



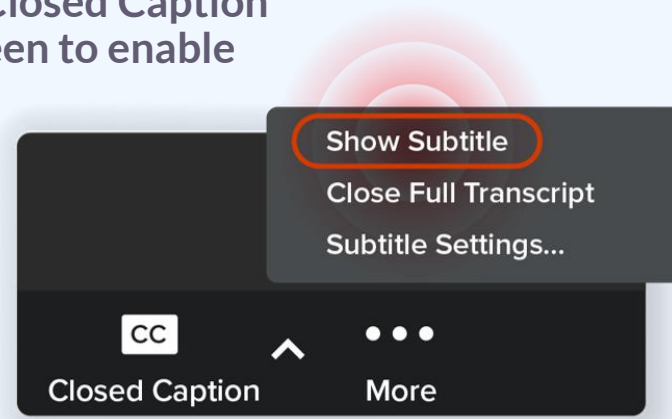
**Our Webinar Will
Begin Shortly**



Accessibility Options

Enabling Closed Caption

- This webinar is being recorded. We will email the recording and slides after the session.
- Your camera and mics are turned off.
- Please submit your questions in the Q&A box.
- This webinar is Closed Caption enabled.
- Please proceed by selecting the Closed Caption option at the bottom of your screen to enable feature.



The content contained herein ("Confidential Information") are the confidential property of HHAeXchange and may not be copied or distributed outside the HHAeXchange organization without the express written consent of HHAeXchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



Provider Info Session

VillageCareMAX

August 2026

The content contained herein ("Confidential Information") are the confidential property of HHAexchange and may not be copied or distributed outside the HHAexchange organization without the express written consent of HHAexchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.



speakers



Ashley Cho

Role: Sr Training Specialist

Tenure: 5 years

Areas of Expertise: Billing and
Revenue Cycle

agenda

- What's New or Changing with VillageCareMAX
- EVV Overview
- What This Means for Your Agency
- Current Tools in HHAeXchange
- Upcoming Training Opportunities
- Q&A

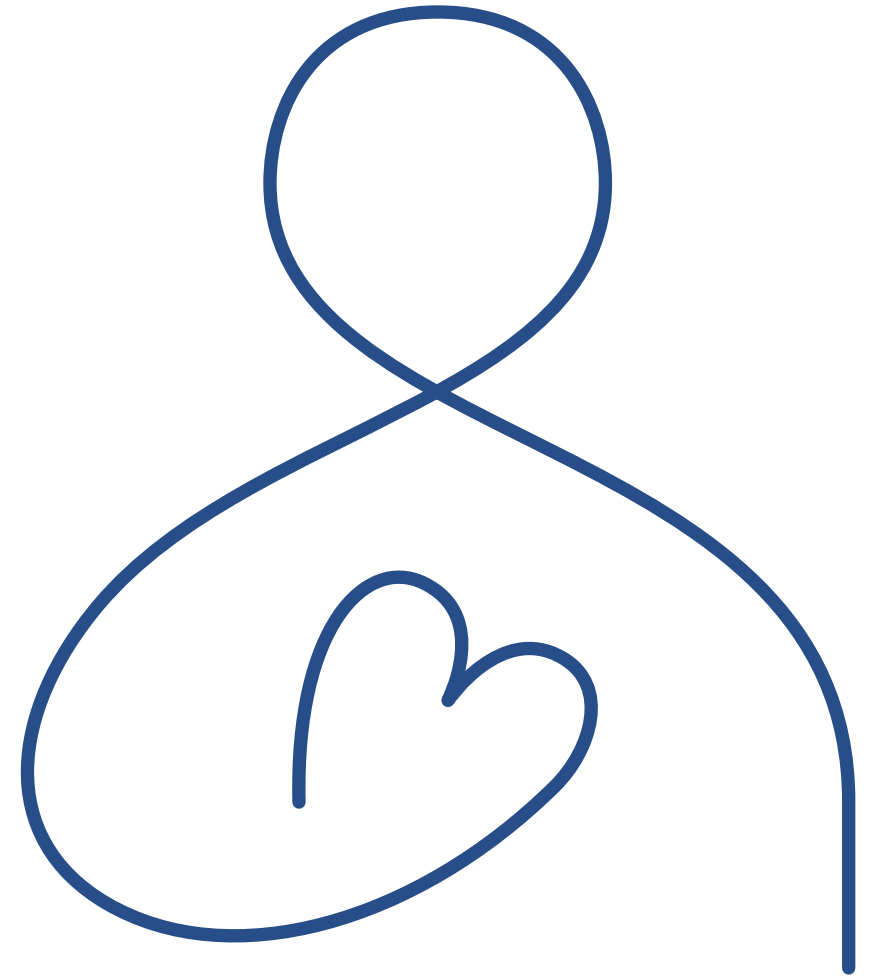


Overview

This live session provides providers with a high-level overview of the upcoming VillageCareMAX Payer launch and what to expect with HHAeXchange. It serves as a refresher for existing enterprise and state sponsored providers and a full introduction for any new providers.

