



NY Getting Started: Sponsored Provider Contract Management

September 2026

The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



Overview & Who Is This Webinar For?



This session provides a high-level overview of the upcoming payer implementation and introduces the key steps for getting started with HHAeXchange. Providers will review EVV basics, patient and caregiver management, initial setup, key resources, and next steps to prepare for the implementation.

Who should attend?



Sponsored Provider

Already using the free HHAeXchange Sponsored Portal OR
New to HHAeXchange and will complete onboarding before using the Sponsored Portal.

Agency Administrators, Office Managers, Scheduling Coordinators, Billing Managers and other provider stakeholders.



agenda

1

EVV Overview

2

Get Your Agency Ready

3

Manage Your Patients

4

Get Your Caregivers Ready

5

Prepare for Your Next steps

6

Resources & Support

➤ Objectives of Today's Webinar

You will be able to:

Understand EVV basics and how HHAeXchange supports the NY payer implementation.

Navigate key contract and patient workflows, including patient placements and linked payer information.

Review patient and caregiver management to support scheduling and EVV readiness.

Identify your next steps and resources for continued training and implementation support.





Corresponding Terminology

Different names. Same meaning. One connected System.

HHAeXchange 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		



Why it matters

Terminology may vary by payer, state, or program but the person and purpose remain the same.



EVV Overview

› What is Electronic Visit Verification?



EVV confirms service delivery through electronic clock-in and clock-out capture.



EVV helps ensure accurate documentation, support compliance, and improve care quality.



> Six 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 Makes a Visit Non-Compliant?



WHAT IT MEANS

A visit is non-compliant when required EVV data is missing, incorrect, or does not align with the scheduled visit.



HOW IT'S IDENTIFIED

In HHAEExchange, non-compliant visits are flagged as **EVV Exceptions** for review and correction.



WHY IT MATTERS

- Non-compliant visits can:
- Delay billing
- Trigger additional review
- Require manual corrections
- Increase audit risk



COMMON EVV EXCEPTIONS:

✗ No EVV captured 📍 Location mismatch ⌚ Missing clock-in/out 🔗 Not linked to schedule 📄 Manual confirmation used

EVV Compliance: From Risk to Control

What creates EVV risk — and what reduces it

What creates EVV risk:

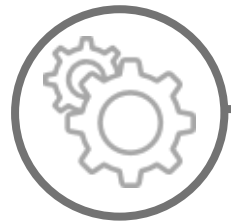
- Gaps in setup, scheduling, or caregiver readiness
- Misalignment between visits, services, and authorizations
- Inconsistent EVV capture across similar visits
- Manual confirmations may require additional review
- Data inconsistencies can delay prebiling and claims processing

What reduces EVV risk:

- Intentional setup before visits begin
- Consistent scheduling and service alignment
- Clear standards for how EVV is captured and reviewed
- Complete, accurate, electronically captured EVV data
- Ongoing monitoring and audit/readiness review

Prevent issues early: setup → capture → review → readiness

> EVV Tracker



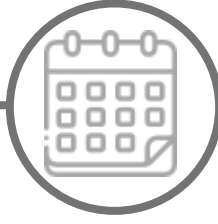
AGENCY
CONFIGURATION



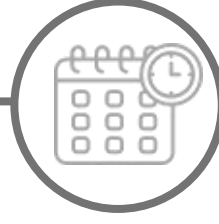
CAREGIVER
MANAGEMENT



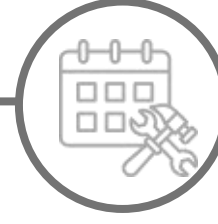
PATIENT
MANAGEMENT



SCHEDULING



VISIT CAPTURE



VISIT
VERIFICATION
&
MAINTENANCE



BILLING



REPORTING
&
COMPLIANCE
MONITORING



Get Your Agency Ready

Complete Your HHAeXchange Onboarding



For providers who have not yet completed the HHAeXchange onboarding process

Your next step

Complete the New York Provider Portal Registration Form to request access to an HHAeXchange portal.

- 1 **Complete the registration form**
- 2 Provide accurate agency information
- 3 Submit the form and begin the onboarding process

[Open the New York Provider Portal Registration Form](#)

Complete the form as early as possible so there is enough time for portal setup and preparation.

New York Provider Portal Registration Form

New York Provider Portal Registration

Form 

Please complete this onboarding form to make your Electronic Visit Verification (EVV) selection and to gain access to your HHAeXchange Portal.

- 1 Overview
- 2 Agency Contact
- 3 Agency Locations & Criteria
- 4 Electronic Visit Verification (EVV)
- 5 Next Steps

Welcome to HHAeXchange!

This provider portal onboarding form is for all homecare providers required to submit Electronic Visit Verification (EVV) data for personal care and home health services in New York.

