

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

**Reminder: Effective Dates and Current EVV System Access Ends on
November 1**

Program providers and financial management service agencies (FMSAs) who completed onboarding and were in Phase 1 can start using HHAeXchange as of October 1.

All others must complete their HHAeXchange onboarding as soon as possible to begin using the HHAeXchange Portal on **November 1** and continue using your current EVV system to record visits.

Important note

Program providers and FMSAs who are not an approved proprietary system operator (PSO) and do not complete onboarding to begin using the HHAeXchange Portal on November 1 will automatically be transitioned to HHAeXchange from their current EVV vendor system (DataLogic/Vesta or First Data/AuthentiCare).

EVV visits for dates of service on and after November 1 will be denied if submitted through current EVV systems, First Data/AuthentiCare or DataLogic/Vesta.

Take action now by completing the HHAeXchange onboarding

1. Submit the HHAeXchange Provider Onboarding Form.
2. Complete HHAeXchange Learning Management System (LMS) training.

HHAeXchange will issue user credentials for their LMS portal within three business days of submission of the HHAeXchange Provider Onboarding Form.

HHAeXchange will issue system user credentials for the HHAeXchange Portal after the program provider or FMSA has completed EVV system training on the HHAeXchange LMS training portal. Please allow 5 business days to receive your login credentials.

Questions?

Contact [HHAeXchange](#) with any questions about onboarding and system user training.

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