Who should take this training?

Agency Administrators, Office Managers, Scheduling Coordinators, Billing Managers and other provider stakeholders.



➤ Objectives of Today's Webinar

You will be able to:

Introduce the payer launch at a high level so providers understand the purpose, scope, and expected changes.

Explain the onboarding path and key milestones so providers know what steps to complete and when.

Highlight support resources and next steps so providers know where to go for help after the session.





What's New or Changing with VillageCareMAX

➤ What's Changing with VillageCareMAX

and Why It Matters

October 1st: EVV
Required through
HHAeXchange



VillageCareMAX has partnered with HHAeXchange to roll out an Electronic Visit Verification (EVV) solution for providers delivering managed care options and community services to people living in New York.

Starting **October 1, 2026**, all providers in the VillageCareMAX network will be required to submit EVV data through HHAeXchange.

Through the HHAeXchange platform, providers will be able to receive new, PCA, CDPAP and home health aide cases, manage authorizations, and confirm visits, with VillageCareMAX.

The goal is to be ready before enforcement begins.

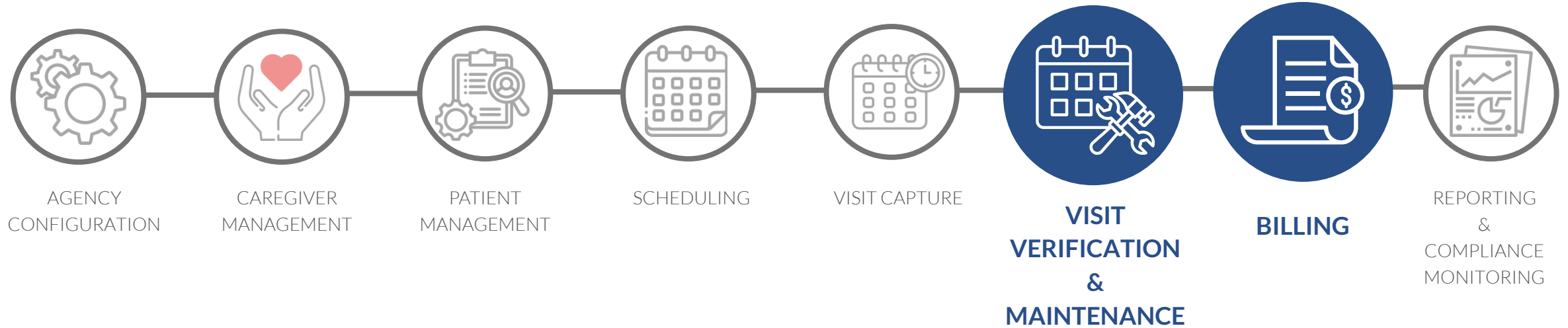


EVV Overview

What is Electronic Visit Verification?

EVV confirms service delivery through electronic clock-in and clock-out capture.

> EVV Tracker



> Six Elements of a Cures Compliant Visit



Who

Patient



Who

Caregiver



What

Type of
Service



Where

Location
of Service



When

Date of
Service



When

Time of
Service

➤ What Makes a Visit Non-Compliant?



WHAT IT MEANS

A visit is non-compliant when required EVV data is missing, incorrect, or does not align with the scheduled visit.



HOW IT'S IDENTIFIED

In HHAEExchange, non-compliant visits are flagged as **EVV Exceptions** for review and correction.



WHY IT MATTERS

- Non-compliant visits can:
- Delay billing
- Trigger additional review
- Require manual corrections
- Increase audit risk



COMMON EVV EXCEPTIONS:

✗ No EVV captured 📍 Location mismatch ⌚ Missing clock-in/out 🔗 Not linked to schedule ➡ Manual confirmation used

➤ From Risk to Control

What creates EVV risk:

- Gaps in setup, scheduling, or caregiver readiness
- Misalignment between visits, services, and authorizations
- Inconsistent EVV capture across similar visits

What reduces EVV risk:

- Intentional setup before visits begin
- Consistent scheduling and service alignment
- Clear standards for how EVV is captured and reviewed



What This Means for
Your Agency

> Poll Time!

Which option best describes your agency today?



We are using the paid Enterprise HHAeXchange portal.



We are using the free state sponsored HHAeXchange portal.



We have not completed our HHAeXchange onboarding.



We use a third-party EVV system (EDI provider).



Your Next Step

Prepare to Merge Patients



Who is this for?

Providers using the paid Enterprise HHAeXchange portal.

