



August 2, 2021

RE: Update: EVV Previously Announced Billing Cutoff Date of 8/1/2021 no longer in effect

Personal Care Providers,

The previously announced billing cutoff date of 8/1/2021 is no longer in effect. At this time providers are able to continue billing through the Empower Portal for Personal Care services, however, Empower encourages providers to begin billing through HHAExchange (HHAX) as soon as you are able as to not affect payment processing.

In compliance with the 21st Century Cures Act Mandate, Empower Personal Care visits must be electronically verified for:

- Type of service
- Date of service
- Location of service
- Individual receiving the service
- Caregiver or aid performing the service
- Time service begins and ends
- Claim submission for personal care services

If you are using your own third party EVV system, please complete the [Provider Portal Questionnaire](#) and reach out to edisupport@hhaexchange.com as soon as possible to complete your integration. Details about file specifications and integration steps are at <https://link.zixcentral.com/u/1b498d6a/woKYvNk-6xGbalSHYVsSiw?u=https%3A%2F%2Fhhaexchange.com%2Far%2F> on the “EDI Process” tab.

The Quick Visit Entry function is to enter visits into HHAX for generating claims and to comply with the mandate. Please refer to the [Quick Visit Entry Process Guide](#) for more details.

If you need assistance logging in or have any questions about the provider portal, please contact support@hhaexchange.com.

Thank you,

Empower Healthcare Solutions