

November 21, 2025

HHAEXCHANGE EVV MOBILE APP UPDATE

SUMMARY OF NOTIFICATION

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.

KEY DETAILS

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.

Contact:

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