

10/23/2025

Upcoming HHAeXchange Webinars

Background:

The state provided Electronic Visit Verification (EVV) system vendor, HHAeXchange will host a webinar on Oct. 23, 2025, pertaining to the HHAeXchange+ Mobile Application updates. The webinar will be recorded and available.

HHAeXchange will host a Town Hall on Oct. 30, 2025, for EVV program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers who use HHAeXchange as their EVV system.

In addition, HHAeXchange's Annual System Training for program providers and FMSAs is scheduled for Nov. 13, 2025, and Dec. 10, 2025.

Oct. 23, 2025: Updates to the HHAeXchange+ Mobile Application

[Register for the Webinar.](#)

- Beginning Oct. 27, 2025, and ending Nov. 17, 2025, HHAeXchange, will roll out an updated version of the HHAeXchange+ (HHAX+) mobile application to all HHAX+ users.
 - If HHAX+ users have automatic updates enabled on their mobile device, the HHAX+ user will receive the new HHAX+ version when they log into the application during the rollout period.
 - If HHAX+ users do not have automatic updates enabled on their mobile device, the HHAX+ user must manually update their HHAX+ mobile application by Dec. 3, 2025.

Oct. 30, 2025, 2:00 p.m. to 3:00 p.m. Central time : HHAeXchange Texas Town Hall

[Register for the webinar.](#)

- HHAeXchange hosts the virtual Texas Town Hall to share information on recent HHAeXchange system enhancements. HHAeXchange will review resolutions for holds in the EVV Aggregation Transaction Manager.
- Attendees will receive additional resources for support and participate in a live question and answer (Q&A) session.

Upcoming Annual System Training for program providers and FMSAs

- Nov. 13, 2025: 10:00 a.m. to 12 p.m. Central time; [Webinar Registration - Zoom](#)
- Dec. 10, 2025: 11:00 a.m. to 1:00 p.m. Central time; [Webinar Registration - Zoom](#)

Resources:

Policy or Operational Documents:	Uniform Managed Care Manual Chapter 8.7.1, Electronic Visit Verification Requirements, Section XII.B.6.b
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Contact:

For more information, contact Dell Children's Health Plan Provider Relations at **1-844-781-2343** (TTY 7-1-1) or shpproviderservices@seton.org.