

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

HHAeXchange Provider Onboarding Details

Background:

HHSC has selected HHAeXchange as the state EVV vendor.

Personal care services program providers and Financial Management Services Agencies (FMSAs) who currently use EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) or have recently enrolled to provide personal care services and are not in the proprietary system onboarding process must onboard with HHAeXchange by **Oct. 1, 2023**.

Home health care services program providers and FMSAs who are new to EVV must onboard with HHAeXchange no later than **Dec. 31, 2023**. However, it's to the providers advantage to onboard as soon as possible to begin practicing using EVV before the home health care services EVV implementation.

Submitting the HHAeXchange Provider Onboarding Form is the first step of the onboarding process.

Key Details:

Here are details regarding the HHAeXchange provider onboarding:

The HHAeXchange Provider Onboarding Form is available on the [HHAeXchange Texas web page](#). The HHAeXchange Provider Onboarding Form is used to create and configure the HHAeXchange Portal. The person who submits the form will be the provider's point of contact and will receive all communication from HHAeXchange.

HHAeXchange Information Sessions are available by webinar on the [HHAeXchange Texas web page](#). The sessions provide an overview of the transition, review expectations, and provide a demonstration of the HHAeXchange Portal.

Program providers, FMSAs, and Consumer Directed Services (CDS) employers who have successfully completed HHAeXchange Portal EVV system training will receive credentials to log into the HHAeXchange Portal starting in September 2023.

Additional information:

HHSC has implemented a compliance grace period from July 1 to Dec. 31 for all program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers. For more information, go to [EVV Compliance Grace Period for EVV Usage and Home Phone Landline | Texas Health and Human Services](#).

Questions?

For questions or more information about the new EVV vendor system, email HHAeXchange at TXsupport@hhaexchange.com.

For general EVV questions or questions about EVV Policy, email uhc_evv@uhc.com or call the LTSS Provider Relations Line at 888-787-4107.