On Page 5, please select the EVV solution that your agency intends to use. Options include Payer Sponsored HHAeXchange EVV or a third-party EVV solution. Regardless of your selection, all providers will receive an HHAeXchange portal.

HHAeXchange will use the information you provide to create your unique Provider Portal. Please ensure all entered data is accurate, as it will be used to configure and set up your portal.

In order to complete this onboarding form, you will need the following information regarding your agency:

- Company name, address, and phone number
- Executive Director in your office (name, email, phone)
- Agency Medicaid ID
- Federal Tax ID
- National Provider Identification (NPI)
- Approximate number of customers your agency services today
- Number of caregivers in your agency.

NOTE: As you fill out the enrollment form please enter information carefully - specific to your Agency TAX ID, NPI.

Next >

Save

1



Linked Payer Setup

How the linked NY payer is managed in HHAeXchange



Payer Managed

The linked payer is managed by the payer.



Payer Sends Information

The payer sends Patient Placements & Authorizations into HHAeXchange.



Service Lists

Service lists are available and managed by the payer.



Rate / Dx Code

Rate and diagnosis code(s) are configured based on the payer setup.



Payer Managed

Payer sets up and manages the Rate / Dx Code.



Provider Managed

Provider sets up and manages the Rate / Dx Code.



Note: Configuration may vary based on payer setup. Confirm details with your payer.



NY Provider Info Center

Your go-to resource for payer-specific EVV and implementation guidance



Use the Provider Info Center to find:

- 1 Payer Requirements & Updates**
EVV requirements, implementation updates, and important deadlines.
- 2 Service Codes & Billing Guidance**
Service code information and resources to support setup and billing.
- 3 Training & Webinars**
Upcoming and on-demand training for key HHAeXchange workflows.
- 4 EVV / EDI Resources & FAQs**
Job aids, FAQs, EDI guidance, and implementation resources.

Bookmark the Provider Info Center for the latest updates and resources.

The screenshot shows the HHAeXchange Provider Info Center website. At the top, there's a navigation bar with links for Providers, Payers, Caregivers, Resources, and Company, along with a 'Request a Demo' button. Below the navigation bar, the page title 'Provider Info Center' is displayed. A sub-header states: 'Homecare providers: here is your go-to source for the most up-to-date training, forms, EDI processes, FAQs, and contact information.' Below this, there's a search bar and a 'Filter by State' dropdown menu set to 'New York'. The main content area features a grid of six payer-specific resource cards, each with a logo, the payer name, and a 'Go to Info Hub' link. The payers listed are Aetna Better Health of New York, CenterLight Healthcare PACE of NY, Elderplan Homefirst, VillageCareMAX of New York, and VNS Health Info Center. The sixth card is partially obscured.

Use the Provider Info Center to stay current as payer resources and training opportunities are updated.

Agency & Office Setup Check



Before you begin scheduling and EVV workflows, take a few minutes to review your agency and office settings.

1

Review Agency Profile

Confirm your agency-level information and structure are current.



- Agency name and general information
- Internal structure and applicable restrictions
- Confirm key agency details before moving forward

[Admin Agency Profile Overview](#)

2

Review Office Setup (for Multi-Office Agencies)

If your agency has multiple offices, review each office separately.



- Office name, code, grouping, and status
- Scheduling and EVV/mobile settings
- Office address and other applicable details

[Review Office Setup](#)

3

Confirm Before You Start

Use this review as a readiness check before scheduling and EVV activity.



- Correct users are tied to the appropriate office
- Review settings after any updates
- Save changes after making updates

Quick check: Review your Agency Profile first. If you have multiple offices, review each Office Setup before continuing.

User Management & Setup



Use User Management to add new users, review existing users and confirm the access each user needs.

01

Add New Users

Go to Admin > User Management > New User. Enter the user details, select the appropriate role, and save the account.

02

Assign Access

Add the appropriate office and permissions. The role assigned to the user determines their level of system access.

03

Review Existing Users

Open Admin > User Management > User Search. Confirm each user has the correct status, role, and office assignment.

Add New User

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

Username (Login ID)* jsmith	Status Active	Last Name* Smith	First Name* Joe
E-mail* jsmith@google.com	Role Coordinator	Open Cases from Today till 0 - 14 Allowed	

Office Setup

Office	Is Coordinator	View Open Cases for	Can Override OT Limit	Primary	Actions
Select	☐	Select one or more...	☐	☒	Add

User Search & Maintenance

Users						
Username (Login ID)	Last Name	First Name	Email	Roles	Status	
				All selected	Active	
Search						
Search Results (57)						
Login Name	First Name	Last Name	Email	Office	Role	Status
abccordf	Falk	Gracia		UMA health care training	VEN-COOR	Edit User Account
achoo	Ashley	Cho		UMA ME office, UMA healthcare, UMA health care training	VEN-ADME	Change Password

Key reminder: The role assigned to a user determines their level of access and permissions in the system.

