

**06/30/2025**

## **Important Reminders for HHAeXchange Customer Support Requests**

### **Background:**

On June 24, 2025, Texas Medicaid & Healthcare Partnership (TMHP) posted the provider notification, [Important Reminders for HHAeXchange Customer Support Requests | TMHP](#) informing program providers, financial management services agencies (FMSAs), and Consumer Directed Services (CDS) employers that use HHAeXchange as their state-provided Electronic Visit Verification (EVV) system vendor of the following methods to submit support requests.

- [The Client Support Portal](#)
- By calling 833-430-1307
- By emailing [TXsupport@hhaexchange.com](mailto:TXsupport@hhaexchange.com)

### **Key Details:**

The provider notification, [Important Reminders for HHAeXchange Customer Support Requests | TMHP](#), includes detailed information for the program providers, FMSAs, and CDS employers, so that their inquiries and tickets are resolved efficiently as possible.

### **Action Required:**

By July 7, 2025, MCOs must post the provider notification or a link to the provider notification on their EVV webpage.

### **Contact:**

[EVVMCO@hhs.texas.gov](mailto:EVVMCO@hhs.texas.gov)

**Type:** Action Required

**To:** MMP; STAR; STAR+PLUS; STARHEALTH; STAR\_KIDS

**From:** EVV