



EVV: HHAeXchange Offers Additional Training Resources

HHAeXchange is offering additional training sessions for EVV program providers, financial management services agencies (FMSAs), CDS employers and CDS employees. EVV users can attend HHAeXchange Open Hours webinar sessions to ask questions, see methods demonstrated, or schedule a one-on-one session for additional help and training.

HHAeXchange Training Resources

Open Hours Webinar Sessions

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

Program Providers and FMSAs [join here](#).

The webinar sessions will cover the following topics:

- Monday, Wednesday, Friday: 9–11 a.m.
 - Administrative
 - Service Provider Management
 - Member Management
 - Scheduling
 - EVV Clock In and Clock Out/EVV Visit Management
 - Manual Visit Management
 - Call Dashboard
- Tuesday, Thursday: 9–11 a.m.
 - Billing

FMSAs, CDS Employers, and CDS Employees [join here](#).

The webinar will cover the following topics:

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

For more information, visit [HHAeXchange Texas Open Hours](#).

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](#).

Resources

- Review TMHPs [EVV Known Issues and Resolutions, Volume 1](#), for frequently occurring issues and resolutions in the HHAeXchange system.
- Review [EVV HHAeXchange Town Hall Webinar Q&As](#) (PDF).
- For more information or questions about HHAeXchange training, email [HHAeXchange](#).
- For general EVV questions or questions about EVV Policy, email [HHSC EVV Operations](#).