distribute the Caregiver Migration Guide (English version, Spanish Version) and the HHAeXchange+ Caregiver User Guide — share the resources with your caregivers so that they know exactly what to expect.
☐	Payroll agencies: confirm your timeline — connect with your CSM to confirm your July 2026 priority schedule.

4.2 During the Migration Window

✓	Action Item
☐	Remind caregivers to act within 2 weeks — proactive outreach reduces forced-update disruptions.
☐	Answer basic questions using this guide — most common questions are covered in Section 5 below.
☐	Escalate login issues promptly — collect the caregiver's email and agency name and escalate to HHAeXchange Support.
☐	Track who has migrated — follow up with caregivers who have not yet completed setup before their window closes.

5. Common Questions from Caregivers

Use this section to quickly answer caregiver questions during the migration period.

"Do I have to switch?"

Yes. The migration is mandatory. Caregivers who do not migrate within their 2-week window will be automatically moved to HHAX+ and will not be able to use CMA.

"Will I lose my schedule or visit history?"

No. All visit history and schedule information carries over automatically as part of the migration.

"Do I need to reset my password?"

No. Caregivers use their existing email and password to log into HHAX+. No reset is required.

"Where do I download the new app?"

Search for "HHAeXchange+" in the Apple App Store or Google Play Store.



"What is the offline PIN for?"

The 6-digit PIN is created during setup and used to clock in/out when an internet connection is not available.

"I can't log in after switching — what do I do?"

Direct the caregiver to use Forgot Password on the HHAX+ login screen. If that doesn't resolve it, escalate to HHAeXchange Support with the caregiver's email address and agency name.

6. Support & Escalation

- Escalate caregiver login issues to HHAeXchange Support with the caregiver's email address and agency name.
- Distribute the Caregiver Migration Guide to staff as a step-by-step reference.