



January 14, 2021

RE: 21<sup>st</sup> Century Cures Act Mandate Effective 1/1/21

Personal Care Providers,

In compliance with the 21<sup>st</sup> Century Cures Act Mandate, effective 1/1/21, 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

Empower partnered with HHAExchange (HHAX) to facilitate all Electronic Visit Verification (EVV) for our Personal Care Providers. You currently have active members and authorizations waiting for you in your HHAX portal from Empower. Please log in to your HHAX portal to begin scheduling and confirming visits on your members' calendars.

It is critical that configuration with HHAX is complete on or before 1/31/2021 as Empower will be required by the State of Arkansas to deny unverified visits for Personal Care claims as of 2/1/2021.

If you are using your own third party EVV system, please reach out to [edisupport@hhaexchange.com](mailto: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-6xGbsHYYvsSiw?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](mailto:support@hhaexchange.com).

Thank you,

Empower Healthcare Solutions