

IMPORTANT!

Molina Provider News:



Electronic Visit Verification

As stated in the Statewide Medicaid Managed Care Policy Transmittal 2021-14, providers who deliver personal care services and home health services must validate the delivery of such services via an electronic visit verification (EVV) system.

Molina has partnered with HHAeXchange as our EVV vendor. Molina requires providers 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.

Additionally, providers benefit by leveraging the HHAeXchange portal for workflow efficiencies, including:

- Receive recipient demographics and authorizations electronically in real-time from multiple MCOs
- Real-time, two-way messaging with multiple MCOs
- Bill multiple MCOs for confirmed visits
- Eliminate denials with pre-bill scrubbing
- Free scheduling module to manage schedules online in real-time
- Free EVV solution to electronically track time and attendance

If you have questions, please visit HHAeXchange at www.hhaexchange.com/FL-SMMC or contact Molina Healthcare by phone at 855-322-4076, M–F 8am–5pm EST, or via email at MFLProviderServices@molinahealthcare.com.

Thank you for your continued care to our members!

Molina Healthcare of Florida