



September 18, 2020

Personal Care Providers,

Empower Healthcare Solutions (Empower) has partnered with HHAeXchange to facilitate Electronic Visit Verification (EVV) for our Personal Care providers. This is to fulfill a federal mandate effective January 1, 2021 that all Personal Care providers must submit EVV when billing for Personal Care health services. HHAeXchange specializes in working with Provider-Led Arkansas Shared Savings Entities (PASSEs) and we are excited to collaborate with them. Empower will utilize the HHAeXchange (HHAX) platform and providers must use the HHAX platform to service Empower members starting December 4, 2020.

The HHAX Platform

There are two ways that Empower Providers can utilize the HHAX platform, and both are free of charge for the provider.

- Option 1 Use your existing EVV tool and import that data into HHAeXchange
- Option 2 Use free EVV tools from HHAeXchange

Providers have the option to leverage the HHAeXchange Portal to:

- View recipient demographics and authorizations electronically in real-time
- Two-way secure messaging
- Bill multiple confirmed visits
- Minimize the likelihood of claims denials with pre-bill scrubbing
- Schedule services online in real-time
- Track time and attendance electronically

In order for HHAeXchange to configure your new Provider Portal coinciding with the federal EVV mandate, please complete the HHAeXchange Provider Portal Configuration Questionnaire by going to <https://hhaexchange.com/ar-reg> no later than 10/9/2020. Once you have completed the questionnaire you will be prompted to register for the upcoming HHAX Information Session in October 2020.

If you have already completed the Provider Portal Configuration Questionnaire for another PASSE, you do not need to fill it out again. You will be sent a follow-up email with registration information for the Information Session.

You may also receive a welcome letter from Empower and HHAX. If you have already completed the Provider Portal Configuration Questionnaire and registration, you will not need to do so again.

For questions about the integration process, please contact Empower at 1-855-429-1028 or email EmpowerHealthcareSolutionsPR@empowerhcs.com. For questions regarding the HHAX platform, contact HHAeXchange via email at support@hhaexchange.com or visit the [Arkansas Provider Info Center](http://www.hhaexchange.com/ar) at www.hhaexchange.com/ar.

Thank you,

Empower Healthcare Solutions