

September 2024

Greetings from The Arc NW!

You are receiving this letter because you use The Arc NW Financial Management Service (FMS) for payroll to Direct Care Workers. This is a follow-up to the letter you received in August explaining the change to a new Electronic Visit Verification (EVV) phone app for recording hours worked.

During September and October, The Arc NW FMS staff will be working to set up the system for use. **You will soon receive an email from HHAeXchange with your username and password.** Please remember that the use of the EVV system is mandated by the State of Michigan. You will need to use this EVV system to be paid using Medicaid funds. **The Arc NW can no longer accept paper or emailed time sheets.**

WHAT DO I NEED TO DO?

1. **Download the HHAeXchange app on your smartphone.** The app should look like the image below. DO NOT download the app for another state. The app description will read: [HHAeXchange+ for IL, MA-SID, MI, TX Users](#). **If you plan to use a landline to phone in hours, the phone number will arrive in your welcome email from HHAeXchange.**



2. **In the app create your own username and password.** You will need to verify your phone number. You will be sent a code you must enter to get started using the app.
3. **You MUST set up your portal by October 1, 2024** so The Arc NW can connect you with the people you serve.
4. **On November 1, 2024 begin using HHAeXchange and STOP using CareWhen.** As of this date The Arc NW will deactivate CareWhen and no hours can be submitted through this system.
5. **All CLS hours and respite hours are to be submitted through HHAeXchange as of November 1, 2024.**

OVER 

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7170 N. Haggerty Road
Canton, MI 48187
313-532-7915
FAX 313-532-7488
www.thearcnw.org

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EVV TRAINING

1. **Video:** HHAeXchange offers a training video on how to clock in, clock out, enter notes and get signatures. You may access it by entering this link into your browser. This will also be sent to you via email.
<https://haxsupport.s3.amazonaws.com/SupportDocs/Videos/New%20UI%20Videos/Nevvon%20Caregiver%20HHAX%2B%20Training/Lesson%206.mp4>
2. **Phone:** Please call Kay at 313-532-7915 ext. 210 between 8:30 AM-1:00 PM Monday-Friday.
3. **In Person:** Please call to make an appointment to come to the office. Call 313-532-7915 to speak with Danielle Mondays-Thursdays 9 AM-2 PM.
4. **Online:** The information, along with the video link, will be posted on The Arc NW website under the tab "About Us" scroll down to "EVV" in the dropdown.

PLEASE TURN IN ALL PENDING TIME SHEETS, RESPITE, AND MILEAGE BY OCTOBER 1, 2024. DUE TO THE FISCAL YEAR END ITEMS SUBMITTED AFTER THIS DATE MAY NOT BE PAID.

QUESTIONS: Call The Arc NW at 313-532-7915.

Thank you for your trust in The Arc NW!

Gretchen Sanewsky, Executive Director

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