



17500 Chenal Pkwy., Suite 300
Little Rock AR 72223

Dear Empower Provider:

Empower Healthcare Solutions has partnered with HHAeXchange to implement an Electronic Visit Verification (EVV) system for Home Health Fee for Service (FFS) providers. EVV will be used to record in-home visits for home health services to Arkansas Medicaid FFS recipients and will:

- Bring Empower Healthcare Solutions into compliance with federal regulations.
- Ensure Home Health clients are receiving services as planned and authorized.
- Improve the accountability of caregiver services.
- Ensure the accuracy of payment for services provided.

Under Section 12006(a) of the 21st Century Cures Act, states must use EVV for all Medicaid personal care services and home health care services that require an in-home visit by the provider. The EVV system must verify the type of service performed, the date, time, and location of the service, and the person receiving and the person providing the service.

Empower Healthcare Solutions is using an “Open Vendor Model.” The “Open Vendor Model” allows FFS providers to use the state’s EVV system, HHAeXchange, at no cost, or use another EVV system of their choosing that integrates with the state’s EVV system. Providers who use a third-party EVV system must have an HHAeXchange portal to aggregate EVV visit data to Empower Healthcare Solutions Home Health FFS.

The state’s EVV system includes data collection, data aggregation, and a pre-billing module to support Empower Healthcare Solutions and its providers. HHAeXchange will support Empower Healthcare Solutions by consolidating all visit data, regardless of the EVV tools used.

EVV Go-Live Date for Empower Healthcare Solutions Home Health Providers (FFS) Implementation is March 31, 2025.

Next Steps for Providers

- I have an HHAeXchange provider portal:

If you already have an HHAeXchange provider portal, no further action is needed at this time. Stay tuned for updates on when Home Health Service codes and members will be available, as well as upcoming training opportunities.

- I do not have an HHAeXchange provider portal:

Complete the HHAeXchange Provider Portal Questionnaire no later than March 17, 2025. The information provided through the form is critical to configure your portal, ensuring your agency will remain compliant. The HHAeXchange Portal Agency Registration Form is available through the

following web link: [Arkansas HHAeXchange Provider Portal Questionnaire](#)

Training:

All Arkansas PASSE providers will have access to self-service learning materials through our HHAeXchange University upon receiving access to your provider portal.

Contact Information and Other Resources

Empower Healthcare Solutions and HHAeXchange will continue to provide updates, communications, and resources as they become available.

HHAeXchange

For questions or more information about HHAeXchange, please visit the [Arkansas State PASSE Information Center](#)

Empower Healthcare Solutions

For general EVV questions or information: empowerhealthcaresolutionspr@empowerarkansas.com.

Sincerely,

Empower Healthcare Solutions

