

November 21, 2023

## HHAEXCHANGE ELECTRONIC VISIT VERIFICATION (EVV) TRAINING RESOURCES AVAILABLE

### BACKGROUND

Program providers, financial management services agencies (FMSAs), Consumer Directed Services (CDS) employers, and CDS employees can attend HHAeXchange Open Hours webinar sessions to ask questions, see methods demonstrated, or schedule a one-on-one session for additional help and training.

### KEY DETAILS

#### Open Hours Webinar Sessions

The webinar sessions will be available Monday through Friday until Dec. 1 and do not require registration, so attendees can drop in and out between the selected hours.

**Program providers and FMSAs** [join here](#).

The webinar sessions will cover the following topics:

- Monday, Wednesday, Friday: 9am - 11am
  - Administrative
  - Service Provider Management
  - Member Management
  - Scheduling
  - EVV Clock In and Clock Out/EVV Visit Management
  - Manual Visit Management
  - Call Dashboard
- Tuesdays/Thursdays: 9am - 11 am
  - Billing

**FMSAs, CDS employers, and CDS employees** [join here](#).

The webinars will cover the following topics:

- Fridays: 2 – 3 p.m.
  - Services Portal
  - EVV Clock In and Clock Out/EVV Visit Management

#### One-On-One Sessions

EVV users may schedule a one-on-one session with an HHAeXchange expert for additional help and training. [Click here to book a one-on-one session](#).

## ADDITIONAL INFORMATION

- Review TMHPs [EVV Known Issues and Resolutions, Volume 1](#), for frequently occurring issues and resolutions in the HHAeXchange system.
- Review [EVV HHAeXchange Town Hall Webinar Q&As \(PDF\)](#)
- For more information or questions about HHAeXchange training, email [HHAeXchange](#).

## RESOURCE

[EVV HHAeXchange Town Hall Webinar Q&As \(PDF\)](#)