

MS HHAeXchange (HHAX) Implementation: Caregiver FAQs

- **What is HHAeXchange?** HHAeXchange (HHAX) is our new, user-friendly mobile app and interactive voice response (IVR) phone line that Caregivers must use to clock in and out of visits.
- **Where can I find instructions for the mobile app and IVR phone line?**
 - Printed user guides are available at each branch and linked [here](#)
 - Click [here](#) to watch a YouTube video on using the HHAX mobile app
- **Who can I reach out to with questions?** If your question is related to your schedule or client(s), call your branch. If your question is HHAX related, reach out to the support team at **1-877-893-9997** or hhax@helpathome.com, or go to the HHAeXchange – Mississippi (MS) [Knowledge Center](#) at support.helpathome.com.
- **How do I clock in and out of a visit if there is no visit on my schedule?** Call your branch to add the visit to your schedule. Do **NOT** use the “Unscheduled Visits” functionality in the HHAX mobile app.
- **What if I need to work a different time or day than what's on my schedule, or cancel a shift?** Call your branch so they can update your schedule. If the visit has already happened, please tell your branch so they can update your visit.
- **If I forgot to clock in, should I clock in late?** No. Clock out as usual and ask your branch to fix your clock in time. You should also continue writing your times worked on your paper timesheet.
- **Do I still need to use a paper timesheet?** As requested by the state of Mississippi, Caregivers must continue tracking visits on paper timesheets AND using the HHAX mobile app/IVR phone line. We will phase out the use of paper timesheets for certain Caregivers later.
- **If I have back-to-back visits with the same client on my schedule (e.g., a respite visit from 6-8am and a PCA visit from 8-10am), do I have to clock out and clock back in between the visits?** No. You should only clock in to the first visit and clock out of the second visit.
- **How should I clock in and out for overnight shifts?** Overnight visits will show 2 shifts on your schedule. You only need to clock in to the first visit and clock out of the second visit.
- **When will I receive my paycheck each week?** You will receive paychecks in your account by Friday each week. In some cases, pay may come through in 2 separate checks if visits were not clocked in and out of correctly and needed branch resolution.
- **What should I do if my client visit does not have duties to check off when I clock out?** Call your branch and ask them to update the client’s Plan of Care.
- **If I have a question outside of business hours, who can I call?** Call your branch, and an after-hours support team will address your question.

MOBILE APP

- **Can I still use the mobile app if I don't have service at the client's house?** Yes. Even if your app is in offline mode, it will register your clock in and clock out times once you return to having service. Click [here](#) for instructions on using offline mode.
- **What should I do if my mobile app says my GPS location is out of range when clocking in or out, even though I'm at the client's home?** Clock in and out as usual and call your branch to confirm the client's address. They can update the client's home coordinates to fix the issue moving forward.
- **If I typically start or end my shift from a location that is not the client's home, how will the app let me clock in/out?** Please call your branch and ask them to add other locations as additional addresses on your client's HHAX profile so that frequently visited locations register properly when clocking in and out.

IVR PHONE LINE

- **What is an IVR phone line?** IVR stands for Interactive Voice Response and is an automated telephone number that can be called from the client's phone to clock in and out using your voice and/or phone keypad. If you have used Medikey in the past, you were using IVR.
- **How can I use the IVR phone line?** Call **800-717-0617** from your **client's phone** to clock in and out. You must place the call using your client's phone for the system to know which client visit you are clocking in/out for. If you do not have a smart phone to use the HHAX mobile app and your client does not have a phone that you can use for IVR, please contact your branch for next steps.
- **Where can I get my Assignment ID to use with the IVR phone line?** Call your branch for this information.