

HHAeXchange

Electronic Visit Verification EVV System

Toll Free Number

English 833-933-7657

Spanish 888-794-5272

Step 1:

Using member's approved home phone you will dial Toll free number.

Step 2:

Enter "1" to clock in

Step 3:

Enter "Time and Attendance PIN" (provided by A Helping Hand HCS)

Step 4:

Press "1" to confirm or "0" to re-enter PIN.

****The system confirms the entry and ends the call. ****

Step 5:

At the end the shift, the Caregiver again uses the approved Member's home phone and dials Toll Free Number.

Step 6:

Enters "2" to clock out

Step 7:

Enter "Time and Attendance PIN"

Step 8:

Press "1" to confirm or "0" to re-enter PIN

Step 9:

The system prompts the Caregiver to enter the duties performed for the visit. If the duty is refused, the Caregiver enters "000"

****The system confirms the entry and ends the call. ****