

# Caregiver Guide

## Getting Started in HHAeXchange



Help at Home<sup>®</sup>

Care to Live Your Life.

# HHAXchange is live on August 28

**Welcome to HHAXchange (HHAX)!** HHAX is our new, user-friendly mobile app and Interactive Voice Response (IVR) phone line that will enhance our day-to-day business processes and accelerate how quickly we can deliver high-quality care to those in need.



This guide provides helpful information as you learn to use HHAX in your day-to-day work as a Caregiver.

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## Your Work Day as a Caregiver

### Day One – Starting August 28

- Caregivers will clock in using HHAX for any visits starting after **midnight CT on August 28**.
- All visits will be documented using the HHAX mobile app or interactive voice response (IVR) phone line **AND** a paper timesheet. Clock out activities on the mobile app will include client signature (optional).
- All Caregiver scheduling will be reflected in HHAX; Medikey is no longer available.

### What's Staying the Same?

- Most importantly, Caregivers will continue to provide the same great care to those in need!
- Caregivers will continue to use paper timesheets until further notice, even after HHAX is live on August 28<sup>th</sup>.

### What's Changing?

- Medikey is unavailable starting **August 1**
- HHAX will be the primary system on **August 28**
- Caregivers will clock in and out and make notes on care using a mobile app or IVR phone line

### “Day in the Life” Example: Using the HHAX Mobile App

Here is an example of the tasks a Caregiver will complete in the HHAX mobile app for each client visit:

- 1 View scheduled visits on the *Today's Schedule* page
- 2 Click on a visit and select *Clock In*, then select *GPS*
- 3 Deliver care to the Patient
- 4 On the *Today's Schedule* page, click on the visit and select *Clock Out*
- 5 Select the duties performed in the Plan of Care
- 6 Collect the Patient's signature in the app

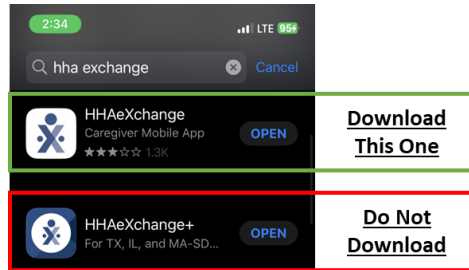
# Downloading and Setting up the HHAX Mobile App

Follow the steps below to download and setup your HHAX mobile app:

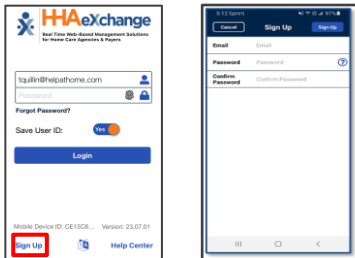
1. Search HHA Exchange (NOT HHAeXchange+) in the App Store (iPhone) or Play Store (Android)



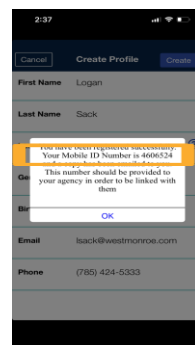
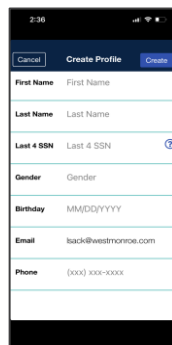
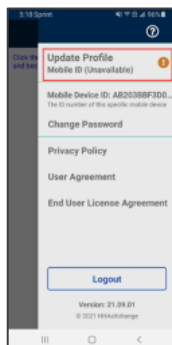
Make sure to download the correct app!



2. Click **Download** to install the application on your personal mobile device
3. Once downloaded, open the mobile app and click **Sign Up**
4. Enter the email address you provided during onboarding, choose a password (minimum of 8 letters, 1 uppercase, and 1 numeric value) and click **Sign Up**

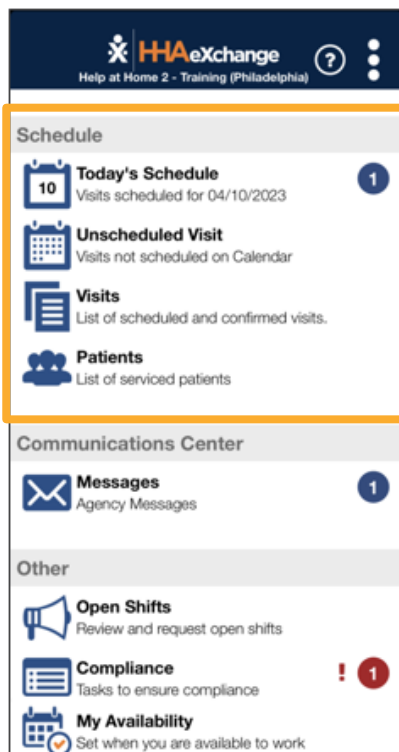


5. Once you receive a verification email to the email address provided, you will need to log into the app, review the *Terms of User Agreement*, and click **Agree**
6. Click the three-dot icon in the top right corner of the app, and click **Update Profile**
7. Complete all fields on the *Create Profile* page and click **Create**
8. Once all information is entered correctly, a message will appear with your Mobile ID, and you will receive a confirmation email.
  - **You MUST call your branch and provide them with this Mobile ID to complete your mobile app registration.**



