

## Electronic visit verification (EVV) vendor transition

Program providers and financial management services agencies (FMSAs) who **currently** use EVV vendor systems (DataLogic/VESTA or First Data/AuthentiCare) and are not in the proprietary system onboarding process **must** submit the *HHaEXchange\* Provider Onboarding Form* by **August 31, 2023**, and **must** be fully onboarded with HHaEXchange by **October 1, 2023**.

Providers and FMSAs who are **new** to EVV due to the EVV Home Health Care Service (HHCS) implementation and are not in the proprietary system onboarding process **must** submit the *HHaEXchange Provider Onboarding Form* as soon as possible but no later than **October 31, 2023**, and **must** be fully onboarded with HHaEXchange by **December 31, 2023**. The *HHaEXchange Provider Onboarding Form* is available on the HHaEXchange Texas website: [https:// hhaexchange.com/info-hub/texas](https://hhaexchange.com/info-hub/texas).

The form is used to create and configure the HHaEXchange website. The person who submits the form will be the provider's point of contact and will receive all communication from HHaEXchange.

HHaEXchange information sessions are available by webinar on the HHaEXchange Texas website. The sessions provide an overview of the transition, review expectations, and offer a demonstration of the HHaEXchange website.

Program providers, FMSAs, and Consumer Directed Services (CDS) employers who have successfully completed HHaEXchange Portal EVV system training will receive credentials to log into the HHaEXchange website starting in September 2023.

If you have questions about the *HHaEXchange Provider Onboarding Form*, please contact HHaEXchange via email at: [TXsupport@hhaexchange.com](mailto:TXsupport@hhaexchange.com).

If you have general EVV questions or questions about this notice, please send an email to [TXEVVSupport@amerigroup.com](mailto:TXEVVSupport@amerigroup.com).



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To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/39gKLNm>).



<https://provider.amerigroup.com/TX>

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.  
TXAGP-CDMMP-035491-23

August 2023