

July 2, 2025

IMPORTANT REMINDERS FOR HHAEXCHANGE CUSTOMER SUPPORT REQUESTS

BACKGROUND

On June 24, 2025, Texas Medicaid & Healthcare Partnership (TMHP) posted the provider notification, [Important Reminders for HHAeXchange Customer Support Requests | TMHP](#) informing program providers, financial management services agencies (FMSAs), and Consumer Directed Services (CDS) employers that use HHAeXchange as their state-provided Electronic Visit Verification (EVV) system vendor of the following methods to submit support requests.

- [The Client Support Portal](#)
- By calling 833-430-1307
- By emailing TXsupport@hhaexchange.com

KEY DETAILS

The provider notification, [Important Reminders for HHAeXchange Customer Support Requests | TMHP](#), includes detailed information for the program providers, FMSAs, and CDS employers, so that their inquiries and tickets are resolved efficiently as possible.