[User Management](#)



Manage Your Patients



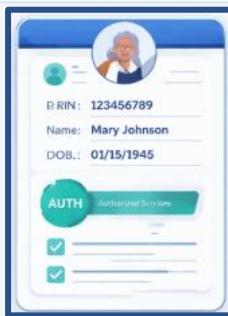
Patient Placement

How a payer placement flows into HHAeXchange

For a linked payer, the payer sends the patient placement to HHAeXchange, where it is received and made available to the provider.

1

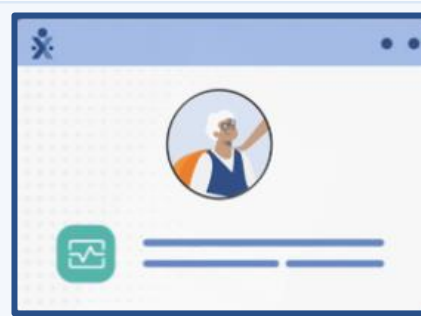
Payer Sends Placement



Patient placement and authorization information is sent by the payer.

2

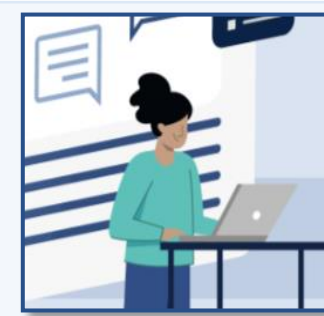
HHAeXchange Receives Placement



The placement is received in HHAeXchange and associated with the patient profile.

3

Provider Accesses Placement



The placement becomes available to the provider through the HHAeXchange Provider Portal.

Key takeaway: Linked payer placements originate with the payer and flow into HHAeXchange for provider access.

> Patient Placement: Single Office

What happens when your agency has only one office?



Single office? Placements can be automatically accepted.

No office selection is needed during placement acceptance.



1. Placement arrives

The payer sends the patient placement into HHAeXchange.



2. Placement is automatically accepted

With only one office, the placement is automatically accepted for your agency.



3. Review in Accepted with No Master Week

Open the Accepted with No Master Week tab to confirm the placement is available for follow-up.

Quick check

Look for the placement here:

Accepted with No Master Week

Placements (11 Pending)			
Placements			
Pending (1)	Accepted with Temp Caregiver (8)	Staffed (0)	Accepted with No Master Week(2)
Name *	Admission ID *	Office *	Start Date *
Gemstone Jessie	KHC-32423423423	UMA healthcare	05/01/2025
Svensen Thor	UMA-213213125	UMA MI office	05/01/2025

Provider tip: With a single office, focus your review on the placement status and follow-up—not office assignment.



Patient Placement: Multiple Offices

When your agency has more than one office, review the placement and assign the correct office before accepting.

1

Open Pending Placements

Go to the Placements tab and select Pending to view placements awaiting action.

2

Review & Assign Office

Open the Admission ID, review the placement details, and select the correct office and coordinator.

3

Accept the Placement

Confirm the assignment, then select Accept. The placement moves out of Pending.

What should you look for?

- Correct patient and admission
- Correct office
- Correct coordinator
- Appropriate start / stop dates
- Payer / contract information

Patient	Admission ID	Office	Start Date	Stop Date	Frequency
XXXXX	32423423423	Unspecified Office	05/01/2025		
XXXXX	5141341354	UMA healthcare	11/12/2024		

Provider Tip

For multiple offices, select the correct office and coordinator before accepting the placement. Then use Accepted with No Master Week to confirm it is available for follow-up.

Single-office reminder: placements may be automatically accepted; review Accepted with No Master Week to confirm the placement is available for follow-up.

Hello georgem

- Placements (11 Pending)
- Events
- System Notifications
- Direct Messages
- Tasks
- Linked Communication

Placements

- Pending (2)
- Accepted with Temp Caregiver (8)
- Staffed (0)
- Accepted with No Master Week(1)

Patient ^	Admission ID ⇅	Office ⇅	Start Date ⇅	Stop Date ⇅	Frequency ⇅	Service Category ⇅	Service Type ⇅	Request Sent At ⇅	Status ⇅	Cut Off Time ⇅	Contract Name ⇅
XXXXX	32423423423	Unspecified Office	05/01/2025			Home Health	PCA	5/15/2025 1:09:05 PM (Eastern)	Pending(Broadcast)	5/15/2025 3:09:05 PM (Eastern)	Life Care Demo Payer
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



Payer Authorization

What providers should know about authorizations on linked contracts



Payer-controlled authorization • Linked contract authorization details are generally read-only for providers.



