



Florida Community Care Go-Live is Here!

Please review important information below regarding Florida Community Care's Go-Live

Go Live for Florida Community Care officially starts **today, April 3rd 2023**, for all providers in scope for this implementation.

Update Regarding Missing Schedules: Please refer to your System Notifications regarding the authorization reprocessing that occurred last week. If you are experiencing any missing schedules, please email the HHAX Support Team at support@hhaexchange.com or call 1-855-400-4429 and provide issue number (HHA-528715).

Next Steps: Please review the checklist below to ensure you are ready.

- **Provider Set-Up**
 - If you do not have an HHAExchange Portal please complete the [Provider Portal Enrollment Form](#) as soon as possible.
 - Ensure you have logged into and set up your HHAExchange Portal account. For assistance, please contact HHAExchange Support at support@hhaexchange.com.
 - Providers using their own 3rd party EVV Tools: Please reach out to EDISupport@hhaexchange.com to begin the integration process and setup.
- **Member and Authorization Data**
 - Member and Authorization Data is available on your Florida Community Care contract within HHAExchange.
 - Validate that your member and authorization data is populated in the HHAExchange Portal.
 - Reach out to your payer for any discrepancies or missing data in the system.
 - **Please refer to your system notifications regarding the authorization reprocessing that occurred last week. If you are experiencing any missing schedules, please email the HHAX Support Team at support@hhaexchange.com or call 1-855-400-4429 and provide issue number (HHA-528715).**
- **Training**
 - Please complete the self-paced course through our Learning Management System (LMS) if you have not already: <https://hhaexchange.docebosaa.com/lms>
 - Familiarize yourself with the HHAExchange Portal
 - Review all training materials for your provider type on the [Provider Information Center](#)
- **Provider Resources**
 - Review resources on the [Provider Information Center Page](#) including the Training tab and FAQs.
 - For Florida Community Care related questions, please call 1-866-962-6186.
- **Provider Go-Live**
 - Please ensure you being scheduling, confirming, and billing visits through the HHAExchange Provider Portal as of today, **April 3, 2023**.
 - Starting **April 3, 2023** : Claims for EVV mandated codes must be submitted through HHAX, otherwise they will be rejected.

[HHAExchange EVV FAQs](#)

Have Other Questions?

Visit the Florida Community Care Provider Info Center for helpful resources and training materials, or contact us at support@hhaexchange.com

[Visit the Provider Info Center](#)