



MEMORANDUM

TO: Valued STAR Providers

FROM: El Paso Health

DATE: 11/28/2023

RE: HHAeXchange Electronic Visit Verification (EVV) Training Resources Available

Open Hours Webinar Sessions

The webinar sessions will be available Monday through Friday until Dec. 1 and do not require registration, so attendees can drop in and out between the selected hours.

Program providers and FMSAs [Launch Meeting - Zoom](#).

The webinar sessions will cover the following topics:

- Monday, Wednesday, Friday: 9am - 11am
 - Administrative
 - Service Provider Management
 - Member Management
 - Scheduling
 - EVV Clock In and Clock Out/EVV Visit Management
 - Manual Visit Management
 - Call Dashboard
- Tuesdays/Thursdays: 9am - 11 am
 - Billing

FMSAs, CDS employers, and CDS employees [Launch Meeting - Zoom](#).

The webinars will cover the following topics:

- Fridays: 2 – 3 p.m.
 - Services Portal
 - EVV Clock In and Clock Out/EVV Visit Management

One-On-One Sessions

EVV users may schedule a one-on-one session with an HHAeXchange expert for additional help and training. Click here to book a one-on-one session [Book a time | Homecare Software Solutions \(chilipiper.com\)](#).



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Additional Information:

- Review TMHPs [EVV Known Issues and Resolutions, Volume 1 | TMHP](#), for frequently occurring issues and resolutions in the HHAeXchange system.
- Review [EVV HHAeXchange Town Hall Webinar Q&As \(texas.gov\)](#).
- For more information or questions about HHAeXchange training, email TXsupport@hhaexchange.com.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at ProviderRelationsDG@elpasohealth.com