## Using the HHAX Mobile App

Please go to your local branch to get setup in the Mobile App, then see the details below to start using the app:



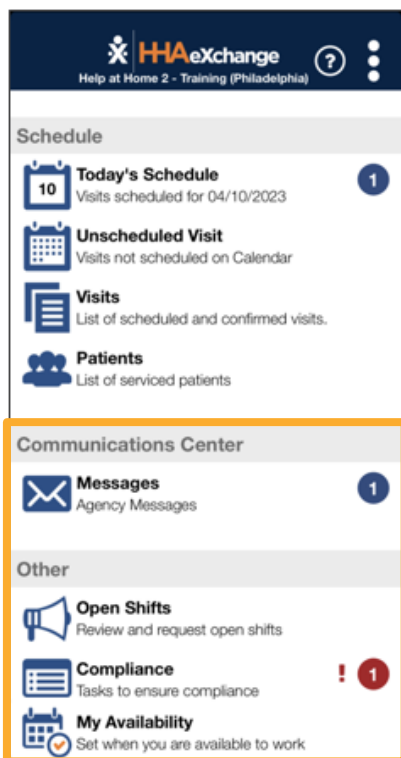
### SCHEDULE

- View **Today's Schedule** to review and **clock in and out of scheduled visits**
  - When completing a visit, select that visit on the schedule and click **Clock In** or **Clock Out**
  - When clocking in, select **GPS**. *Note, a visit verification displays in green under Clock In if successful, and red if unsuccessful. If red, the clock-in or out will still be registered but will require intervention from your care supervisor, who will reach out to you directly to confirm any details they need for the visit*
  - When clocking out, if the visit included a Plan of Care (POC), select the check mark for duties performed, and the x for duties refused, along with the reason. Obtain the client's signature or click **Skip** and select a reason if unable to get a signature
- Leave visit notes by clicking the "+" icon in the top right of the visit page and select a note type
- Select **Visits** to review all scheduled visits up to two weeks in advance
- Select **Patients** to view a list of all patients you can access, then select a patient to view patient information and visits

**NOTE: If you cannot download the mobile app, reach out to your local branch to request your schedule via email, and clock in and out using IVR.**

## Using the HHAX Mobile App

Please go to your local branch to get setup in the Mobile App, then see the details below to start using the app:



### COMMUNICATION CENTER

- Select **Messages** to review any messages sent from the HAH office. You cannot respond in the Mobile App and should reach out to your branch via phone call/text

### OTHER

- Select **Open Shifts** to review and request open shifts broadcasted by the HAH office
  - You can select shifts and click **Interested** or **Not Interested**. A Care Supervisor will then confirm if you are scheduled for the shift or not
- Select **Compliance** to view compliance requirements needing attention
- Select **My Availability** to view your availability. If your availability needs update, contact your branch

**Military Time Chart for reference when reviewing your schedule:**

Normal Time	Military Time	Normal Time	Military Time
12:00 AM	0000	12:00 PM	1200
1:00 AM	0100	1:00 PM	1300
2:00 AM	0200	2:00 PM	1400
3:00 AM	0300	3:00 PM	1500
4:00 AM	0400	4:00 PM	1600
5:00 AM	0500	5:00 PM	1700
6:00 AM	0600	6:00 PM	1800
7:00 AM	0700	7:00 PM	1900
8:00 AM	0800	8:00 PM	2000
9:00 AM	0900	9:00 PM	2100
10:00 AM	1000	10:00 PM	2200
11:00 AM	1100	11:00 PM	2300

## Using the HHAX IVR Phone Line

**If you cannot use the HHAX Mobile App, follow the steps below to clock in and out of client visits using the Interactive Voice Response (IVR) phone line:**

### Clocking In:

1. Using the client's home phone, dial the language-specific IVR number.
  - **English:** 800-717-0617
  - **Spanish:** 800-717-5793
2. When prompted, press **1** for **Call-In**.
3. When prompted, enter your **Assignment ID** (Time & Attendance PIN).
  - Contact your branch if you do not know your Assignment ID
4. Once you have successfully clocked in, you will hear the following confirmation message: **"Call registered. Goodbye."** Hang up the client's phone and complete the visit.

