

HHaEXchange Onboarding and Training Resources Available

As a reminder, EVV program providers and financial management services agencies (FMSAs) transitioning to HHaEXchange must complete onboarding and system user training.

1. HHaEXchange will issue user credentials for their Learning Management System (LMS) portal within three business days of submission of the [HHaEXchange Provider Onboarding Form](#).
2. HHaEXchange will issue system user credentials for the HHaEXchange Portal after the program provider or FMSA has completed the [EVV system training on the HHaEXchange LMS training portal](#). Please allow five business days to receive your login credentials.

HHaEXchange Training Resources

Open Hours Webinar Sessions

Program providers, financial management services agencies (FMSAs), CDS employers and CDS employees can attend HHaEXchange Open Hours webinar sessions to ask questions or see methods demonstrated. The webinar sessions will be available Monday through Friday until Nov. 3.

The webinar 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.
- And a last session on Friday, Nov. 3 from 1–3 p.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 webinars will cover the following topics:

- Friday: 9–11 a.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](#).

For more information or questions about HHAeXchange training, email [HHAeXchange](#).

For general EVV questions or questions about EVV Policy, email [HHSC EVV Operations](#).