

Florida: Milestone 1 Training

Portal Access

August 2024

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> Team Introductions



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Milestone 1 : Agenda

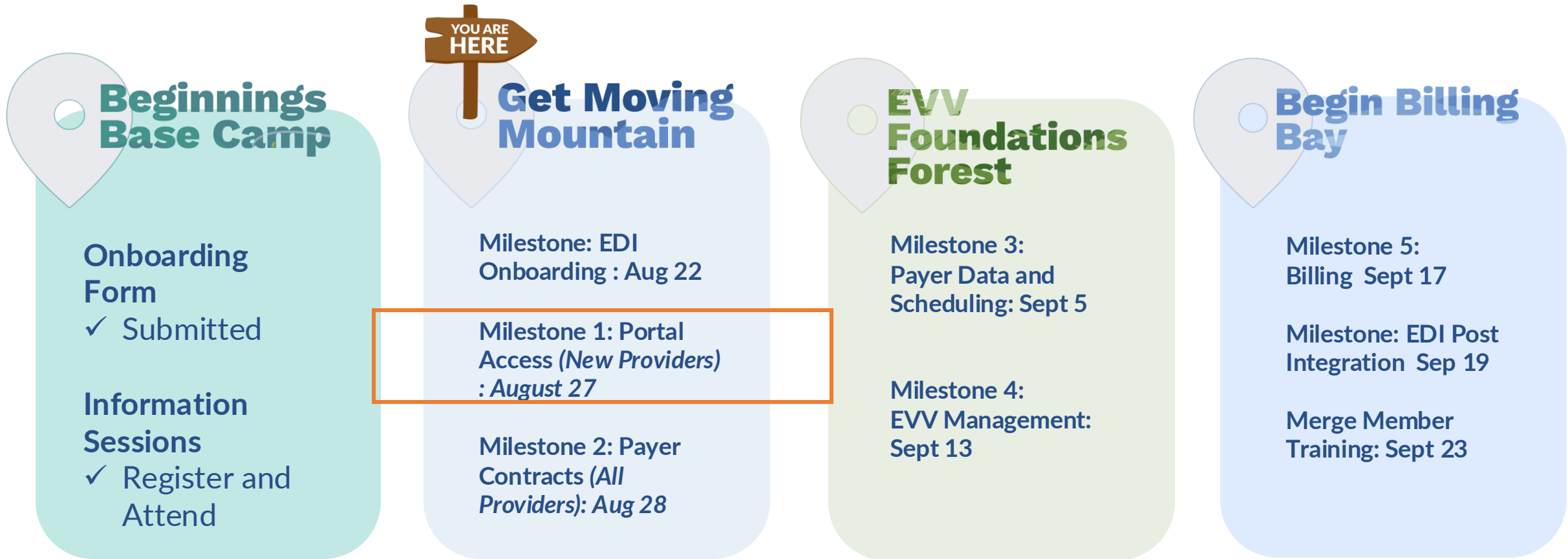
- Map To EVV Mastery: Milestone 1
- How to log into HHAeXchange
- How to reset your password
- How to set up new users
- How to create caregiver profiles
- How to run 'List of Caregiver' report
- Demo
- Next Steps & Resources



THE MAP TO **EVV MASTERY**

HHAeXchange is here to guide you
along your EVV Onboarding eXpedition

Provider Milestones



Provider Go Live: Oct 1, 2024

> Key Takeaways




Throughout today's training presentation, you will see this icon. It highlights important information, which we will summarize as key takeaways at the end of today's training.



Get Moving Mountain

How to Log-In

The person who completed the EVV  onboarding form will receive the initial login credentials.

To Log-In


- Go to hhaexchange.com.
- Select "Login."
- Enter your username and password.
- Select "Log in."




Initial Login : Primary User



Welcome to HHAExchange!

 Hha Exchange Database Server <awsinfo@hhaexchange.com>

Retention Policy: HHAExchange 6 Years Permanently Delete (6 years) Expires: 7/25/2030

 If there are problems with how this message is displayed, click here to view it in a web browser.

Thu 7/25/2024 6:40 AM

Reply Reply All Forward

CAUTION: This email was originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Here are your Provider Portal Credentials

Welcome [redacted]

Thank you for signing up with HHAExchange! Your Portal account is now active and you can log in to the system by visiting the [HHAExchange login page](#) with the information below:

- **Your unique username is:** [redacted]
 - *Please enter password AS IS since its case sensitive
 - *Please make sure you do not use any spaces in the front or at the end
 - *This is a unique username for you. To create username accounts for other members, please login to the portal and use the ADMIN tab>User Management>New User.
- You will receive a separate email with a **temporary password** which you can use to sign in for the first time. After signing in, you will be prompted to create a new password.
 - You have 12 hours to reset your password

- If you have not done so already fill out the onboarding form: [FL AHCA Portal Registration](#)



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How to Reset your Password



- Click "Forgot Password" on the login screen, enter your username and email, then select "Send Email."
- Check your email for a reset link and follow the instructions to create a new password match our Password requirements.
- Return to the login screen and log in with your new password.






