

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

**HHAeXchange EVV Mobile App Update**

**Background:**

On Nov. 3, some HHAeXchange+ users who have automatic updates enabled received the latest version of the HHAeXchange+ app automatically after signing in. HHAeXchange+ users who do not have automatic updates enabled will need to manually update the HHAeXchange+ app through their mobile device app store.

The update is being released in phases, and some service providers may receive the update sooner than others. By **Dec. 3**, all service providers will have access to the latest version of the HHAeXchange+ mobile app.

**Phased Rollout:**

- General Availability (up to 5% user download allowed) – Nov. 3
- Early Adopters (up to 50% user download allowed) – Nov. 10
- Final Phase Begins (up to 100% user download allowed) – Nov. 17
- In-App Upgrade notifications – Nov. 18 – Dec. 3
- In-App Force Update – Dec. 4

**How to Enable Automatic Updates:**

Use the following instructions to enable automatic updates for Apple (iOS) and Android applications.

- Apple (iOS):
  - Open the Settings app on the device.
  - Select App Store.
  - Select Automatic Downloads, and toggle App Updates to the on (indicated as a green color).
- Android:
  - Open the Play Store app on the device and select the profile picture icon in the top-right.
  - Select Manage Apps & Device, then select Manage.
  - Locate and select the HHAeXchange+ App.
  - Select the ellipsis (three dots) and turn on Enable Auto Update.

**First time HHAeXchange+ user? How to download:**

- iPhone & Android: Open the App Store (iPhone) or Google Play Store (Android), search for "HHAeXchange+", then tap Get or Install to download the HHAeXchange+ app.

**Tips & Tricks:**

- **Check your account:** Make sure you're signed in with your **Apple ID** (iPhone) or **Google Account** (Android) before downloading apps.
- **Use the search bar:** Type the exact app name (HHAeXchange+) to avoid downloading an incorrect app.
- **Update your device and store apps:** Keeping your **App Store/Play Store** and system updated ensures smoother downloads and access to the latest features.

**Helpful Reminders:**

- If a service provider does not have automatic updates enabled, they'll need to manually update the app in their app store by Dec. 3.
- Service providers downloading the HHAeXchange+ app for the first time after Nov. 3 will immediately be on the updated version.

**Resources**

- Email HHAeXchange at [TXsupport@hhaexchange.com](mailto:TXsupport@hhaexchange.com)
- Submit requests through the HHAeXchange [Client Support Portal](#)
- Dial 1-833-430-1307