



HHaEXchange Go-Live Provider Training and EVV Claims Submission

HHaEXchange Go-Live: Provider Training and EVV Claims Submission

This communication outlines your options for selecting an Electronic Visit Verification (EVV) vendor and the required HHaEXchange training and EVV claims submission process for Humana Healthy Horizons® in Virginia.

EVV Vendor Selection and Claims Submission Requirements

Providers may select any EVV vendor to capture visit data or may use the Humana-sponsored HHaEXchange solution. However, regardless of the vendor selected, all EVV claims for Humana Healthy Horizons members must be submitted through the HHaEXchange (HHAX) portal to be eligible for payment. Please confirm that your chosen EVV vendor is fully integrated with HHaEXchange to ensure timely and accurate claims processing.

Provider Onboarding Steps

- Complete Provider Portal Registration Form **Humana Healthy Horizons in Virginia Provider Portal Registration Form**
- Create Support Request using this **Login**
- HHaEXchange will coordinate with you to create an interface to process your existing EVV visits and claims.

For additional EDI support and onboarding resources, visit the Humana Healthy Horizons in Virginia Information Center on the **HHaEXchange Information Page**.

Training Resources and Support

- **Information Center Page** – Access Updates and links to training schedule here
- Support Center Resources
 - **Provider Resources**
 - **Logging into HHaEXchange**

Humana
Healthy Horizons®
in Virginia

Humana Healthy Horizons in Virginia is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation.

- **Set and Reset HHAeXchange Password**
- **Set Up a New User**
- **Integrating Provider Resources**
 - **Humana VA EDI Code Table**
- Learning Management System
 - HHAeXchange Foundations
 - <https://university.hhaexchange.com/>

Go-Live Timeline

Date	Provider event
Sept. 23, 2025	Milestone 3 Visit Verification & Visit Maintenance Training (webinar)
Oct. 7, 2025	Milestone 4 Billing (webinar)
Oct. 14, 2025	EDI Post Integration Success (webinar)
Oct. 21, 2025	Milestone 5 Reporting and Compliance Monitoring (webinar)
Nov. 1, 2025	Billing Required in HHAX

Important Reminders for Providers

- The HHAeXchange clearinghouse is available to all Humana providers at no cost.
- Providers may select an EVV vendor of their choice to capture EVV data; however, the vendor must be fully integrated with HHAeXchange.
- Providers also have the option to utilize the Humana-sponsored HHAeXchange EVV vendor.
- EVV claims for dates of service on or after November 1, 2025, that are not submitted through HHAeXchange will be denied for non-compliance.
- Until the transition is complete, providers may continue to submit EVV claims via Availity; however, all required EVV data elements are included.

Contact Information for Additional Support

- HHAeXchange: **HHAeXchange Humana Virginia Info Hub**
- Humana Provider Relations: **VAMedicicaidProviderRelations@humana.com**



Thank you for your cooperation and your ongoing commitment to delivering high-quality care to our members.

Sincerely,

Humana Healthy Horizons in Virginia