What You Can Review

- Auth. # and contract
- Effective dates
- Discipline & service code
- Max & remaining authorization / allocation details



What You Can't Edit

- Payer-supplied authorization values
- Most authorization fields on linked contracts
- Billing diagnosis codes from the payer (Vary by payer)
- Changes must come from the payer



If the Payer Changes It

- Updated details appear on the provider platform
- Review the updated authorization before scheduling/billing
- Use the latest payer-supplied information



Provider tip: Use the Auth/Orders page to review authorization details and units. If an authorization needs to change, confirm the change with the payer.



Get Your Caregivers
Ready

Caregiver Setup

Make sure caregivers are EVV-ready before the first visit.

EVV-Ready Caregiver Checklist

- 1 Ensure the caregiver profile is complete and current
- 2 Match the discipline to authorized services
- 3 Link the caregiver to the correct services
- 4 Test EVV tools before the first visit
- 5 Use the existing Mobile ID for multi-agency caregivers
- 6 Do not download the Mobile App more than once



Multi-agency caregivers: use the caregiver's existing Mobile ID. Do not download the app more than once.

Caregiver Resources

Use the QR code to access the caregiver resource.



[Caregiver](#)

Review caregiver readiness before visits begin.

Tip: Ask during hiring whether the caregiver works for multiple agencies to help prevent setup issues later.



Caregiver Credentials

Use the correct caregiver identifier before submitting EVV or billing data.

Caregiver Identifier

Choose one applicable identifier:

Caregiver NPI

OR

**Caregiver HHA
Registry Number**

Use the identifier required for the caregiver record and submission.

Before submitting caregiver data

- Confirm the caregiver record contains the NPI or HHA Registry Number.

Where to enter it in the caregiver profile

Employee ID 	Application Date * 01/01/2000	Hire Date ⓘ --	First Work Date 07/04/2026
Last Work Date 07/04/2026	Team Select ▼	Location --Select-- ▼	Branch --Select-- ▼
Contract ☐ LCDX	HHA/PCA Registry Number 	Added/Checked Registry Date mm/dd/yyyy	Professional License Number
NPI Number 	Referral Source --Select-- ▼	Referral Person 	Category Select ▼

WHY IT MATTERS Having the right credentials allows the state of NY to accurately identify the caregiver and allow for accurate billing.

Mobile App Setup: Activation Code



How the activation code moves from the agency to the caregiver

1 Agency sends the code

Go to the Caregiver profile, select Enable Access, then generate the Mobile Activation Code.

2 Caregiver receives the code

The caregiver receives the activation code, downloads the mobile app, and completes registration.

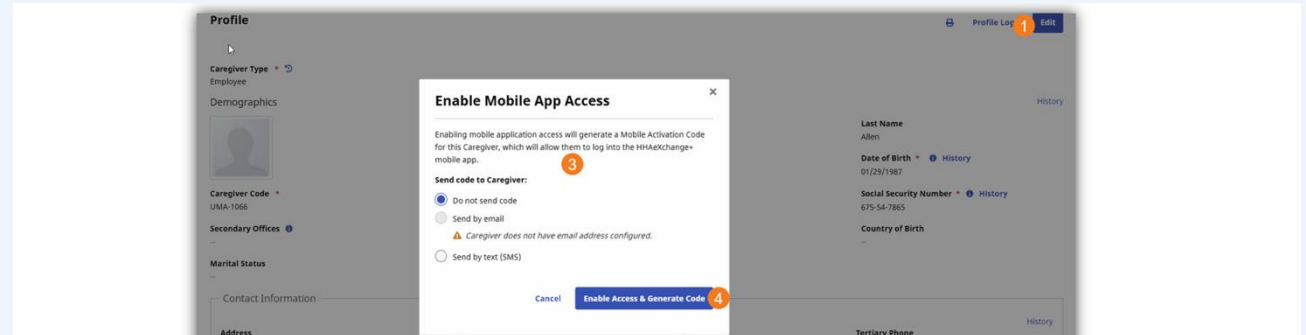
3 Caregiver activates access

The caregiver logs in, enters the Activation Code, selects Submit Code, and completes the required information.

Agency setup: Enable Mobile App Access

Activation codes are generated from the caregiver profile. The agency can choose how the code is sent based on the caregiver notification preferences.

Tip: Have the caregiver complete registration before the first EVV visit.



