



**Aetna Better Health of Texas
PROVIDER NOTIFICATION
HHAeXchange Electronic Visit Verification (EVV) Training Resources**

Background:

Program providers, financial management services agencies (FMSAs), Consumer Directed Services (CDS) employers and CDS employees can attend HHAeXchange Open Hours webinar sessions to ask questions, see methods demonstrated, or schedule a one-on-one session for additional help and training.

Key Details:

Open Hours Webinar Sessions

The webinar sessions will be available Monday through Friday until Nov. 3 and 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: 9am - 11am
- And a final session on Friday, Nov. 3 from 1pm – 3pm
 - Administrative
 - Service Provider Management Member Management Scheduling
 - EVV Clock In and Clock Out/EVV Visit Management Manual Visit Management
 - Call Dashboard

Tuesdays/Thursdays: 9am - 11 am

- Billing

FMSAs, CDS employers and CDS employees [join here](#).

The webinars will cover the following topics:

Fridays: 9am - 11am

- Services Portal
- EVV Clock In and Clock Out/EVV Visit Management

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](#).

October 2023

Resources

For more information, visit the HHAeXchange Texas Open Hours web page.

Sincerely, Provider Experience Aetna Better Health of Texas

STAR (Medicaid)

Bexar area: 1-800-248-7767 (TTY: 711)

Tarrant area: 1-800-306-8612 (TTY: 711)

STAR Kids

Dallas and Tarrant areas: 1-844-787-5437 (TTY: 711)