Recommended Resources



Register for the next Getting Started webinar

September 10 @ 11AM ET

- Learn how to merge internal patients to the new linked payer



Scan to Register

Enterprise Linked Contract Webinar

[Enterprise Linked Contract Webinar](#)



Billing & Claims Readiness Checklist

- Verify visits are billing ready
- Review billing configuration
- Perform pre-billing tasks
- Access additional resources



Scan to View Checklist

[Billing Readiness Checklist](#)



Billing Webinar

- End-to-end billing workflow
- Explore billing best practices



Scan to Watch Billing Walkthrough

[Watch the Video](#)

➤ Enterprise Providers – Upcoming Webinars



NY Getting Started: Enterprise Linked Contract Management

September 10 @ 11AM ET

Learn how to merge previously internal patient records to the new linked patient and contract.



NY Easy EVV: Scheduling & Visit Capture

September 15 @ 11AM ET

Learn how to schedule and accurately capture EVV with tips and best practices.



NY Easy EVV: Visit Maintenance

September 24 @ 11AM ET

Learn how to correct and maintain visits for EVV compliance and billing.



What's New in NY? Billing in HHAeXchange

October 1 @ 11AM ET

Learn how accurate EVV turns into accurate claims being billed out of HHAeXchange





Your Next Step

Attend your next webinar



Who is this for?

Providers using the free State Sponsored HHAeXchange portal.

Recommended Resources



Register for the next Getting Started webinar

September 9 @ 11AM ET

- General patient and payer management



Scan to Register

Sponsored Provider Webinar

[Sponsored Provider Webinar](#)



On-Demand eLearning

- Complete foundational training at your pace
- Revisit courses any time as reference



Scan to Enroll

On-Demand eLearning

[HHAeXchange University](#)



Daily Office Hours

- Receive answers to your questions
- Drop in as often as needed, no formal agenda



Scan to Register

Office Hours

[Office Hours](#)

➤ Sponsored Providers – Upcoming Webinars



NY Getting Started: Sponsored Provider Contract Management

September 9 @ 11AM ET

Learn how to manage your contract, patients, and caregivers to start off on the right foot.



NY Easy EVV: Scheduling & Visit Capture

September 15 @ 11AM ET

Learn how to schedule and accurately capture EVV with tips and best practices.



NY Easy EVV: Visit Maintenance

September 24 @ 11AM ET

Learn how to correct and maintain visits for EVV compliance and billing.



What's New in NY? Billing in HHAeXchange

October 1 @ 11AM ET

Learn how accurate EVV turns into accurate claims being billed out of HHAeXchange





Your Next Step

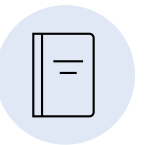
Complete Your Onboarding



Who is this for?

Providers who have not completed the HHAeXchange onboarding process.

Recommended Resources



Onboarding Form

- For **NEW** providers that need access to an HHAeXchange portal.



Scan to View

Portal Registration Form

[New York Provider Portal Registration Form](#)



VillageCareMAX Info Center

- Stay up to date with the latest Village Care Max EVV requirements, important deadlines, training resources, and implementation guidance.



Scan to View

Info Center

[VillageCareMAX Info Center](#)



Your Next Step

Complete Your EDI Integration



Who is this for?

Providers who use a third-party EVV system to submit visits.

⚠ Important: EDI integrations can take **two weeks or longer** to complete. Submit your onboarding request as early as possible to avoid delays.

Recommended Resources



Getting Started with EDI

- For **EDI** providers that need to integrate their 3rd party vendor to their HHAeXchange portal.



Scan to View

Portal Registration Form

[New York Provider Portal Registration Form](#)



Village Care Max Info Center

- Stay up to date with the latest Village Care Max EVV requirements, important deadlines, training resources, and implementation guidance.



Scan to View

Info Center

[Village Care Max Info Center](#)



On-Demand eLearning

- Complete foundational training at your pace
- Revisit courses any time as reference



Scan to Enroll

On-Demand eLearning

➤ Alt EVV – Upcoming Webinars



NY Alt EVV: Getting Started

September 1 @ 11AM ET

Learn the importance of filling out the NY Provider Onboarding Form to begin the EDI connection process.



NY Alt EVV: Post Integration Workflows

October 6 @ 11AM ET

After integration, we'll show you the important workflows you need to use HHAeXchange efficiently.