Allen Don
Active

Home Phone

--

Address

CHICAGO, IL, 60629

Languages

--

Date of Birth

1987-01-29

Caregiver Code

UMA-1066

Availability Updated

4/5/2024

Provider (Office)

UMA Healthcare (PE Training Use Only)
(UMA MI office)

Team

Select

Caregiver Hours

H 0 | V 0

- Profile
- Compliance
- Calendar
- Visits
- In Service
- Rates
- Notes
- Preferences
- Absence/Restriction
- Availability
- Payroll Info
- Pay Check
- Patient History
- Others
- Document Management

Profile

Profile Log

Edit

Caregiver Type *

Employee

Demographics



First Name

Don

Initials

DA

Alt.Caregiver Code

--

Rehire

No

Rehire Date

--

Dependents

--

Middle Name

--

Gender

Male

Time & Att. PIN

100066

Ethnicity

--

Upload Picture

Last Name

Allen

Date of Birth *

01/29/1987

History

Social Security Number *

675-54-7865

History

Country of Birth

--

Secondary Offices

--

History

Marital Status

--

Contact Information

Address

CHICAGO, IL, 60629

Primary Phone

--

Secondary Phone

--

Tertiary Phone

--

History

Chat



Mobile App Setup: Download & Registration

How caregivers get the HHAeXchange+ Mobile App ready for use

1

Caregiver Registers

Download the HHAeXchange+ Mobile App and complete the mobile app registration.

2

Confirm Profile Match

Verify the caregiver profile is complete and confirm the demographics match the mobile app registration.

3

Link the Mobile ID

Open the caregiver profile, select Edit, find Mobile App Settings, enter the Mobile ID and Mobile Type, then select Save.

Provider check: Complete registration before the first EVV visit

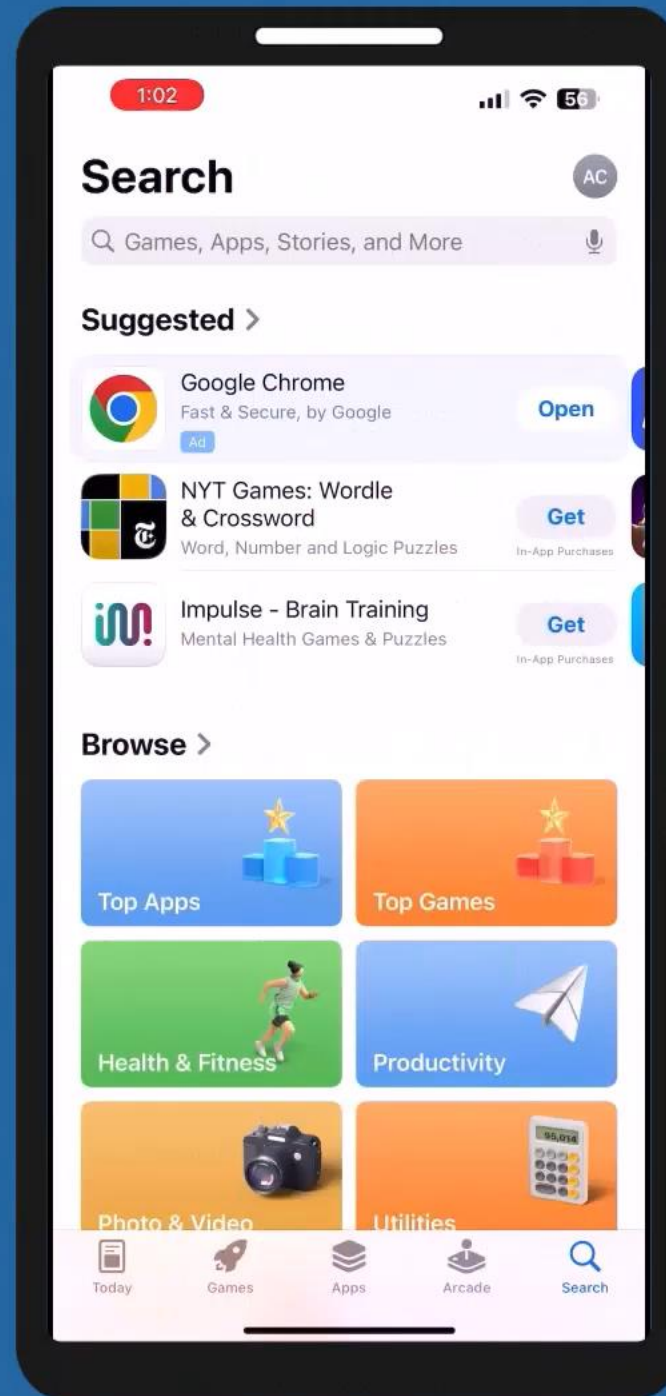
Make sure the caregiver profile is complete, the mobile registration matches, and the Mobile ID is linked in HHAeXchange before the caregiver starts capturing EVV.

Download & register

Verify profile

Link Mobile ID

Download, Sign Up &
Register for HHAeXchange+





New Caregiver Registration at a Glance





Managing Mobile App Users

Admin > Mobile User Management



Mobile User Management (+)

A centralized place to manage service providers using HHAeXchange+.