### Clocking Out:

1. Using the client's home phone, dial the language-specific IVR number.
  - **English:** 800-717-0617
  - **Spanish:** 800-717-5793
2. When prompted, press **2** for **Call-Out**.
3. When prompted, enter your **Assignment ID** (Time & Attendance PIN).
  - Contact your branch if you do not know your Assignment ID
4. Assigned duties will be read one at a time by the voice prompt. Respond to each by pressing:
  - Completed - Press **1**
  - Not completed - Press **0**
  - Patient refused - Press **\***
5. Duties will not be read out if you do not call from the Client's phone. The system will ask you to enter the duty code(s) one at a time while pressing # in between each duty
6. When all duties have been entered, press **000**. You will hear **"Call Registered, Goodbye."**

## Using the HHAX IVR Phone Line for Mutual Cases

**If you are providing service for two clients at once and cannot use the HHAX Mobile App, follow the steps below to clock in and out using IVR:**

1. Follow the IVR instructions on the previous page
2. You will only clock in and out ONCE for the visit
3. When clocking out, enter the **Primary** client's duties first, and then dial **000**
4. Repeat step 3 for the **Secondary** client
5. Once you dial 000 a second time, the system will complete the EVV and clock you out

**NOTE:** *If you are unsure who the Primary client is, contact your branch. Entering the wrong client first will result in a bad EVV call-in*

### Mississippi Duty Codes:

Duty Code	Duty Name
101	Medication Management - RN/LPN Only
102	Monitoring Vitals - RN/LPN Only
103	Nursing Care - RN/LPN Only
104	Other-IDDD/CSP Only
105	Meal Preparation
106	Shopping
107	Hygiene
108	Transferring
109	Bathing
110	Light Housekeeping
111	Hair Care
112	Shaving
113	Equipment Assistance
114	Laundry
115	Bed Linen Change
116	Trash Removal
117	Community Participation
118	Finance/Communication
119	Dressing
120	Toileting/Incontinence Support
121	Medication Reminders
122	Bed Mobility/Positioning
123	Feeding





## Frequently Asked Questions

Here are answers to some commonly asked questions. You can click [here](#) to find our full set of FAQs.

### 1. What is HHAeXchange?

- HHAeXchange (HHAX) is our new, user-friendly agency management system, including a mobile app and interactive voice response (IVR) phone line that Caregivers will use to clock in and out of visits and track the tasks they complete. HHAX will make our daily work easier and help us provide better care to people who require it more quickly.

### 2. Why is Medikey going away?

- The state of Mississippi is implementing new requirements for how we deliver and track care in the state. All home care agencies and their Caregivers will be required to use HHAX.

### 3. If a Caregiver doesn't use Medikey today, do they still have to use HHAX starting August 28?

- Yes. Everyone will be required to use HHAX's mobile app or IVR phone line to clock in and out of visits starting August 28.

### 4. What is an IVR phone line?

- IVR stands for Interactive Voice Response and is an automated telephone number that can be called to clock in and out using your voice and/or phone keypad. If you have used Medikey in the past, you were using IVR.

### 5. What happens when HHAeXchange goes live?

- While the state of Mississippi went live with HHAX on August 1, Help at Home has received an extension to go live on **August 28**.
- Starting **August 28**, Caregivers will use either the mobile app or the new IVR phone line **and** paper timesheets to clock in and out of visits.

### 6. Do Caregivers still need to use a paper timesheet?

- As requested by the state of Mississippi, we are asking all Caregivers to track their visits on paper timesheets **starting August 1** and will ask everyone to continue to use paper timesheets even after we introduce HHAX on August 28. We will phase out the use of paper timesheets for certain Caregivers later in the year.

### 7. How will HHAX impact pay?

- The introduction of HHAX is not expected to impact Caregiver pay.

## Have Questions?

Here are steps you can take to access the resources and support you need!

1

Check out our [Knowledge Articles](#)! Use the keyword search bar to access the Help at Home Knowledge Center materials below, and more.

- Clocking In and Out of a Visit
- Using the Mobile App at Go-Live
- Adding and Viewing Notes
- Resetting a Password

### HHaExchange

*HHaExchange is our AMS partner used in Delaware, Mississippi, and Pennsylvania.*

Admin	Getting Started
Mobile Support	Visit Management
Scheduling	Billing
Patient Intake	HR & Caregiver Compliance

2

Still not finding the answer? Reach out to your branch, submit your question to [hhax@helpathome.com](mailto:hhax@helpathome.com), call 1-877-893-9997, or submit a request through the Knowledge Center [here](#).

When submitting a HHAX question through the Knowledge Center or [HHAX@helpathome.com](mailto:HHAX@helpathome.com), please include the below information in your request to ensure a timely and complete resolution. The more details you can provide will help expedite research provided by the AMS Support team.

1. Full name of the person experiencing the issue
2. Branch location
3. Role of the person experiencing the issue
4. Phone number
5. Email address
6. Client name (if applicable)
7. If experiencing issues with the app, please indicate what type of mobile device (iPhone/Android)
8. Screenshots (if applicable)