Current Tools in HHAeXchange

➤ NEW: VillageCareMAX Info Center

Homecare providers: here is your go-to source for the most up-to-date regulatory summaries, how-to guides, training videos, VillageCareMAX-specific information, and FAQs

A screenshot of the VillageCareMAX of New York website. The header includes the HHAeXchange logo and navigation links for Providers, Payers, Caregivers, Resources, and Company, along with a 'Request a Demo' button. The main banner features the VillageCareMAX logo and a 'Fill Out Provider Portal Form' button. A sidebar on the left contains a 'TABLE OF CONTENTS' with links to Overview, Info Sessions, Benefits, and Contact. The main content area is titled 'HHAeXchange & VillageCareMAX of NY Partnership' and describes the Electronic Visit Verification (EVV) solution, effective starting October 1, 2026. It lists agency management functions such as patient/member placement, scheduling, and EVV compliance.

HHAeXchange Providers Payers Caregivers Resources Company [Request a Demo](#)

VillageCareMAX of New York
[Fill Out Provider Portal Form](#)

TABLE OF CONTENTS ^

- OVERVIEW**
- INFO SESSIONS
- BENEFITS
- CONTACT

HHAeXchange & VillageCareMAX of NY Partnership

VillageCareMAX has partnered with HHAeXchange to roll out an Electronic Visit Verification (EVV) solution for providers delivering managed care options and community services to people living in New York.

Starting October 1, 2026, all providers in the VillageCareMAX network will be required to submit EVV data through HHAeXchange.

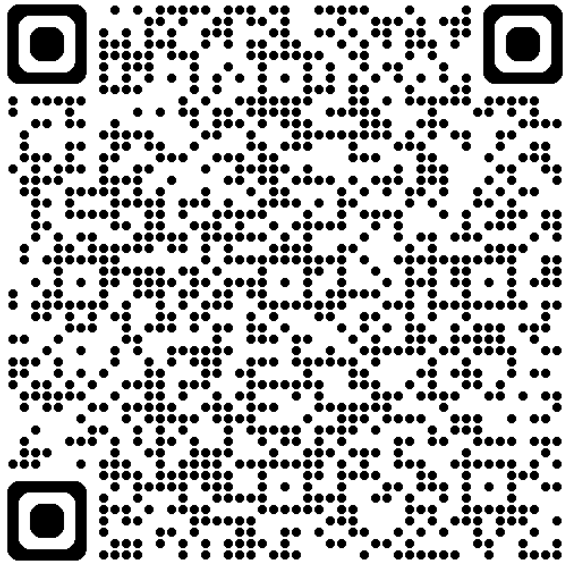
Through the HHAeXchange platform, providers will be able to receive new, PCA, CDPAP and home health aide cases, manage authorizations, and confirm visits, with VillageCareMAX.

HHAeXchange also offers a robust agency management solution that can help streamline and automate time-consuming agency functions, including:

- Patient/member placement
- Scheduling
- EVV compliance

[VillageCareMAX Info Center](#)

› Billing Readiness Guide



Getting Started: Billing & Claims Readiness Checklist

Use this checklist to prepare visits, billing data, and workflows for accurate and timely claims submission.



1. Confirm Visits Are Billing-Ready



Purpose: Ensures only verified and compliant visits flow into billing, reducing claim rejections and rework.

- ☐ Open the **Patient Calendar**
- ☐ Review visits in **Visit Maintenance / Prebilling**
- ☐ Confirm visits are in **Verified** or **Approved** status
- ☐ Ensure all **EVV requirements** are met (no unresolved EVV exceptions)
- ☐ Confirm **visit date, time, and duration** are **accurate**
- ☐ Validate visits are marked as **Billable**



2. Billing Configuration Validation



Purpose: Confirms billing setup aligns with payer rules and prevents avoidable claim errors.

- ☐ Correct **payer** and **Primary Bill To** are assigned
- ☐ Service codes align with **payer** and **contract requirements**
- ☐ Pay Code **matches** the scheduled service
- ☐ **Rates** and **units** are **configured correctly**
- ☐ Authorizations are **active** and **cover billed services**

1



Upcoming Training Opportunities

➤ What Happens After Today

Stay connected – watch for email communications and follow HHAeXchange for upcoming training opportunities.

Additional Webinars & Events

- **Daily Office Hours** — [Register Here](#) (offered daily @ 11 AM ET)
- **Teach Me Tuesday: Scheduling** — [Register Here](#) (August 18 @ 2 PM ET)
- **Teach Me Tuesday: Visit Maintenance** - [Register Here](#) (August 25 @ 2 PM ET)
- **Teach Me Tuesday: Billing** – [Register Here](#) (September 1 @ 2PM ET)



Scan to see all these events on the HHAeXchange Customer Events page!

➤ Questions?

Village Care Max Care Support

- For questions about this program or your participation, please contact the VillageCareMax **Provider Relations Team**: providerrelations@villagecare.org
- Call the **Provider Call Center: 1(855)769-2500**

HHAeXchange Support

- Contact HHAeXchange for questions related to onboarding, EVV, billing workflows, technical support, or system functionality.

Resource:

-  Support@HHAeXchange.com



Questions?

thank you