



June 28, 2021

RE: Update: EVV Go-Live date for Personal Care Changed to 7/31/21

Personal Care Providers,

Personal Care providers will no longer be able to bill Empower directly effective 7/31/21. Empower partnered with HHAExchange (HHAX) to facilitate all Electronic Visit Verification (EVV) for our Personal Care Providers. You are encouraged to begin submitting your claims directly through HHAX now to prevent claim payment delays.

In compliance with the 21st Century Cures Act Mandate, Empower Personal Care visits must be electronically verified for:

- Type of service
- Date of service
- Location of service
- Individual receiving the service
- Caregiver or aid performing the service
- Time service begins and ends
- Claim submission for personal care services

If you are using your own third party EVV system, please complete the [Provider Portal Questionnaire](#) and reach out to edisupport@hhaexchange.com as soon as possible to complete your integration. Details about file specifications and integration steps are at <https://link.zixcentral.com/u/1b498d6a/woKYvNk-6xGbalsHYVsSiw?u=https%3A%2F%2Fhhaexchange.com%2Far%2F> on the “EDI Process” tab.

The Quick Visit Entry function is to enter visits into HHAX for generating claims and to comply with the mandate. Please refer to the [Quick Visit Entry Process Guide](#) for more details.

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

Thank you,

Empower Healthcare Solutions