

**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:**

The notice is to inform MCOs with detail 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.

### **Action:**

MCOs must inform their program providers and FMSAs on the following:

- The location of the HHaEXchange Provider Onboarding Form
- Information Sessions are available as a webinar
- That access to the HHaEXchange EVV Portal will be available in September 2023

[EVV Compliance Grace Period for EVV Usage and Home Phone Landline | Texas Health and Human Services](#)

### **Resources:**

[TXsupport@hhaexchange.com](mailto:TXsupport@hhaexchange.com)