



## Let's Get Ready for Go-Live!

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### Here is more information about your HHAeXchange Implementation & next steps to come prior to September 1, 2021

As you may be aware the NC-LMEs and HHAeXchange have extended the EVV implementation period at the direction of the State to allow for additional provider onboarding. The Go-Live date has been extended to **September, 1<sup>st</sup> 2021**. We appreciate your accommodation and want to ensure that all the providers in our community feel confident with the upcoming partnership with HHAeXchange. We will be monitoring all providers and sending out communications on a weekly basis to ensure you are on your path to success!.

As you receive these communications its *highly* important to review the detailed steps and follow the action items as outlined by HHAeXchange to ensure EVV compliance and readiness for go-live.

*Next Steps: Please review with urgency where applicable based on your current provider status*

- **URGENT - Provider Portal Set-up:**

- **Action Item:** [Click here](#) to complete the HHAeXchange Enrollment Form (if you have not already) to receive access to the HHAeXchange Provider System
  - Reach out to [ncsupport@hhaexchange.com](mailto:ncsupport@hhaexchange.com) for any questions or to simply help with retrieving portal credential details
- Provider using their own 3rd party EVV Tools: Upon completing the survey, please reach out to [EDISupport@hhaexchange.com](mailto:EDISupport@hhaexchange.com) to begin the integration process and setup



- **Provider Training:**

- At this point, you should have attended Provider System User Training, as well as the Pre-Go Live Webinar as previously held via Zoom in June.
  - **Action Item:** Please complete the self-paced course through our Learning Management System (LMS) if you have not already: <https://hhaexchange.docebosaa.com/lms>
  - Emails containing your provider login and password have been sent by HHAeXchange once you have completed the enrollment form above. Each provider agency will receive one (1) account login information to be shared amongst all key stakeholders in your company.
    - ◆ Reach out to [ncsupport@hhaexchange.com](mailto:ncsupport@hhaexchange.com) for any questions or to simply help with retrieving LMS log-in credentials.
- Additional Provider Pre-Go Live Webinar
  - **Action Item:** [Click here](#) to register and attend the Provider Billing Review & Preparing for Go-Live webinar starting on July 27th.
    - ◆ Only one (1) webinar is required for attendance as all three will review the same information

## Have Other Questions?

Visit the North Carolina LME Provider Info Center for helpful resources and training materials or contact us through [NCsupport@hhaexchange.com](mailto:NCsupport@hhaexchange.com).

[Visit the Info Center](#)