



February 17, 2021

RE: Personal Care Providers Utilizing AuthentiCare for EVV Services

Personal Care Providers:

Per state guidance, The AuthentiCare Electronic Visit Verification (EVV) system is only for Fee for Service membership requiring Personal Care services. For providers who service Empower members, Empower has partnered with HHAeXchange (HHAX) for EVV services. HHAX offers a free provider portal for visit verification and billing to Empower.

If your organization would like to utilize a free provider portal from HHAX, please complete the survey located [here](#).

If you already have a HHAX portal and need assistance logging in or have any questions about the provider portal, please contact support@hhaexchange.com

If your organization would like to utilize a third party EVV system, please complete the [HHAeXchange Portal Configuration Questionnaire](#) to create an interface to process your EVV visits and claims.

Thank you!

If you have any questions, please contact Empower Provider Relations at EmpowerHealthcareSolutionsPR@empowerhcs.com.