Let's get ready for Go-Live!

Next steps to prepare for the upcoming go-live

As we move forward with lifting the delay of the North Carolina LME Provider Go-Live, we want to ensure you are ready to start using the HHAeXchange Provider Portal for your patients/members. Please review the detailed outline of next steps along with action items that are required to ensure you are fully compliant and ready for go-live by June 30, 2021.

The HHAeXchange system is available for you and your caregivers to utilize now with no impact to claims payment. We encourage you to begin using the EVV system now or reporting EVV compliant visit data to HHAeXchange if you have implemented your own EVV solution so that you are fully prepared for go-live. After June 30th, you will be unable to be paid for EVV mandated services without supporting EVV data.

Provider Setup:

1. Complete the HHAeXchange Provider Portal survey (if you have not already) to receive access
   - Receive your HHAeXchange Portal credentials and log in to the system ASAP!
     - *This is only for those agencies that have not received their credentials*
     - *The admin user in your agency can create the users for other team members using the Admin tab>User Management>Users*

- *Reach out to Support@hhaexchange.com for any questions or to simply help with portal credential details*

2. Provider using their own 3rd party EVV Tools: Reach out to EDIsupport@hhaexchange.com to begin the integration process and setup

Provider Training:

1. Familiarize yourself with the HHAeXchange Portal and ensure you understand the functionality by completing the System User Training via the options listed below:

   o Review the 5 Self-Paced courses that includes videos, guides & quizzes through the Learning Management System (LMS): https://hhaexchange.docebosaas.com/lms
      - *Username & password were provided via email- reach out to Support for any questions or access to credentials*
      - *Username & password can be shared across all staff members in your agency*

2. Review videos, job aides and documentation provided on the Provider Portal Resource Page under the "Support Center" – *for providers that have access to their portal*

3. Providers Using Free HHAX EVV Tools: Distribute the EVV Phone Instructions & Setting Up the HHAeXchange Mobile App Video to your caregivers to get them familiar with EVV
   o Providers with Portals: You should already have your IVR number. Please reach out to Support if you do not have this information
   o Providers without access: You will receive access to your IVR number 5-7 business days after your portal is created

4. Attend Pre-Go Live Webinars:
    - Register & Attend: Pre-go live webinar on May 20th or June 15th that will allow providers to review the details needed to ensure EVV compliance come go-live. The webinar will provide a recap on all the completed steps including an overview of the billing process in the HHAeXchange system. A live Q/A chat option will be available with our Support team.

    - EDI Providers: Providers using their own 3rd party EVV Tools register and attend an EDI webinar on May 25th. This webinar will provide high-level detailed information of the EDI process along with the core next steps on how to work in the HHAeXchange system for integrated providers. Providers will also get the chance to use the Q/A chat option to interact with the EDI Support team at HHAeXchange.

Have Other Questions?

Visit the North Carolina (LME) Provider Info Center for helpful resources and training materials or contact us through Support@hhaexchange.com.

Visit the Info Center