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How to Create New Users

- Go to **Admin > User Management > New User**. Create a username & enter last name, first name, email, and select the role.
- Associate an office with the user by selecting the correct office in the office setup section and clicking save. 
- The user will receive an email to create a password and can log in.

HHaEXchange Standard System Terminology

Corresponding Terminology

CONTRACT / PAYER	<ul style="list-style-type: none"> - FFS - HHS 	<ul style="list-style-type: none"> - MCO - State 	<ul style="list-style-type: none"> - Plan
PATIENT / MEMBER	<ul style="list-style-type: none"> - CDS Employer - Consumer 	<ul style="list-style-type: none"> - Recipient - Client 	<ul style="list-style-type: none"> - Participant - Beneficiary
CAREGIVER	<ul style="list-style-type: none"> - Aide - Homecare Aid - Homecare Worker 	<ul style="list-style-type: none"> - Worker - Direct Care Worker - Service Provider 	<ul style="list-style-type: none"> - Attendant - CDS Employee
AGENCY / PROVIDER	<ul style="list-style-type: none"> - FMSA - Vendor 	<ul style="list-style-type: none"> - Program Provider 	
COORDINATOR	<ul style="list-style-type: none"> - Care Coordinator - Case Coordinator 	<ul style="list-style-type: none"> - Service Coordinator - Care Types 	
UNITY NUMBER	<ul style="list-style-type: none"> - EMPI - Master Patient Number 	<ul style="list-style-type: none"> - Shared Patient Number 	
SECONDARY IDENTIFIER	<ul style="list-style-type: none"> - MPI - Promise Code 		



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How to Create Caregiver Profile

- Go to the **Caregivers** menu and select **New Caregiver**.
- Select the **Caregiver Type** as employee, fill in the required demographic fields, and set the correct **Employment Type**.
- To finish add the address, set the **Notification Preferences** and select **Save**.
- EDI/Integrating provider will import caregiver records from their third-party EVV vendor into HHAeXchange.





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How to Validate Caregiver Data





- Go to Reports> Caregivers> List of caregivers ENT.
- Select the office information, choose which columns appear in the report, and select print Excel.
- The report will be downloaded; open it and select the **Detail Data** tab to view the caregiver roster.



HHAeXchange Demo

Key Takeaways



-  Initial user credentials will be sent to the person that completed the EVV onboarding form.
-  Check your email for a reset link and follow the instructions to create a new password that matches our password requirements.
-  When creating a new user, associate an office with the user by selecting the correct office in the office setup section and clicking save.
-  EDI/Integrating provider will import caregiver records from their third-party EVV vendor into HHAeXchange.



Next Steps

Next Steps: Provider Milestones



Beginnings Base Camp

Onboarding Form
✓ Submitted

Information Sessions
✓ Register and Attend

YOU ARE HERE

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Milestone: EDI Onboarding : Aug 22

Milestone 1: Portal Access (New Providers) : August 27

Milestone 2: Payer Contracts (All Providers): Aug 28

EVV Foundations Forest

Milestone 3: Payer Data and Scheduling: Sept 5

Milestone 4: EVV Management: Sept 13

Begin Billing Bay

Milestone 5: Billing Sept 17

Milestone: EDI Post Integration Sep 19

Merge Member Training: Sept 23

Provider Go Live: Oct 1, 2024



Milestone 2: Payer Contracts

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How Do I Register?

- Use the QR code on this slide
- Complete the Zoom Registration Form
- Receive an email confirmation link to join the zoom webinar.

Who Should Attend Milestone 2 ?

- All Providers
- Agency Administration

What if I'm Unable to Attend?

- You will receive a follow up email with recording and next steps.



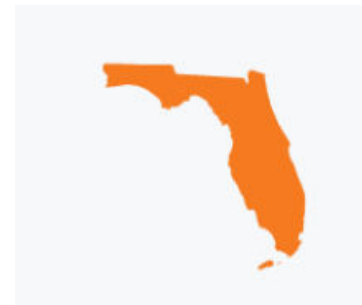
Provider Resources



The State Info Hub will be your primary source of information throughout this implementation to stay up to date on all information and dates.



**HHAeXchange
Florida Info Hub**
[Florida Information Center |
HHAeXchange](#)



**FL Medicaid Web Portal
Website**
[Florida Medicaid Web Portal.](#)

How To Resources



Knowledge Base: Training Videos

- [How to Log Into HHAeXchange](#)
- [How to Reset a HHAeXchange Password](#)
- [How to Create a New User](#)
- [How to Set Up a Caregiver](#)
- [How to Run list of Caregiver Report](#)



Questions?



Register for
Milestone 2