- Search for mobile app users
- View caregiver app status
- Verify app version
- Update caregiver email
- Reset passwords

Mobile User Management (+)

Mobile User Management (+)

Management Search

Office Name Last 4 SSN Caregiver Email ID First Name

Last Name App Version

Search

Search Results (32)

Office Name	Caregiver Name	Date Of Birth	Phone Number	Last 4 SSN	Email Address	Status	App Version	Edit	Password
UMA healthcare		06/15/1992		3333		Active	UMA	✖	Reset
UMA healthcare		01/11/1988		4242		Active	UMA	✖	Reset
UMA healthcare		02/26/1990		1234		Active	UMA	✖	Reset
UMA healthcare		01/01/1990		5452		Active	UMA	✖	Reset
UMA healthcare		10/06/1998		1234		Active	UMA	✖	Reset
UMA healthcare		01/01/1990		4134		Active	UMA	✖	Reset
UMA healthcare		09/01/1970		9676		Active	UMA	✖	Reset
UMA healthcare		08/12/1984		3321		Active	UMA	✖	Reset
UMA healthcare		04/01/2000		3223		Active	UMA	✖	Reset
UMA healthcare		06/01/1980		1234		Active	UMA	✖	Reset
UMA healthcare		01/01/1990		1994		Active	UMA	✖	Reset

Use Mobile User Management (+) to search, review, and manage caregiver app access.

HHAeXchange+ Mobile App Resource

A practical guide to help caregivers get onboarded and ready for EVV

1

Explore the guide

Review the 5 key mobile-app benefits, including faster EVV, caregiver communication, schedules, compliance tasks, and care-plan documentation.

2

Choose the right path

Supporting existing caregivers? Use the transition resources. Onboarding new caregivers? Use the new-caregiver setup guidance.

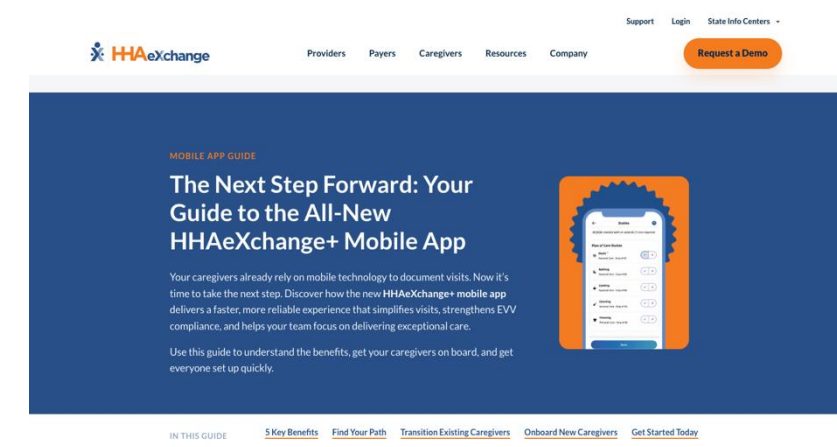
3

Get started & share resources

Use the training videos, Caregiver User Guide, Help Portal, and Mobile App Topics. Share these resources with caregivers and new users.

Mobile App Guide

The Next Step Forward: Your Guide to the All-New HHAeXchange+ Mobile App



Open the full guide

Scan the QR code or use the link for onboarding, transition, and caregiver training resources.

[HHAeXchange+ Mobile App Guide](#)



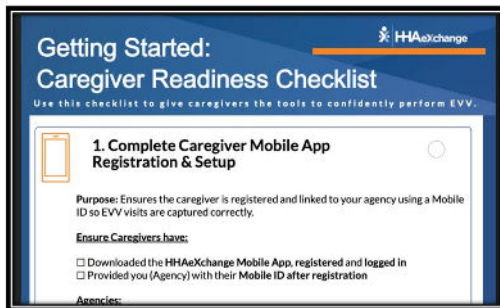
Caregiver Readiness

Resources to help caregivers prepare for EVV and their first visit

Before the first EVV visit, make sure caregivers know how to register, use the mobile app, and follow the EVV workflow. **Use the resources below as your readiness checklist.**

Caregiver Readiness Checklist

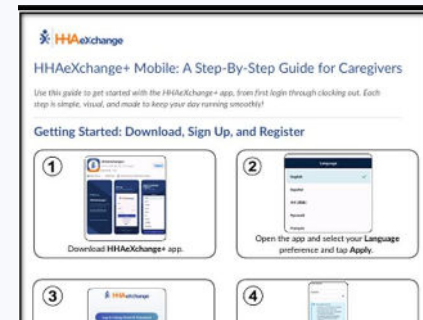
Use this checklist to confirm the caregiver is prepared for EVV and mobile app use before the first visit.



[Caregiver Readiness Checklist](#)

HHAeXchange+ Caregiver User Guide

A step-by-step reference for downloading, registering, and getting started with the mobile app.



