



Quick Guide

Medica One Health Plan Temporary Client Placement Workflow

What's Changing?

Effective October 1, 2026, providers must begin documenting services for transitioning Medica One Health Plan Members under:

- A new Medica One Health Plan linked contract
- New Medica One Health Plan client placements
- New Medica One Health Plan authorizations

Providers should not continue documenting EVV visits under the legacy UCare linked contract, client placements, or authorizations for dates of service on or after October 1, 2026.

Important Temporary Workflow



Not all Medica One Health Plan authorizations will be loaded into HHAeXchange by October 1st.

During the transition:

- Client Placements will be sent first.
- Authorizations may arrive later.
- Continue documenting EVV visits even if the authorization has not yet been loaded.
- Authorizations will be imported into HHAeXchange as they become available.

Provider Action Items

Step 1: Review Client Placements



- **If Your NPIs or UMPIs Exist in Multiple Offices**
 - You must actively monitor your [Pending Placement](#) queue.
 - Review incoming Medica One Health Plan placements. 
 - Accept each placement into the correct office.
 - Confirm the client appears in the correct office before documenting services.
- **If Each NPI or UMPI Exists in Only One Office**
 - No action is required

Step 2: Continuing Documenting Visits



- **If you use Schedules:**
 - HHAeXchange has automatically enabled, “**Allow Masterweek Rollover without Valid Authorization**” on the Medica One Health Plan linked contract
 - This will enable your Masterweeks to roll over and Caregivers will see their schedules as normal in the mobile app.
- **If You Use Unscheduled Visits:**
 - Navigate to the client’s profile
 - Add applicable caregivers to [Caregivers with Mobile Patient Info Access](#) section.
 - Doing so will allow caregivers to search and find Medica One Health Plan clients in  the mobile app for unscheduled visits.

HHAeXchange Enterprise Providers:

If the Medica One Health Plan authorization has not yet been imported:

- [Create a TEMP authorization](#) following your organization's standard TEMP authorization creation process.
- Continue processing visits, payroll, and invoicing activities as needed.
- Once the Medica One Health Plan authorization has been received, delete the TEMP authorization.

Medica One Health Plan Contact Information:



- For missing Medica One Health Plan Clients and Authorizations **(after Nov. 1st)**:
 - 800-458-5512

HHAEExchange System Questions:



- HHAEExchange Support Telephone Number:
 - 855-400-4429
- HHAEExchange Support Ticket:
 - [Support Portal Login](#) ✨
 - [How to Create a Support Ticket Article](#) ✨

Helpful Resources:



- [HHAEExchange Knowledge Base](#) ✨
- [Minnesota Info Hub > Medica One Health Plan section](#) ✨
- [Medica One Health Plan - UCare Transition Website](#) ✨