

11/20/2023

HHAeXchange Electronic Visit Verification (EVV) Training Resources Available

Background:

Program providers, financial management services agencies (FMSAs), Consumer Directed Services (CDS) employers, and CDS employees can attend HHAeXchange Open Hours webinar sessions to ask questions, see methods demonstrated, or schedule a one-on-one session for additional help and training.

Key Details:

Open Hours Webinar Sessions

The webinar sessions will be available Monday through Friday until Dec. 1 and do not require registration, so attendees can drop in and out between the selected hours.

Program providers and FMSAs [join here](#).

The webinar sessions will cover the following topics:

- Monday, Wednesday, Friday: 9am - 11am
 - Administrative
 - Service Provider Management
 - Member Management
 - Scheduling
 - EVV Clock In and Clock Out/EVV Visit Management
 - Manual Visit Management
 - Call Dashboard

- Tuesdays/Thursdays: 9am - 11 am
 - Billing

FMSAs, CDS employers, and CDS employees [join here](#).

The webinars will cover the following topics:

- Fridays: 2 – 3 p.m.
 - Services Portal
 - EVV Clock In and Clock Out/EVV Visit Management

One-On-One Sessions

EVV users may schedule a one-on-one session with an HHAeXchange expert for additional help and training. [Click here to book a one-on-one session](#).

Action:

As soon as possible, MCOs must post this HHAeXchange Training Resources Available to their MCO EVV website.

Additional Information:

- Review TMHPs [EVV Known Issues and Resolutions, Volume 1](#), for frequently occurring issues and resolutions in the HHAeXchange system.
- Review [EVV HHAeXchange Town Hall Webinar Q&As \(PDF\)](#)
- For more information or questions about HHAeXchange training, email [HHAeXchange](#).

Resource:

EVV HHAeXchange Town Hall Webinar Q&As (PDF) *(attached)*

Contact:

EVVMCO@hhs.texas.gov

Attachment:

evv-town-hall-webinars-qa-nov-2023.pdf

Type: Action Required

To: MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: EVV