[HHAeXchange+ Caregiver User Guide](#)



Prepare for Your Next
Steps

➤ Attend your next Webinar



Register for the next Scheduling & Visit Capture webinar

September 15 @ 11AM ET

- Learn how to schedule & accurately capture EVV



Scan to Register

NY Easy EVV: Scheduling & Visit Capture Webinar

[NY Easy EVV: Scheduling & Visit Capture Webinar](#)



Register for the NY Easy EVV: Visit Maintenance Webinar

September 24 @ 11AM ET

- Learn how to correct and maintain visits for EVV compliance and billing.



Scan to Register

NY Easy EVV: Visit Maintenance Webinar

[NY Easy EVV: Visit Maintenance Webinar](#)



Register for the Billing Webinar

October 1 @ 11AM ET

- Learn how to accurate EVV turns into accurate claims being billed out of HHAeXchange.



Scan to Register

What's New in NY? Billing in HHAeXchange Webinar

[What's New in NY? Billing in HHAeXchange Webinar](#)



On-Demand eLearning

- Complete foundational training at your pace
- Revisit courses any time as reference



Scan to Enroll

On-Demand eLearning

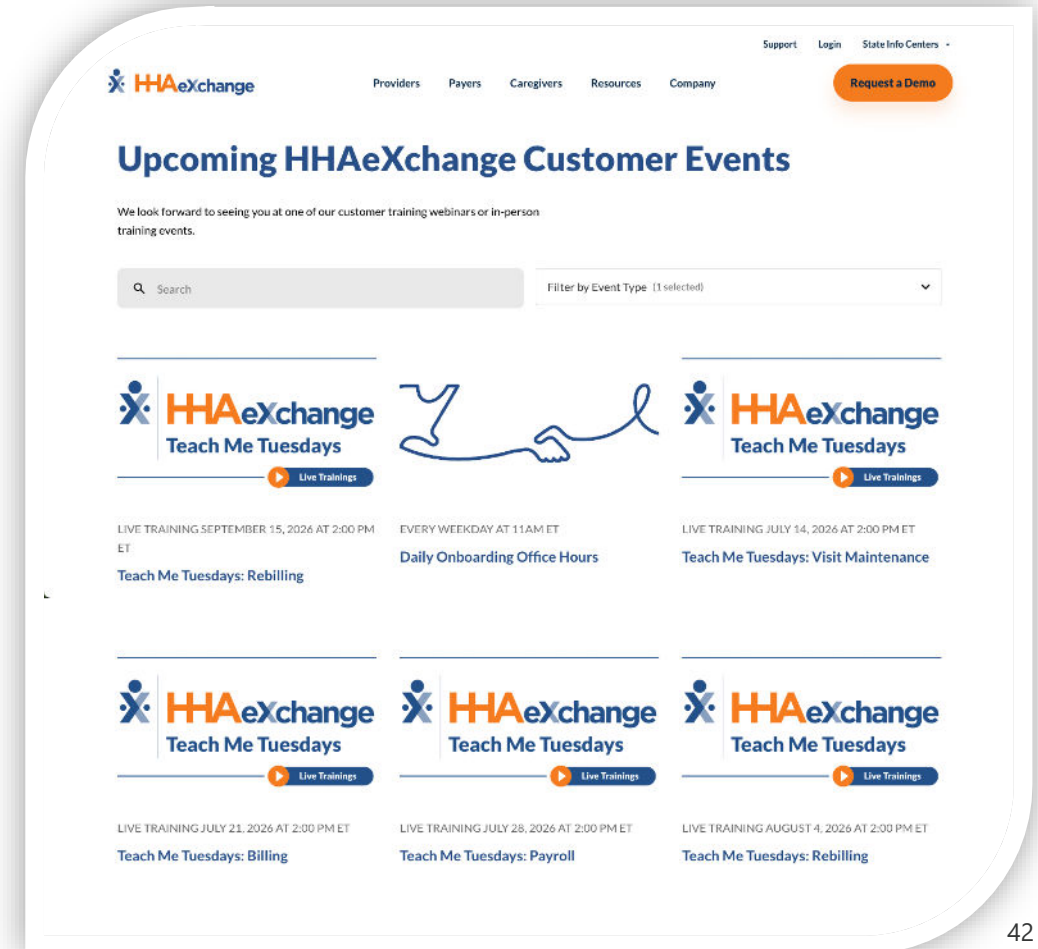
[HHAeXchange University](#)

➤ Next Steps!

Stay connected – watch for email communications and follow HHAeXchange for upcoming training opportunities.

