

IMPORTANT!

Are your EVV claims getting denied?



Electronic Visit Verification (EVV) Reminder

Molina has partnered with HHAeXchange as our EVV vendor. Per Medicaid policy, Molina requires providers who deliver personal care services and home health services to use HHAeXchange to:

1. Validate each visit in real time via the EVV system
2. Bill directly through the free **HHAeXchange Portal** at <https://app.hhaexchange.com/hhax/Login.aspx>

Claims for personal care and home health services that are submitted to the managed care plan outside of the EVV system will be denied.

Providers must register for HHA's portal by completing a Provider Portal Questionnaire located at: <https://hhaexchange.com/fl-provider-reg>

HHAeXchange Portal Functionality:

- Accept service authorizations within the portal
- Clock in and out in real-time using EVV mobile devices
- Timesheet is automatically created based on clocking in and out

Through the HHAX platform we are able to provide new cases to you, create and manage authorizations, confirm visits, submit claims and communicate – all in real-time.

If you have questions, please visit HHAeXchange at www.hhaexchange.com/FL-SMMC or contact Molina Healthcare by phone at 855-322-4076 or via email at MFLProviderServices@molinahealthcare.com.

Thank you for your continued care to our members!

Molina Healthcare of Florida