



---

11/20/2025

## HHAeXchange EVV Mobile App Update

---

### **Background:**

On Nov. 3, some HHAeXchange+ users who have automatic updates enabled received the latest version of the HHAeXchange+ app automatically after signing in. HHAeXchange+ users who do not have automatic updates enabled will need to manually update the HHAeXchange+ app through their mobile device app store.

The update is being released in phases, and some service providers may receive the update sooner than others. By Dec. 3, all service providers will have access to the latest version of the HHAeXchange+ mobile app.

### **Key details:**

#### Phased rollout:

- General Availability (up to 5% user download allowed) – Nov. 3
- Early Adopters (up to 50% user download allowed) – Nov. 10
- Final Phase Begins (up to 100% user download allowed) – Nov. 17
- In-App Upgrade notifications – Nov. 18 – Dec. 3
- In-App Force Update – Dec. 4

#### How to enable automatic updates:

Use the following instructions to enable automatic updates for Apple (iOS) and Android applications.

- Apple (iOS):
  - Open the Settings app on the device.
  - Select App Store.
  - Select Automatic Downloads, and toggle App Updates to the on (indicated as a green color).
- Android:
  - Open the Play Store app on the device and select the profile picture icon in the top right.
  - Select Manage Apps and Device, then select Manage.
  - Locate and select the HHAeXchange+ App.
  - Select the ellipsis (three dots) and turn on Enable Auto Update.

First time HHAeXchange+ user? How to download:

- iPhone & Android: Open the App Store (iPhone) or Google Play Store (Android), search for "HHAeXchange+", then tap Get or Install to download the HHAeXchange+ app.

Tips and tricks:

- Check your account: Make sure you're signed in with your Apple ID (iPhone) or Google Account (Android) before downloading apps.
- Use the search bar: Type the exact app name (HHAeXchange+) to avoid downloading an incorrect app.
- Update your device and store apps: Keeping your App Store/Play Store and system updated ensures smoother downloads and access to the latest features.

Helpful reminders:

- If a service provider does not have automatic updates enabled, they'll need to manually update the app in their app store by Dec. 3.
- Service providers downloading the HHAeXchange+ app for the first time after Nov. 3 will immediately be on the updated version.

**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](mailto:shpproviderservices@seton.org).