Upcoming Webinars & Events

- **Daily Office Hours** — [Register Here](#)
(offered daily @ 11 AM ET)
- **Teach Me Tuesday Series** — [Register Here](#)
(Every Tuesday @ 2 PM ET)



The screenshot displays the HHAeXchange website's 'Upcoming HHAeXchange Customer Events' page. The header includes the HHAeXchange logo, navigation links for Providers, Payers, Caregivers, Resources, and Company, and a 'Request a Demo' button. Below the header, the page title 'Upcoming HHAeXchange Customer Events' is followed by a brief introduction. A search bar and a filter dropdown (set to 'Filter by Event Type (1 selected)') are present. The main content area features six event cards arranged in two rows of three. Each card includes the HHAeXchange logo, the event title 'Teach Me Tuesdays', a 'Live Trainings' button, and specific event details. The first row includes 'Teach Me Tuesdays: Rebilling' (Sept 15, 2026), 'Daily Onboarding Office Hours' (every weekday at 11 AM ET), and 'Teach Me Tuesdays: Visit Maintenance' (July 14, 2026). The second row includes 'Teach Me Tuesdays: Billing' (July 21, 2026), 'Teach Me Tuesdays: Payroll' (July 28, 2026), and 'Teach Me Tuesdays: Rebilling' (August 4, 2026).

Event Title	Date & Time
Teach Me Tuesdays: Rebilling	LIVE TRAINING SEPTEMBER 15, 2026 AT 2:00 PM ET
Daily Onboarding Office Hours	EVERY WEEKDAY AT 11 AM ET
Teach Me Tuesdays: Visit Maintenance	LIVE TRAINING JULY 14, 2026 AT 2:00 PM ET
Teach Me Tuesdays: Billing	LIVE TRAINING JULY 21, 2026 AT 2:00 PM ET
Teach Me Tuesdays: Payroll	LIVE TRAINING JULY 28, 2026 AT 2:00 PM ET
Teach Me Tuesdays: Rebilling	LIVE TRAINING AUGUST 4, 2026 AT 2:00 PM ET



Resources & Support

➤ NEW: NY EVV Compliance Info Hub

Homecare providers: here is your go-to source for the most up-to-date regulatory summaries, how-to guides, training videos, payer-specific information, and FAQs



The screenshot displays the 'New York EVV Compliance Info Center' page on the HHAeXchange website. The top navigation bar includes the HHAeXchange logo, links for Providers, Payers, Caregivers, Resources, and Company, and a 'Request a Demo' button. The main header features a blue background with a white map of New York icon and the title 'New York EVV Compliance Info Center'. On the left, a 'TABLE OF CONTENTS' sidebar lists 'OVERVIEW' (highlighted), 'PROVIDER TRAINING & RESOURCES', 'EVV COMPLIANCE REPORTING', and 'NY PAYERS'. The main content area, titled 'Overview', contains the section 'What Is the NYS DOH EVV Mandate?' with a detailed paragraph about the NYS DOH mandate for health plans to report EVV compliance data, a sub-section explaining the shift in requirements to reduce fraud, waste, and abuse, and a note for home care providers about new expectations for visit capture and reporting. It concludes with a requirement for health plans to submit quarterly EVV compliance reports across their provider networks.

[NY EVV Compliance Info Hub](#)

Getting Started

Your Onboarding Journey Starts here



[Getting Started: Your Onboarding Journey Starts Here!](#)

A screenshot of the HHAeXchange website's 'Getting Started' page. The page features a left-hand navigation menu with links to Home, Getting Started (highlighted), Upgrade To Enterprise, What's New, Frequently Asked Questions, Troubleshooting, Training Videos, Documentation, and Contact and Support. The main content area is titled 'Getting Started' and includes a sub-header 'Your Onboarding Journey Starts Here' with a sun icon. The text welcomes users and outlines the onboarding process in six stages. A right-hand sidebar titled 'IN THIS ARTICLE' lists the current page and a link to '6 Stages of Onboarding with HHAeXchange at a Glance'. The page also includes a search bar at the top right and a 'You are here' breadcrumb trail.



On-Demand eLearning

Build confidence with HHAeXchange at your own pace



Learn at your pace

Complete foundational training when it works for you — and revisit courses whenever you need a refresher.



A resource for new and existing users

The training can be shared with new users, and all users are encouraged to review the Overview video.

System User Training — LMS Credentials

LMS modules are optional. You will receive LMS credentials to access videos, documents, and test questions covering the HHAeXchange Provider Portal.

Start Learning

Scan the QR code or use the link below to access the LMS.



[Learning Management System](#)

Need Help?

We're here to help. Use the resources below based on your questions or needs.



Payer-Related Questions

Contact Payer Provider Relations

For questions related to payer requirements, participation, or payer-specific policies.

Reach out to your ArchCare, MetroPlus, or Hamaspik Provider Relations team.



HHAeXchange Questions

Contact HHAeXchange Support

For questions related to onboarding, EVV, billing, technical support, or system functionality.

Support@HHAeXchange.com



For payer-specific questions, contact your payer. For HHAeXchange questions, contact HHAeXchange Support.

thank you