

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

**Next Steps and Timeline for Transition to New EVV Vendor System**

**Background:**

As stated in the MCO notice posted on May 8 (“EVV Contract Awarded to Accenture and HHAeXchange”), users of the current EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) must transition to HHAeXchange or receive approval as an EVV Proprietary System Operator by Oct. 1, 2023.

HHSC has posted the next steps and timeline to transition to the new, single and state-funded EVV vendor system, the HHAeXchange Portal.

**Key Details:**

The new notice shares information about the following:

- The **EVV requirement** for Medicaid personal care services and home health care services.
- The **transition to HHAeXchange** by Oct. 1, 2023.
- Information about becoming an EVV Proprietary System Operator and that HHSC is working towards adding additional proprietary system onboarding opportunities, such as Expedite Path onboarding opportunities from July 15 through August 31.
- **HHAeXchange Information Sessions** – Encourages people to register for information sessions where HHAeXchange will provide an overview of the transition, review expectations, provide a demonstration of the HHAeXchange Portal and answer questions about the new EVV system. Registration for the in-person and webinar sessions are limited.
- **HHAeXchange Provider Onboarding Form** - Program providers and FMSAs will need to complete and submit the HHAeXchange Provider Onboarding Form. The information provided through the form is critical to configure the HHAeXchange Portal and ensure your agency remains compliant. The form will be available in English and Spanish and includes instructions on how to complete the form. The form is currently being finalized and a link to the form will be provided in a future notice (posting soon).
- General statement that **EVV Policy updates** will be communicated this summer.
- **HHAeXchange System Training** will be available starting in August 2023.
  - Program providers, FMSAs and Consumer Directed Services (CDS) employers will be able to access HHAeXchange’s Learning Management System (HHAX University), which will contain self-paced training modules on the HHAeXchange Portal, training on EVV clock-in and clock-out methods and other training resources. HHAeXchange will also offer training webinars. HHAeXchange will offer in-person training sessions for CDS employers in multiple cities in Texas, which will include clock-in and clock-out method demonstrations. CDS employees are encouraged to attend if they would like to see the methods demonstrated. HHAeXchange will also offer webinars for CDS employers. Training updates including dates and times will be communicated through public notices.
- **Access to the HHAeXchange Portal starts in September 2023** - Program providers, FMSAs and CDS employers who have successfully completed HHAeXchange Portal EVV system training will receive credentials to log in to the HHAeXchange Portal starting in September.
- Contact information and other resources

**Action:**

By June 29 (but as soon as possible), MCOs must review the attached notice, “Next Steps and Timeline for Transition to HHAeXchange,” that provides the information listed above, and update (if applicable) with MCO materials/resources and post to applicable areas for their providers.

**Additional Information:**

HHSC has updated the EVV Contact Guides to include HHAeXchange information and [posted a brief version](#) of the notice, “EVV Contract Awarded to Accenture and HHAeXchange,” that program providers and FMSAs may provide to their members, services providers, and Consumer Directed Services employers.

HHSC and TMHP will be updating their webpages to improve the visibility of the new vendor transition information to providers.

Communications, such as reminders, related to the transition timeline will continue to be posted.

**Resources:**

Informational sessions:

[HHAeXchange: Next Steps and Timeline for Transition to HHAeXchange \(uhcprovider.com\)](#)

For general EVV questions or questions about EVV Policy, email [uhc\\_evv@uhc.com](mailto:uhc_evv@uhc.com) or call the LTSS Provider Relations Line at 888-787-4107.